

Proposal to Create a Training and Reference Manual for New Taco Bell Employees

Summary

Taco Bell does not have a paper copy of a Training and Reference Manual for employees. All training is done online and takes up a lot of time and wastes a lot of money. We need a physical copy to give to employees upon hiring so that they can take it home and study it. They can then come in and take only the tests, and when they pass they can receive hands on training. During operating hours employees are too busy attending to the customers to help teach the new hires. This Training and Reference Manual will save the company time, money, and labor. It will also consolidate the policies and procedures of the company, so that the employees can quickly refer to them if need be.

Current Problems with Training at Taco Bell

The training process is long, drawn out, and wastes a lot of Taco Bell's money. New hires spend their first couple of shifts training online on a program called Learning Zone. The program is very slow, and makes the new hires go through a long animation based program that teaches them the requirements of a Taco Bell employee. After they finish each section they must take an exam over what they have learned and score at least a ninety to pass Taco Bell standards. They are then moved on to the next section until they complete all of the training. Sometimes new hires cannot pass the exams and are just forced to start working. Letting new hires work without the proper training makes them bring up a lot of questions that waste a lot of the manager's time which affects the results of the store as a whole. The main questions the new hires have are about:

- preparing food
- assembling food
- handling customer complaints

When a new hire doesn't know how to handle a situation they may try and handle a situation themselves and the consequences could lead to a greater dilemma. For example, a new hire might ask the cashier at the drive-thru window a question about how to make a modification to an item. This takes time away from the drive-thru cashier which means the customer will have to wait longer for their food to be handed out to them. They also ask questions about simple tasks that could be avoided had they actually finished their training. When one team member doesn't know what they're doing it affects the entire team.

Proposed Solution: An Employee Training and Reference Manual

The proposed Training and Reference Manual for New Taco Bell Employees will provide new employees with the resources to

- succeed on the job without having to memorize what they learned on the computer
- handle work situations on their own
- prepare and assemble food without having to ask questions all the time
- learn the Taco Bell policies, procedures, and standards

I will write the Training and Reference Manual for New Taco Bell Employees based on my experience from over a year of service at Taco Bell. I will refer to Learning Zone for more of the technical information. The Training and Reference Manual for New Taco Bell Employees will include the following sections.

Employee Policies

- Dress Code
- Rules and Regulations

- Learning Zone
- Food Champion Requirements
- Service Champion Requirements

Food

- Taco Bell Ingredients
- Food Safety
- Food Handler's License
- Food Assembly
- Food Equipment
- Fryer Instructions
- Food Preparation

Cleaning Procedures

- Day Crew Cleaning Tasks
- Night Crew Cleaning Tasks
- Closing Crew Cleaning Tasks
- Monthly Cleaning Tasks

Working with Other Employees

- Sexual Harassment in the Work Place
- Complaints and Questions

Conclusion

A Training and Reference Manual for new hires will help the company save time, labor, and money. It would cut out having to waste hours on the computer when they are needed in the restaurant. Making sure the restaurant runs smoothly is important for the success of the company. I feel this Training Manual will benefit the company greatly, and will be a great new addition to the training process.