

Name: _____

Training Date: _____ Knowledge Score: _____

Expediter

Task Outline

Task Outlines for Expediter certification:

1. Cashier
2. Register

☒ Reviewed Expediter Station Standards

- ☐ Maintain uniform/appearance standards throughout shift.
- ☐ Maintain hospitality and guest satisfaction.
- ☐ Maintain station cleanliness throughout shift.
- ☐ Wash hands and cover with gloves before handling food.
- ☐ Station aids available understood and followed.
- ☐ Guests greeted within 5 minutes of entering the restaurant.
- ☐ Food served within 8 minutes if ordering.

☒ Reviewed Station Set-up

- ☐ Fill sanitizer bucket with sanitizer 150-400 PPM (65°F - 75°F)
- ☐ Ice down or refrigerate coffee creamers
- ☐ Stock toddler packs:
 - o Kids placemat
 - o SnS hat (wrapped)
 - o Wet nap
 - o Bib
- ☐ Stock kids packs (given to kids 4 and above):
 - o Kids placemat
 - o Kids cruiser, SnS hat, and stickers (wrapped)
- ☐ Stock products:
 - o Parmesan Shakers (Day Dot - 7 days)
 - o Oyster Crackers
 - o Ice Tea (12 hr hold)
 - o Lemon
 - o Flavored syrups
 - o Sweet Tea (6 hr hold)
 - o Ice
- ☐ Stock and organize paper supplies:
 - o Wet naps
 - o Coffee filters
 - o Napkins
 - o Straws
 - o Paper towels
 - o Drink carriers
 - o Flatware packets
 - o Printer paper
 - o Placemats
 - o Beverage cup carriers
 - o Clamshells, small, large
 - o Beverage cups
 - o Beverage lids
 - o Tamper-proof stickers
 - o Tamper-evident bags
 - o Tape
- ☐ Stock and organize condiments
 - o Ketchup
 - o Mustard
 - o Mayonnaise
 - o Sugar
 - o Splenda
 - o Salt Packets
 - o Pepper packets
 - o Oyster crackers
 - o Romano cheese
- ☐ Stock and organize bussing items.
 - o Sanitizer spray bottle
 - o Paper towels
 - o Bus tub
 - o Trash can liners
- ☐ Stock and organize small wares:
 - o Trays
 - o Drink tray or Lexan

☒ Reviewed Station Cleaning

- ☐ Refer to posted cleaning chart.
- ☐ Clean floors and under equipment using a clean mop.
- ☐ Clean counter, shelving, and stainless with moist sanitized towel.
- ☐ Clean POS and register pan with moist sanitized towel.

Spill Clean Up

- ☐ **1)** If food or drink is spilled onto floor, stand over the area and direct guests around the soiled area.
- ☐ **2)** Direct another associate to bring wet floor signs to surround area.
- ☐ **3)** Immediately sweep and mop the soiled area.
- ☐ **4)** Remove wet floor signs once floor is completely dry.

Bussing Tables

Equipment Includes:

- o A spray bottle of Quat sanitizer
- o Disposable brown paper towel
- o Tray
- ☐ **1)** Place glassware and dishes in bus tub.
- ☐ **2)** Place napkins, placemats, and remaining trash into bus tub.
- ☐ **3)** Wipe crumbs off table and seats and into bus tub.
- ☐ **4)** Place bus tub on another dirty table (take tub to dish room if finished).
- ☐ **5)** Spray the table surface with sanitizer.
- ☐ **6)** Wipe the sanitizer from the table with the paper towel.
- ☐ **7)** Wipe down the seat.
- ☐ **8)** Dry table and seat with a paper towel.
- ☐ **9)** Clean and sanitize booster seats and high chairs and return to the back.
- ☐ **10)** Pick up trash and debris off floor (sweep and mop if necessary).
- ☐ **11)** After the table is dry, place a placemat at each seat at the table.

Maintain the Dining Room and Restroom

- ☐ **1)** Monitor and empty trash when cans are 2/3 full.
- ☐ **2)** Monitor restrooms and clean as needed.

☒ Reviewed 7 Steps of Expedition

1) Review Ticket

- ☐ Remove ticket from printer and review order.
- ☐ Ensure tray is "guest ready" (entrée on right, fries on the left, condiments and napkins on tray).
- ☐ Communicate with DT if any item is incorrect or missing.

2) Package Food Items

- ☐ Maintain communication with Dressing Table to ensure burgers are placed in the correct bags.
- ☐ Seal SnS bags with a tamper-proof sticker.
- ☐ Place delivery orders in a tamper-evident bag. Keep hot items separate from cold. Pack beverages for delivery in tamper evident bags as well.
- ☐ Tape a bounce back coupon and receipt on the bag's outside.
- ☐ Place all orders in a designated spot for contactless pick-up.
- ☐ Place dine in orders on trays with beverages.
- ☐ Place Car Hop items on lined car hop trays.

- ☐ Place curbside items in tray or Lexan.

3) Gather and Package Condiments

- ☐ Serve one napkin per food items.
- ☐ Include 1 ketchup packet with fry orders.
- ☐ Serve mustard, mayo and plastic ware upon request.
- ☐ For milkshakes, include 1 straw (classic) or spoon (specially) and 1 napkin.

4) Alert Guest

- ☐ Organize bagged and trayed orders and shakes by the guest.
- ☐ Call out guest's name for dine in guests.
- ☐ Remain at expo counter until guest arrives.

5) Expo Food Items

- ☐ Stand in anticipation to serve approaching guests.
- ☐ Acknowledge and greet guest with a smile (communicate in an energetic friendly tone).
- ☐ Introduce food to guest... "Here is your order of ____."
- ☐ Provide additional condiments upon guest request.

6) Thank Guest and Invite to Return

- ☐ Sincerely thank, "Thank you for choosing Steak 'n Shake."
- ☐ Invite guest to return "We hope to see you soon."
- ☐ Smile and maintain eye contact throughout interaction.

7) Restore Radiance

- ☐ Wipe down counter with sanitizer and paper towel.
- ☐ Restock expo station with condiments and to-go packaging.

☒ Reviewed Packaging

Drinks:

- ☐ Place 2 or more drinks in a beverage holder.
- ☐ Serve shakes with straw (classic) or a spoon (specialty) (shake only orders include 1 napkin per shake).

Food:

- ☐ All sandwich and fry orders are served with 2 napkins.
- ☐ Provide flatware upon request or with chili or cheese items.
- ☐ Provide additional condiments upon request.

☒ Reviewed Tea Urn Cleaning

- ☐ Clean and sanitize the brew funnel, tip, and screen assembly.
- ☐ Remove and rinse spray head (holes must be open and clear).
- ☐ Wipe down entire surface of brewer with sanitizer cloth.
- Faucet**
- ☐ Turn faucet in a counter-clockwise direction to remove.
- ☐ Unscrew the faucet cap from body and disassemble faucet parts.
- ☐ Transfer parts to three compartment sink for cleaning (do not place in dish machine).

VISION

Steak 'n Shake is a classic American brand, and we intend to lead and dominate the premium burger and milkshake segment of the restaurant industry.

MISSION

Constantly to serve our patrons the highest quality burgers and shakes along with extending them great service at the lowest possible prices.

- ☐ Fill the first sink with a soap solution using mild detergent, second sink is used for clean rinse, and the third sink with sanitizer solution.
- ☐ Use a brush to thoroughly scrub the faucet body.
- ☐ Soak in a sanitizer solution for a minimum of ten minutes.
- ☐ Remove faucet parts, rinse and allow parts to dry overnight.
- Dispenser**
- ☐ Clean entire inside surface of dispenser and faucet shank using small brush with mild detergent and water solution.
- ☐ Pour small amount of sanitizer into the dispenser.
- ☐ Use a small brush to clean all the faucet shank.
- ☐ Rinse dispenser with clean water and allow to air dry overnight.

☒ Reviewed **LEARN Guest Recovery**

- ☐ Use the steps of LEARN when handling guest complaints.
Listen – carefully
- ☐ Provide nonverbal feedback by nodding head (shows concern).
Empathize – sincerely
- ☐ Identify with guest issue and tell them you understand.
Apologize – meaningfully
- ☐ Apologize to guest for the issue.
Respond – immediately
- ☐ Respond to correct the issue to guest's satisfaction.
Nextra – next do something extra (notify manager for approval)
- ☐ Surprise and delight guests with a compensation for bringing issue to your attention.

Training Process: Review each step listed on the checklist and place a check in the REVIEWED Box to indicate the task was reviewed. The trainer will follow the steps listed on the task outline and demonstrate to the trainee the exact process for completing the task. Once shown, the trainee will then be allowed to try-out the same set of steps that were just demonstrated. At the end of the first day of training, the steps will again be reviewed and the INITIAL KNOWLEDGE QUIZ given. The trainee will need to score a 95% for initial knowledge certification. After allowing the trainee to build their skills for a minimum of 2-5 days, a skills evaluation will then be conducted. Using the OBSERVATION CHECKLIST, the trainee's performance will be evaluated focusing on speed, accuracy and station knowledge. The trainee will need to score 95% or higher to EARN THEIR WINGS and certify to a skill level 4.

Initial Knowledge Quiz

At the end of the first day of training, the trainee should complete the following INITIAL KNOWLEDGE QUIZ. After completing the questions, the trainer should review the answers and discuss any items answered incorrectly. The trainee will need to score 95% or higher for Initial Knowledge Certification.

1. What would you use to seal a SnS bag for carryout?
 - A. A tamper-proof sticker
 - B. Tape
 - C. A prime sticker
 - D. A staple
2. Which type of order go into tamper-evident bags (circle all)?
 - A. Carryout
 - B. Delivery
 - C. Catering
 - D. Dine in
3. How does a guest know his/her order is ready?
 - A. Call guest's number
 - B. Call guest's name
 - C. Call out the order
 - D. We deliver the order
4. Circle items that are packed with an order of 2 burgers and 2 regular fries?

2 napkin	1 ketchup	Fork	Salt
3 napkins	2 ketchups	Knife	Pepper
4 napkins	3 ketchups	Spoon	Wet nap
5. How quickly are guests greeted upon entering?
 - A. Within 5 seconds
 - B. Within 10 seconds
 - C. Within 30 seconds
 - D. Within 1:00 minute
6. What are your steps when a guest approaches the counter to pick up food (circle all)?
 - A. Smile
 - B. Be friendly and energetic
 - C. Introduce the food by name
 - D. Hand the order
7. What does LEARN stand for?
 - A. Listen, earn, add, react, notify
 - B. Locate, edit, act, recall, notify
 - C. Look, estimate, adapt, record, negotiate
 - D. Listen, empathize, apologize, respond, nextra
8. What is the minimum number of beverages ordered to provide a drink carrier?
 - A. 1
 - B. 2
 - C. 3
 - D. 4
9. Match the milkshake with the paperware given (draw a line).

Classic	Spoon
Specialty	Straw

10. When bussing a table, which parts do you wipe with sanitizer and a paper towel (circle all)?
 - A. Table top
 - B. Seat
 - C. Floor
 - D. Trays
11. When a spill occurs, you should (circle all):
 - A. Use a towel to wipe it up
 - B. Direct guests away from the spill
 - C. Ask another team member to get a mop and wet floor signs
 - D. Circle the wet area with wet floor signs

NUMBER INCORRECT

SCORING

Incorrect	
1	95%
2 to 3	85%
More than 3	75%

Trainer Signature

Date

Trainee Signature

Date

Name: _____ Date: _____

Skill Level: _____ Observation Score: _____ Knowledge Score: _____

Level 2

Observation: Below 85% **Knowledge: Below 85%**
Needs direct supervision of trainer. Continue to check performance, coach and develop behaviors to move trainee to next level.

Level 4

Observation: 95-100% **Knowledge: 95-100%**
Performs task independently and requires minimal supervision. Can serve guests during rush while maintaining standards.

Level 3

Observation: 85% **Knowledge: 85%**
Performs task independently and meets goals most of the time. Is inconsistent with the knowledge and execution of service procedures.

Level 5

Observation: 95-100% **Knowledge: 95-100%**
Works independently and capable of training others. Recognizes and corrects situations below standards and work is consistently at a high level.

EYW Certification: Observe trainee complete the steps and/or process for each section following the listed areas. For items consistently within standard, place a check in the YES box. For items not within specification or standard, place a check in the NO box. For knowledge certification, answers questions located on back of checklist. Determine skill level based on above rating key.

STATION STANDARDS (validate over entire observation process)	YES	NO
Associate appearance (uniform, grooming, shoes)	<input type="checkbox"/>	<input type="checkbox"/>
Hospitality and guest satisfaction (greeted guest with smile, maintains eye contact)	<input type="checkbox"/>	<input type="checkbox"/>
Station aids available	<input type="checkbox"/>	<input type="checkbox"/>
Food safety (sanitizer available, hand washing observed, station cleanliness)	<input type="checkbox"/>	<input type="checkbox"/>
Handles food according to HACCP procedures (checks food quality before serving)	<input type="checkbox"/>	<input type="checkbox"/>
Guests greeted within 5 minutes of entering the restaurant	<input type="checkbox"/>	<input type="checkbox"/>

STATION SET UP	YES	NO
Sanitizer buckets set up (150-400 PPM (65°F - 75°F))	<input type="checkbox"/>	<input type="checkbox"/>
Stock kid packs (bib, placemat, wrapped SnS hat, cruiser and stickers, wet nap)	<input type="checkbox"/>	<input type="checkbox"/>
Stocks products (crackers, coffee, iced tea, lemons, syrups, ice)	<input type="checkbox"/>	<input type="checkbox"/>
Stocks paper supplies (cups, lids, straws, carriers, coffee filters, paper towels, napkins, wet naps, flatware, printer paper, placemats, clamshells, bags, tape)	<input type="checkbox"/>	<input type="checkbox"/>
Stocks condiments (refrigerate or ice down coffee cream, condiments, sugar, Splenda, cheese)	<input type="checkbox"/>	<input type="checkbox"/>
Stocks and organize small wares (trays, drink tray or lexan)	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrates ability to prepare tea (sweet and regular) & coffee (regular and decaf)	<input type="checkbox"/>	<input type="checkbox"/>

7 Steps of Expedition (observe associate for minimum 1 hour during rush period)

1) Review Ticket	YES	NO
Remove ticket from printer and review order.	<input type="checkbox"/>	<input type="checkbox"/>
Ensure tray is "guest ready" (entrée on right, fries on the left, condiments and napkins on tray).	<input type="checkbox"/>	<input type="checkbox"/>
Communicate with DT if any item is incorrect or missing.	<input type="checkbox"/>	<input type="checkbox"/>
2) Package Food Items	YES	NO
Maintain communication with Dressing Table to ensure burgers are placed in the correct bags.	<input type="checkbox"/>	<input type="checkbox"/>
Seal SnS bags with a tamper-proof sticker.	<input type="checkbox"/>	<input type="checkbox"/>
Place delivery orders in a tamper-evident bag. Keep hot items separate from cold. Pack beverages for delivery in tamper evident bags as well.	<input type="checkbox"/>	<input type="checkbox"/>
Tape a bounce back coupon and receipt on the bag's outside.	<input type="checkbox"/>	<input type="checkbox"/>

Expediter

Observation Checklist

Task Outlines for EXPEDITER:

- Cashier
- Register

Place all orders in a designated spot for contactless pick-up.	<input type="checkbox"/>	<input type="checkbox"/>
Place dine in orders on trays with beverages.	<input type="checkbox"/>	<input type="checkbox"/>
Place Car Hop items on lined car hop trays.	<input type="checkbox"/>	<input type="checkbox"/>
Place curbside items in tray or Lexan.	<input type="checkbox"/>	<input type="checkbox"/>
3) Gather and Package Condiments	YES	NO
Serve one napkin per food items.	<input type="checkbox"/>	<input type="checkbox"/>
Include 1 ketchup packet with fry orders.	<input type="checkbox"/>	<input type="checkbox"/>
Serve mustard, mayo and plastic ware upon request.	<input type="checkbox"/>	<input type="checkbox"/>
For milkshakes, include 1 straw (classic) or spoon (specially) and 1 napkin.	<input type="checkbox"/>	<input type="checkbox"/>
4) Alert Guest	YES	NO
Organize bagged and trayed orders and shakes by the guest.	<input type="checkbox"/>	<input type="checkbox"/>
Call out guest's name for dine in guests.	<input type="checkbox"/>	<input type="checkbox"/>
Remain at expo counter until guest arrives.	<input type="checkbox"/>	<input type="checkbox"/>
5) Expo Food Items	YES	NO
Stand in anticipation to serve approaching guests.	<input type="checkbox"/>	<input type="checkbox"/>
Acknowledge and greet guest with a smile (communicate in an energetic friendly tone).	<input type="checkbox"/>	<input type="checkbox"/>
Introduce food to guest... "Here is your order of ____."	<input type="checkbox"/>	<input type="checkbox"/>
Provide additional condiments upon guest request.	<input type="checkbox"/>	<input type="checkbox"/>
6) Thank Guest and Invite to Return	YES	NO
Sincerely thank, "Thank you for choosing Steak 'n Shake."	<input type="checkbox"/>	<input type="checkbox"/>
Invite guest to return "We hope to see you soon."	<input type="checkbox"/>	<input type="checkbox"/>
Smile and maintain eye contact throughout interaction.	<input type="checkbox"/>	<input type="checkbox"/>
7) Restore Radiance	YES	NO
Wipe down counter with sanitizer and paper towel.	<input type="checkbox"/>	<input type="checkbox"/>
Restock expo station with condiments and to-go packaging.	<input type="checkbox"/>	<input type="checkbox"/>

Busses Tables	YES	NO
Buses tables as soon as is reasonable.	<input type="checkbox"/>	<input type="checkbox"/>
Places table trash in bus tubs.	<input type="checkbox"/>	<input type="checkbox"/>
Sprays table and surfaces with sanitizer.	<input type="checkbox"/>	<input type="checkbox"/>
Dry table and seat with paper towel.	<input type="checkbox"/>	<input type="checkbox"/>
Cleans and stores booster seat.	<input type="checkbox"/>	<input type="checkbox"/>
Sweeps floor.	<input type="checkbox"/>	<input type="checkbox"/>
Places place mats on table to indicate table is clean (after dry).	<input type="checkbox"/>	<input type="checkbox"/>

Cleans Dining Room	YES	NO
Monitors and cleans restrooms as needed.	<input type="checkbox"/>	<input type="checkbox"/>
Empties trash when 2/3 full.	<input type="checkbox"/>	<input type="checkbox"/>
Makes tea and cleans the urn	<input type="checkbox"/>	<input type="checkbox"/>

VISION

Steak 'n Shake is a classic American brand, and we intend to lead and dominate the premium burger and milkshake segment of the restaurant industry.

MISSION

Constantly to serve our patrons the highest quality burgers and shakes along with extending them great service at the lowest possible prices.

Final Knowledge Certification

- What indicates a table is cleaned and ready?
 - Table card
 - Water
 - Napkin
 - Placemat
- What would you use to seal a SnS bag for carryout?
 - A tamper-proof sticker
 - Tape
 - A prime sticker
 - A staple
- How quickly are guests greeted at the door?
 - Within 1 minute
 - Whenever possible
 - Within 30 seconds
 - Within 5 seconds
- What is the first step if a guest has a complaint?
 - Void ticket
 - Alert manager
 - Listen to the complaint
 - Refund money
- What is the time standard from order to eating for dine in?
 - Within 5 minutes
 - 5 – 10 minutes
 - 10 – 15 minutes
 - Within 8 minutes
- What age kids are given kids packs?
 - 4 and under
 - 4 and above
 - 2 and under
 - 6 and above
- Which type of order go into tamper-evident bags (circle all)?
 - Carryout
 - Delivery
 - Catering
 - Dine in
- How does a guest know his/her order is ready?
 - Call guest's number
 - Call guest's name
 - Call out the order
 - We deliver the order
- What are your steps when a guest approaches the counter to pick up food (circle all)?
 - Smile
 - Be friendly and energetic
 - Introduce the food by name
 - Hand the order
- What is the hold time for iced tea (un-sweet)?
 - 12 hours
 - 2 hours
 - 6 hours
 - 4 hours

- What is the minimum number of beverages ordered to provide a drink carrier?
 - 1
 - 2
 - 3
 - 4
- Match the milkshake with the paperware given (draw a line).

Classic	Spoon
Specialty	Straw
- How much ice is used in each drink?
 - Fill 1/2 full
 - Fill 2/3 full
 - Fill to rim of glass
 - Fill 1/4 full
- What does LEARN stand for?
 - Listen, earn, add, react, notify
 - Locate, edit, act, recall, notify
 - Look, estimate, adapt, record, negotiate
 - Listen, empathize, apologize, respond, nexta
- When bussing a table, which parts do you wipe with sanitizer and a paper towel (circle all)?
 - Table top
 - Seat
 - Floor
 - Trays
- List two types of sweeteners we offer.
 - _____
 - _____
- How quickly should tables be restored after a guest leaves?
 - Within 60 seconds of leaving
 - Within 5 minutes of leaving
 - When tables are needed
 - 2 minutes after leaving
- When is a booster seat offered?
 - Only upon request
 - When child is carried in
 - Always offered
 - When child is walked in
- What must be done before providing "Nextra"?
 - Thank guest
 - Notify one other associate
 - Cash out guest
 - Notify manager for approval
- How full should a trash can become before it is emptied?
 - 2/3
 - 3/4
 - Completely
 - Overflowing

- How many red baskets will fit on a carp hop tray?
 - 1
 - 2
 - 3
 - 4
- What should you do immediately after a drink is spilled onto the floor?
 - Leave paper towels over soiled area
 - Immediately retrieve a wet floor sign
 - Stand over area and direct guest
 - Immediately mop soiled area
- How full are glasses filled with ordered beverages?
 - 1/2 inch from top
 - 1 inch from top
 - 2 inches from top
 - To top of rim

OBSERVATIONS MISSED

SCORING

Missed	
0	100%
1-3	95%
4 to 9	85%
9 +	Below 85%

KNOWLEDGE MISSED

SCORING

Missed	
0	100%
1	95%
2	85%
3 +	Below 85%

Trainer Signature

Date

Trainee Signature

Date



Name: _____

Training Date: _____ Knowledge Score: _____

Dressing Table

Task Outline

Task Outlines for DRESSING TABLE station:

1. Dressing Table

☒ Reviewed

Station Set-up

- ☐ Monitor reach-in cooler temperatures (36 - 38°F).
- ☐ Fill sanitizer bucket with sanitizer 150-400 PPM (65°-75°F).
- ☐ Stock and organize station according to dressing table diagram.
- ☐ Stock small wares:
 - o Tongs
 - o Spoodle
 - o Ice scoop
 - o Spreader
 - o Dishware
 - o 6-inch-deep size pans
 - o #1 and #2 TBSP
 - o Spreaders
 - o Chili ladle
 - o 2 oz. soufflé cups
 - o FIFO bottle
- ☐ Stock paper supplies (stored upside down):
 - o Plastic gloves
 - o Fry cups
 - o Plastic utensils
 - o Towels
 - o Take out bags
 - o Portion cups
 - o Napkins
 - o Take out containers
 - o 12x12 wrap
 - o Cup holders
 - o Red baskets
 - o Basket liner
 - o Trays
 - o Car Hop trays
 - o Paper
 - o Car Hop tray liners
 - o Tamper-proof stickers

☒ Reviewed

Station Cleaning

- ☐ Clean station with moist sanitized towel (countertop, shelves, sinks).
- ☐ Clean floors and baseboards with clean mop and floor cleaner ensuring no build-up in corners.
- ☐ Clean exterior of cheese dispenser with moist sanitized towel.
- ☐ Clean and sanitize equipment and utensils.
- ☐ Remove damaged serving trays.

Clean Dressing Table

- ☐ Clean squeeze bottle and lids with moist sanitized towel.
- ☐ Clean pass over with moist sanitized towel.

Clean Microwave

- ☐ 1) Clean exterior with moist sanitized towel (handle and fan cover).
- ☐ 2) Clean interior with moist sanitized towel.
- ☐ If fan cover is removable, remove and clean w/moist sanitized towel.

☒ Reviewed

Dressing Procedures

- ☐ Refer to sizzles for additional dressing information (classic and specialty Steakburgers, melts, and steak franks).
- ☐ Always ensure onions are in contact with steak patties.

FIFO Bottles (if used)

- ☐ 1 circle = 1/4 oz. (Classic Steakburgers)
- ☐ 2 circles = 1/2 oz. (Specialty Steakburgers)
- ☐ 4 circles = 1 oz. (Specialty Steakburgers)
- ☐ Spiral = 1.5 oz. (Specialty Steakburgers)

Spreader Bottles (if used)

- ☐ 1 swipe = 1/4 oz. (Classic Steakburgers)
- ☐ 2 swipes = 1/2 oz. (Specialty Steakburgers)
- ☐ 4 swipes = 1 oz. (Specialty Steakburgers)
- ☐ 6 swipes = 1/2 oz. (Specialty Steakburgers)
- Other**
 - ☐ Zigzag = 1/2 oz. – 1.5 oz. (Melts)
 - ☐ 1 line = 1/4 oz. (Steak Franks)

☒ Reviewed

Plating and Placement Dine-In and Car Hop

- ☐ All Steakburgers, Sandwiches, and Steak Franks are served with fries.
- ☐ If fries are NOT ordered, place entrée on the center of a red basket lined with paper.
- ☐ Fries are placed on the right and the entrée on the left.
- ☐ Do not wrap entrees for dining room or Car Hop.
- ☐ **Placement of trays on pass over window**
 - ☐ 1) Serving trays are placed vertically on the pass over window.
 - ☐ 2) Place dressed products on serving trays using the 1, 2, 3, 4 system (Place items clockwise around the tray, starting with the upper left corner).
 - ☐ 3) Once all items have been placed on the tray with the order receipt, turn the tray vertically (clockwise).
- ☐ **Items placed on a red basket lined with paper**
 - o Steakburgers
 - o Grilled Cheese
 - o Large Fries
 - o Melts
 - o Chicken Fingers
 - o Kids meals
 - o Entrees with fries
 - o A la carte sides
 - o Steak Franks

Items placed in to-go packaging

- o Chili
- o Cheese Fries
- o Sauces
- ☐ Applesauce served unopened in original container.

☒ Reviewed

Placement of Trays Car Hop

- ☐ **Placement of items on car hop serving trays**
 - ☐ 1) Place a liner on the car hop tray.
 - ☐ 2) Place no more than two red baskets on a car hop tray.
 - ☐ 3) Do not overload the tray.
 - ☐ 4) Place napkins under baskets. Place condiments on top of napkins.

☒ Reviewed

Dressing Table 2 (Drive Thru and Carry Out)

To Go and Carry Out Packing Procedures

- ☐ Refer to Condiments station aid to properly package products with condiments.
- ☐ Use smallest bag possible (leave enough room to fold down top of bag 1").
- ☐ Remove day dot from products before packaging.
- ☐ Package hot and cold items separately.
- ☐ Place fries in fry cup.

- ☐ Place hash browns in a sleeve.
- ☐ Place heavy food items at bottom of bag (items may be stacked)
- ☐ Drive Thru Orders - tape ticket to bag and fold down top of bag 1 inch.
- Carry Out Orders - tape ticket to bag and fold down top of bag 1 inch.

☒ Reviewed

Catering

- ☐ Refer to Condiments station aid to properly package products with condiments.
- ☐ Package items in catering lunch box.
- ☐ Wrap Steakburgers in foil wrap.
- ☐ Package Steakburger toppings in a small chili cup.
- ☐ Seal lunch boxes with a tamper-proof sticker.

☒ Reviewed

Station Standards

- ☐ Wash hands and wear gloves before handling food items.
- Most 'add bacon' orders will include two strips of bacon (Steakburgers, Melts and Sandwiches).
- ☐ Post first tickets to prepare near fryer for DT 1. Post first tickets to prepare near drive through for DT 2.
- ☐ To-go and drive thru orders prioritized.
- ☐ Check date on products. Never use expired product.
- ☐ Rotate items using First in First Out (FIFO).
- ☐ Ensure dressed products meet quality standards.
- ☐ Replace DT coolers as needed.
- ☐ Clean and sanitize bun boards after each use.

Training Process: Review each step listed on the checklist and place a check in the REVIEWED Box to indicate the task has been reviewed. The trainer will follow the steps listed on the task outline and demonstrate to the trainee the exact process for completing the task. Once shown, the trainee will then be allowed to try-out the same set of steps that were just demonstrated. At the end of the first day of training, the steps will again be reviewed and the INITIAL KNOWLEDGE QUIZ given. The trainee will need to score a 95% for initial knowledge certification. After allowing the trainee to build their skills for a minimum of 2-5 days, a skills evaluation will then be conducted. Using the OBSERVATION CHECKLIST, the trainee's performance will be evaluated focusing on speed, accuracy and station knowledge. The trainee will need to score 95% or higher to EARN THEIR WINGS and certify to a skill level 4.

VISION

Steak 'n Shake is a classic American brand, and we intend to lead and dominate the premium burger and milkshake segment of the restaurant industry.



MISSION

Constantly to serve our patrons the highest quality burgers and shakes along with extending them great service at the lowest possible prices.

Initial Knowledge Quiz

At the end of the first day of training, the trainee should complete the following INITIAL KNOWLEDGE QUIZ. After completing the questions, the trainer should review the answers and discuss any items answered incorrectly. The trainee will need to score 95% or higher for Initial Knowledge Certification.

- How are a la carte Steakburgers packaged for dining room?
 - 12 x 12 wrap
 - Lunch box
 - Lined red basket
 - Foil wrapper
- How are Frisco Melts with fries packaged for delivery?
 - 12 x 12 wrap
 - Lunch box
 - Lined red basket
 - Foil wrapper
- How is the Chili Mac packaged for Car Hop?
 - Small Styrofoam cup
 - Small black bowl
 - Medium black container
 - Lined red basket
- How much ordered dressing is placed on a classic Steakburger bun?
 - 1 tsp.
 - 1/4 oz. (one swipe)
 - 2 TBSP
 - 1/2 oz. (two swipes)
- How many onions are placed on a Double Cheese Steakburger?
 - 1 ring
 - 3 rings
 - 2 rings
 - 1 TBSP diced onion
- How many red baskets sit on a car hop tray?
 - 1
 - 2
 - 3
 - 4
- What dressings are placed on a Western BBQ Steakburger?
 - BBQ sauce
 - Diced onions
 - Fried Onions
 - All of the above
- What type of onion is on a Patty Melt?
 - Sliced yellow onions
 - Diced onions
 - Sliced red onions
 - Grilled onions

- How are dressings packaged for catering?
 - 12 x 12 wrapper
 - Small Styrofoam cup
 - On the Steakburger
 - Small fry sleeve
- Where are fries placed on a lined red basket for a Grilled Cheese Sandwich?
 - Left
 - Right
 - In a separate basket
 - Center
- How many strips of bacon are included if a guest wants to add bacon to a sandwich?
 - 1 full strip
 - 3 full strips
 - 2 full strips
 - 4 full strips
- How often are DT cooler containers replaced?
 - Every 12 hours
 - Once per shift
 - Twice per shift
 - As needed
- How much ordered mustard is placed on a double Steakburger?
 - 1 tsp.
 - 1 swipe (1/4 oz.)
 - 2 TBSP
 - 2 swipes (1/2 oz.)
- How is a Steak Frank with fries packaged for drive-thru?
 - Sleeve only
 - Boat in sleeve
 - 12 x 12 wrap only
 - Boat in 12 x 12 wrap
- Using the 1, 2, 3, 4 system where is the first item placed on the serving tray?
 - Lower left corner
 - Lower right corner
 - Upper right corner
 - Upper left corner
- When plating car hop items, how is a large onion ring plated?
 - Large fry cup
 - Lunch box
 - Lined red basket
 - Medium black container
- What condiment is placed on a Cajun Double Steakburger?
 - Salsa
 - Garlic Sauce
 - Cajun Sauce
 - Ketchup

NUMBER INCORRECT

SCORING

Incorrect	
1	95%
2 to 3	85%
More than 3	75%

Trainer Signature

Date

Trainee Signature

Date



Name: _____ Date: _____

Skill Level: _____ Observation Score: _____ Knowledge Score: _____

Dressing Table

Task Outlines for DRESSING TABLE station:

1. Dressing Table

Observation Checklist

Level 2

Observation: Below 85% **Knowledge:** Below 85%
Needs direct supervision of trainer. Continue to check performance, coach and develop behaviors to move trainee to next level.

Level 3

Observation: 85% **Knowledge:** 85%
Performs task independently and meets goals most of the time. Is inconsistent with the knowledge and execution of dressing items.

Level 4

Observation: 95-100% **Knowledge:** 95-100%
Performs task independently and requires minimal supervision. Can prepare all items following specification within standard time frame.

Level 5

Observation: 95-100% **Knowledge:** 95-100%
Works independently and capable of training others. Recognizes and corrects situations below standards and work is consistently at a high level.

EYW Certification: Observe trainee complete the steps and/or process for each section following the listed areas. For items consistently within standard, place a check in the YES box. For items not within specification or standard, place a check in the NO box. For knowledge certification, answers questions located on back of checklist. Determine skill level based on above rating key.

STATION STANDARDS	YES	NO
Equipment temperatures monitored (reach-in cooler 36-38°F)	<input type="checkbox"/>	<input type="checkbox"/>
Rotate items using First in First Out (FIFO)	<input type="checkbox"/>	<input type="checkbox"/>
Prioritize Drive-Thru and To-Go Orders	<input type="checkbox"/>	<input type="checkbox"/>
Correct ticket placement (from left to right, near fryer for DT1 / near drive thru for DT2)	<input type="checkbox"/>	<input type="checkbox"/>
Ensure dressed products meet quality standards	<input type="checkbox"/>	<input type="checkbox"/>
Properly package drive-thru, dine-in, Car Hop, to-go orders	<input type="checkbox"/>	<input type="checkbox"/>
Fries placed in lined red basket on the right, entrees placed on the left	<input type="checkbox"/>	<input type="checkbox"/>
Placed dress products on trays following the 1, 2, 3, 4 system	<input type="checkbox"/>	<input type="checkbox"/>
Food safety (sanitizer, hand washing, station cleanliness)	<input type="checkbox"/>	<input type="checkbox"/>
Station (clean, organized, stocked, and maintained)	<input type="checkbox"/>	<input type="checkbox"/>
Associate appearance (uniform, grooming, shoes)	<input type="checkbox"/>	<input type="checkbox"/>
Station aids (understood, followed)	<input type="checkbox"/>	<input type="checkbox"/>
STATION SET UP	YES	NO
Sanitizer bucket (150-400 PPM, clean towels)	<input type="checkbox"/>	<input type="checkbox"/>
Paper supplies (plastic gloves, towel, wrap, plastic utensils, to go packaging)	<input type="checkbox"/>	<input type="checkbox"/>
Stock reach-in	<input type="checkbox"/>	<input type="checkbox"/>
Small wares proper (tongs, spreader, ladles, spoodles, scoops, pans)	<input type="checkbox"/>	<input type="checkbox"/>
Equipment and utensils cleaned and sanitized	<input type="checkbox"/>	<input type="checkbox"/>
Station set up (according to station diagrams)	<input type="checkbox"/>	<input type="checkbox"/>
CLEANING PROCEDURES	YES	NO
Clean and sanitized work area (countertops, shelves, sinks)	<input type="checkbox"/>	<input type="checkbox"/>
Sweep and mop (floors, baseboards and under equipment)	<input type="checkbox"/>	<input type="checkbox"/>
Replace used dressing pans with sanitized pans once per shift (clean squeeze bottles and lids)	<input type="checkbox"/>	<input type="checkbox"/>
Clean stainless surfaces with moist sanitized towel	<input type="checkbox"/>	<input type="checkbox"/>
Clean microwave and toaster with moist sanitized towel	<input type="checkbox"/>	<input type="checkbox"/>

The Original Double Steakburger (validate during lunch and/or dinner)	YES	NO
Swipe or squeeze ordered condiments on top bun (ketchup, mustard, mayo, mustard relish, sauce)	<input type="checkbox"/>	<input type="checkbox"/>
Place 1 lettuce leaf on top of condiments or top bun	<input type="checkbox"/>	<input type="checkbox"/>
Place 1 tomato slice on top of lettuce	<input type="checkbox"/>	<input type="checkbox"/>
Place 2 pickles on top of tomato (parallel to one another)	<input type="checkbox"/>	<input type="checkbox"/>
Place 3 onion slices on top of pickles	<input type="checkbox"/>	<input type="checkbox"/>
Gently place top bun on Steakburger so onions touch the patty	<input type="checkbox"/>	<input type="checkbox"/>
Place Steakburger on right side of a red basket lined with paper (wrap burger w/ 12x12 wrap and place in bag for to go orders)	<input type="checkbox"/>	<input type="checkbox"/>
Place fries on the left side of the basket (place fries in fry cup for to go orders)	<input type="checkbox"/>	<input type="checkbox"/>
Speed of production (under 1:00, drive-thru within standard)	<input type="checkbox"/>	<input type="checkbox"/>
Overall food presentation (presentation, flavor, packaging, plating)	<input type="checkbox"/>	<input type="checkbox"/>

Western Steakburger (validate during lunch and/or dinner)	YES	NO
Place 1.5 oz. BBQ sauce on the top bun	<input type="checkbox"/>	<input type="checkbox"/>
Places #2 TBSP of French fried onions on top of BBQ sauce	<input type="checkbox"/>	<input type="checkbox"/>
Place #1 TBSP of diced onions on top of diced onions	<input type="checkbox"/>	<input type="checkbox"/>
Place burger base on top of diced onions so bacon touched diced onions	<input type="checkbox"/>	<input type="checkbox"/>
Place Steakburger on right side of a red basket lined with paper (wrap burger w/ 12x12 wrap and place in bag for to go orders)	<input type="checkbox"/>	<input type="checkbox"/>
Place fries on the left side of the basket (place fries in fry cup for to go orders)	<input type="checkbox"/>	<input type="checkbox"/>
Speed of production (under 1:00, drive-thru within standard)	<input type="checkbox"/>	<input type="checkbox"/>
Overall food presentation (presentation, flavor, packaging, plating)	<input type="checkbox"/>	<input type="checkbox"/>

Car Hop (validate during lunch and/or dinner)	YES	NO
Place paper liner on car hop tray	<input type="checkbox"/>	<input type="checkbox"/>
Place the entrée on the right side and fries on the left in the lined red basket	<input type="checkbox"/>	<input type="checkbox"/>
Place no more than 2 red baskets on the car hop tray	<input type="checkbox"/>	<input type="checkbox"/>
Place napkin(s) and flatware under the basket on top of the tray liner	<input type="checkbox"/>	<input type="checkbox"/>

VISION

Steak 'n Shake is a classic American brand, and we intend to lead and dominate the premium burger and milkshake segment of the restaurant industry.



MISSION

Constantly to serve our patrons the highest quality burgers and shakes along with extending them great service at the lowest possible prices.

Final Knowledge Certification

- How many rings of onions are used on a Steakburger Sandwich?
A. 3 B. 5
C. 4 D. 6
- How much chili is on the Chili Cheese Steak Frank?
A. 1 oz. B. 2 oz.
C. 1 ½ oz. D. 2 ½ oz.
- How are Frisco Melts with fries packaged for delivery?
A. 12 x 12 wrap B. Lunch box
C. Lined red basket D. Foil wrapper
- How are tickets placed on the ticket holder at DT2?
A. Newer ticket towards grill B. Newer tickets removed off holders
C. First tickets to prepare near the drive thru D. Newer tickets in middle of holder
- How much cheese is used in a Grilled Cheese?
A. 1 slice B. 2 ½ slices
C. 3 slices D. 2 slices
- What dish is a Large Chili Cheese Fry placed on?
A. Styrofoam cup B. Small black bowl
C. Medium black bowl D. Large white clamshell
- What position are fries placed in a red basket with a Steakburger?
A. Left B. Right
C. Center D. Separate basket
- How are tickets placed on the ticket holder at DT1?
A. First tickets to prepare near the fryer B. Newer tickets removed off holders
C. Tickets are not placed on the holder at DT 1 D. Newer tickets in middle of holder
- What condiment is placed on a Royale Burger?
A. Mayonnaise B. Garlic Mayonnaise
C. Spicy Mayonnaise D. Ketchup
- What type of onion is on a Patty Melt?
A. Sliced onions B. Diced onions
C. Grilled onions D. French fried onions

- How is the a la carte Steakburger plated for car hop plated?
A. 12 x 12 paper B. Lined red basket
C. Lunch box D. Foil wrapper
- How many diced yellow onions are on a Western BBQ and Bacon Steakburger?
A. #1 TBSP B. 2 oz.
C. #2 TBSP D. 4 oz.
- How is a grilled cheese sandwich packaged for carry out?
A. Clam shell B. 12x12 wrap
C. To go container D. Grilled cheese sleeve
- How much bacon goes on an "add bacon" to a Steakburger?
A. 2 half strips B. 4 full strips
C. 6 half strips D. 2 full strips
- How often are DT cooler containers replaced?
A. Every 12 hours B. Once per shift
C. Twice per shift D. As needed
- How much ordered condiment is placed on a SnS bun?
A. 1 tsp. B. 1/4 oz.
C. 2 TBSP D. 1/2 oz.
- Where are fries placed on a lined red basket for a Grilled Cheese Sandwich for Car Hop?
A. In a separate basket B. Center
C. Left D. Right
- What dressings are placed on a Western BBQ Steakburger?
A. BBQ Sauce B. Diced Onion
C. Fried Onions D. All of the above
- Which topping(s) does(do) not automatically come on a Steakburger?
A. Cheese B. Onions
C. Ketchup D. Lettuce
- What is the correct amount of diced onions for a Chili Cheese Steak Frank?
A. 1 tsp. B. #1 TBSP
C. 1/2 TBSP D. #2 TBSP
- How many strips of bacon go on a regular order of bacon cheese fries?
A. 1 full strip B. 2 full strips
C. 3 full strips D. 4 full strips

- How is a Steak Frank with fries packaged for drive-thru?
A. Sleeve only B. Boat in sleeve
C. 12 x 12 wrap only D. Boat in 12 x 12 wrap
- How many jalapeños are served on a Jalapeño Crunch?
A. 3 B. 5
C. 4 D. 6
- How many ounces of BBQ sauce is used on a Western BBQ N Bacon Steakburger?
A. 1 oz. B. 2
C. 1.5 oz. D. 2.5 oz.

OBSERVATIONS MISSED

SCORING

Missed	
0	100%
1-3	95%
4 to 9	85%
9 +	Below 85%

KNOWLEDGE MISSED

SCORING

Missed	
0	100%
1	95%
2	85%
3 +	Below 85%

Trainer Signature

Date

Trainee Signature

Date



Name: _____

Training Date: _____ Knowledge Score: _____

Drive-Thru

Task Outline

Task Outlines for DRIVE-THRU:

1. Drive-Thru
2. Register

☒ Reviewed Standards

- ☐ Maintain uniform standards throughout shift.
- ☐ Wash hands after handling cash and before handling food.
- ☐ Maintain station cleanliness throughout shift.
- ☐ Continuously focus on hospitality and guest satisfaction.
- ☐ Smile and maintain eye contact with guests.
- ☐ Do not place personal belongings at drive-thru station.
- ☐ Fill cups with ice to top of SnS logo. Fill cups with beverage 1/2 inch from rim (bottom lip).
- ☐ Do not accept bills larger than \$50.
Have guest sign receipts for credit card charges of \$25 or greater
- ☐ Provide condiments per the Condiments job aid.
- ☐ Place 1 napkin in bag for each food item.
- ☐ Maintain station standards within required time frames (window below 2:15, total below 5:00 minutes).

☒ Reviewed Station Set-up

- ☐ Verify register cash with manager before start of shift.
- ☐ Fill sanitizer bucket with sanitizer 150-400 PPM (65°F - 75°F).
- ☐ Verify drive-thru timer is operational (notify manager of issues).
- ☐ Verify 5 headset batteries are charged and/or charging.
- ☐ Verify headset is working properly (notify manager of issues).
- ☐ Headsets for (drive-thru operator, grill, fountain, and manager).
- ☐ Fill ice bin and store scoop in container.
- ☐ Prepare coffee, tea, sweet tea.
- ☐ Stock and organize supplies:
 - o Ink pens
 - o Printer paper
 - o Takhomasak menus
 - o Napkins
 - o Plastic ware
 - o Bag/Bag inserts
 - o Cups/lids
 - o Straws
 - o Drink carriers
- ☐ Stock and organize condiments:
 - o Ketchup
 - o Salt
 - o Pepper
 - o Lemons
 - o Crackers
 - o Sugar
 - o Sweetener
 - o Mustard
 - o Mayonnaise
- ☐ Stock and organize smallwares:
 - o Lexan or tray

☒ Reviewed Station Cleaning

- ☐ Refer to posted cleaning chart.
- ☐ Clean POS and register pan with moist sanitized towel.
- ☐ Wipe soda dispenser with moist sanitized towel.
- ☐ Clean headsets with moist sanitized towel.
- ☐ Clean windows and menu boards with glass cleaner.
- ☐ Verify clings are in good condition.
- ☐ Pick up trash in drive thru lane.

☒ Reviewed Head Set

- ☐ 1) Press power button on headset to turn on.
- ☐ 2) Press the volume up or down buttons to change the volume.
- ☐ When a vehicle arrives at the menu board the headset will chime until the guest is greeted.
- ☐ 3) Press and hold the [A1] or [A2] button to speak to the guest and release to close the mic channel.

Cleaning

- ☐ All headsets should be cleaned daily.
- ☐ 1) Remove ear pad and microphone foam shield.
- ☐ 2) Dispose of foam if showing signs of wear.
- ☐ 3) Using soft brush, clear clogged speaker holes and particles.
- ☐ 4) Replace ear pad and microphone foam shield.

Battery Charger

- ☐ Up to 4 batteries can be charged at the same time.
- ☐ Insert battery into charging port until it snaps into place.
- ☐ Yellow light indicates port is empty, red is battery charging and green means battery is fully charged.

☒ Reviewed 7 Steps to Drive-thru

1) Greet Guest and Place Order

- ☐ Greet guest within 5 seconds (never ask to hold).
- ☐ Conveying a friendly tone (through the speaker box) will help guest feel appreciated and unhurried.
"Welcome to Steak 'n Shake my name is [your name], what can we make fresh for you today?"
- ☐ If guest requests additional time, respond so guest continues to feel appreciated and unhurried. - *"Sure, take your time"*.
- ☐ Single, double, triple orders – Inform guest that they come plain and to choose toppings (lettuce, tomato, onion, pickle, dressing)
- ☐ If guest orders a Steakburger by name versus by combo number, clarify if they would like the sandwich and fry or the combo which includes a beverage (do not try to upsell guest into buying a combo).
- ☐ Respond to guest with *"my pleasure"* versus *"you're welcome"*.
- ☐ Enter order into POS.

2) Repeat Order and Provide Check Total

- ☐ Repeat entire order back to guest to ensure accuracy.
- ☐ Ask guest if order is correct *"Is this correct?"*
- ☐ Inform guest of total *"Great, your total is \$ ____"*.

3) Ask Guest to Pull up to Window

- ☐ Thank guest for their order and ask to pull to window. *"Thank you for your order! Please pull up to the window"*.
- ☐ Remove printed ticket and place in ticket holder (in same order as vehicles) and slide existing tickets to the left.
- ☐ Dispense ordered beverages (fill with correct ice and drink level).

4) Greet Guest, Process Payment and Hand Out Drinks

- ☐ Greet guest with a smile as they pull up to window.
- ☐ Asks if guest is a Rewards Club member.
- ☐ Repeat order and cash out guest according to REGISTER TO.
- ☐ Introduce beverages as you hand to guest (use a cup holder for orders of three or more beverages).
- ☐ Inform guest you will return shortly with their order.

5) Verify Order and Hands to Guest If Ready

- ☐ Dressing Table 2 communicates if order is ready within 30 seconds
- ☐ Verify items in bagged order using kitchen ticket.
- ☐ Verify hot and cold foods are packaged separately.
- ☐ Use Condiment job aid for selection of condiments.
- ☐ Place guest ticket inside bag on top of napkins.
- ☐ Hand out kid's car and stickers (for kid's orders).
- ☐ Fold bags over 1-inch to close bag (do not roll bag over) and seal with a tamper evident sticker.
- ☐ Place the bag in a Lexan or carrier.
- ☐ Introduce food to guest. *"Here is your order of ____"*.

6) Asks Guest to Pull Forward If Order is Not Ready

- ☐ If the order is not ready within 30 seconds (between the hours of 11am and 8pm) ask the guest to pull forward.
- ☐ Do not park cars before 11am or after 8pm.
- ☐ Only park one car at a time.
- ☐ Say to the Guest, *"Your food is being prepared fresh and will be just a little longer. Please pull forward (give the spot, i.e., to the end of the curb) and we will bring it out to you."*

7) Thank, Appreciate, and Invite to Return

- ☐ If you are running the food to the guest, complete Step 5 first.
- ☐ Smile, make eye contact with guest and communicate in an energetic and friendly tone.
- ☐ Sincerely thank guest and invite to return.
- ☐ Restore radiance (clean and restock station).

☒ Reviewed Drive-thru Window Etiquette

- ☐ Insure guest understands orders are made fresh.
- ☐ Genuinely smile and make eye contact with the guest.
- ☐ Refer to the guest as a *guest*, not a *car*.
- ☐ Use your hand or hip to gently move away from the drive-thru window bar ensuring it does not slam.
- ☐ Respond to guest's thank you with *my pleasure* or *happy to help*.
- ☐ Watch guest's body language to ensure a great experience.
- ☐ Use a tray or pan to provide a contactless experience.
- ☐ Use guest's name when possible – from credit card if used.

VISION

Steak 'n Shake is a classic American brand, and we intend to lead and dominate the premium burger and milkshake segment of the restaurant industry.



MISSION

Constantly to serve our patrons the highest quality burgers and shakes along with extending them great service at the lowest possible prices.

☒ Reviewed **Traveler Check**

- ☐ Traveler checks are printed, fixed dollar-amount and treated as cash.
- ☐ Before accepting, verify water mark and currency to ensure authenticity.
- ☐ Ask the guest to sign the check in front of you (if already signed, ask guest to sign reverse side).
- ☐ Ask for identification and verify signatures.
- ☐ Copy driver's license number onto back of check.
- ☐ Use the cash button on the POS to finalize the transaction and make necessary change for guest.

☒ Reviewed **POS Crash Kit**

- ☐ In the event the POS register crashes or loses power, this kit will allow you to continue accepting credit cards as form of payment.

1) Manually Total Ticket

- ☐ Using a calculator, add all meal items (refer to menu for pricing).
- ☐ Take the total and multiply by 1.0 plus your tax rate.
For example if the total is \$3.99 and your tax rate is 9%
 $\$3.99 \times 1.09 = \4.34

2) Complete Credit Card Sale Using Imprinter

- ☐ Check credit card expiration date (do not accept expired credit cards).
- ☐ Verify the first four credit card numbers match the numbers printed below (do not accept mismatch).
- ☐ Place credit card facing up onto the imprinter.
- ☐ Place credit card slip over card then swipe imprinter over slip (imprint should appear on credit card slip).
- ☐ Record the ticket's total amount (including tax) onto the credit card slip then ask guest to sign.
- ☐ Return credit card and bottom copy of signed credit slip to guest.
- ☐ Staple restaurant copy of credit card slip to the manual ticket and place under register drawer.

3) Enter Payments into POS System

- ☐ Once the POS register returns to normal operation, manually enter all orders and payments in the system.
- ☐ Save manual credit receipts with the CASH TAF for 1 yr.

☒ Reviewed **Headset Cleaning**

- ☐ All headsets should be checked and cleaned on a daily basis
- ☐ 1) Remove ear pad and microphone foam shield.
- ☐ 2) Clean headset with alcohol swab or soft cloth with sanitizer (Do not soak cloth, too much moisture will damage the electronics).
- ☐ 3) Use a soft brush (toothbrush) to clear clogged speaker holes and particles from the microphone.
- ☐ 4) Carefully open blocked microphone holes with a wood toothpick.
- ☐ 5) Replace ear pad and microphone foam shield.
- ☐ If needed alert manager to order replacement Ear Pads and Microphone shields

Training Process: Review each step listed on the checklist and place a check in the REVIEWED Box to indicate the task has been reviewed. The trainer will follow the steps listed on the task outline and demonstrate and discuss to the trainee the process for completing the task. At the end of the first day of training, the steps will again be reviewed and the INITIAL KNOWLEDGE QUIZ given. The trainee will need to score a 95% for initial knowledge certification.

Initial Knowledge Quiz

At the end of the first day of training, the trainee should complete the following INITIAL KNOWLEDGE QUIZ. After completing the questions, the trainer should review the answers and discuss any items answered incorrectly. The trainee will need to score 95% or higher for Initial Knowledge Certification.

1. How many headset batteries can be charged at the same time?
 - A. 2
 - B. 3
 - C. 4
 - D. 1 fully charged per shift
2. Which button is pressed & held to speak to drive thru guests?
 - A. [A1] or [A2] button
 - B. Up button
 - C. Down button
 - D. [B] button
3. How quickly are guests greeted after arriving at the menu board?
 - A. Within 5 seconds
 - B. Within 1 minute
 - C. Within 30 seconds
 - D. Once previous guest has been cashed out
4. What indicates a vehicle has arrived at the menu board?
 - A. Guest speaking at the menu board
 - B. Headset will chime
 - C. The sound of guests' vehicle at menu board
 - D. Static is heard over the headset
5. What must be done if the drive timer is not working properly?
 - A. Call ERC #
 - B. Turn power off and on
 - C. Notify manager
 - D. Write down times
6. When are guests asked to hold at drive thru?
 - A. Only during high traffic
 - B. When production must catch up with orders.
 - C. If you experience issues with the headset
 - D. Never ask guests to hold
7. Where is the printed ticket placed?
 - A. On the first register
 - B. On the cash out register
 - C. On the ticket holder
 - D. At drive thru window

8. What is the time standard for drive thru window?
 - A. Below 1:30
 - B. Below 3:15
 - C. Below 2:30
 - D. Below 2:15
9. What is done immediately after guest place their order?
 - A. Ask guest to pull up
 - B. Repeat order back to guest
 - C. Give guest total
 - D. Ask if they would like shakes
10. What is the total time standard for drive thru?
 - A. Below 1:30
 - B. Below 3:15
 - C. Below 2:30
 - D. Below 5:00
11. How are tickets organized on the drive thru window?
 - A. Same order as vehicles
 - B. Largest orders on left
 - C. Shake orders on left
 - D. Less complex orders first
12. What time is Happy Hour? _____ to _____
13. How is the menu board cleaned?
 - A. All-purpose cleaner
 - B. With glass cleaner
 - C. With green scrubber
 - D. With moist sanitized towel
14. How are guest orders handed out?
 - A. 1 inch fold in bag and food introduced
 - B. 1 inch fold and thank guests
 - C. Rolled up bag and food introduced
 - D. 1 inch fold and invite guest to return

NUMBER INCORRECT

SCORING

Incorrect	
1	95%
2 to 3	85%
More than 3	75%

Trainer Signature

Date

Trainee Signature

Date



Name: _____ Date: _____

Skill Level: _____ Observation Score: _____ Knowledge Score: _____

Level 2

Observation: Below 85% **Knowledge:** Below 85%
Needs direct supervision of trainer. Continue to check performance, coach and develop behaviors to move trainee to next level.

Level 4

Observation: 95-100% **Knowledge:** 95-100%
Performs task independently and requires minimal supervision. Can place orders in required time frames while maintaining drive-thru standards.

Level 3

Observation: 85% **Knowledge:** 85%
Performs task independently and meets goals most of the time. Is inconsistent with the knowledge and execution of drive-thru procedures.

Level 5

Observation: 95-100% **Knowledge:** 95-100%
Works independently and capable of training others. Recognizes and corrects situations below standards and work is consistently at a high level.

EYW Certification: Observe trainee complete the steps and/or process for each section following the listed areas. For items consistently within standard, place a check in the YES box. For items not within specification or standard, place a check in the NO box. For knowledge certification, answers questions located on back of checklist. Determine skill level based on above rating key.

STATION STANDARDS (validate over entire observation process)	YES	NO
Associate appearance (uniform, grooming, shoes)	<input type="checkbox"/>	<input type="checkbox"/>
Hospitality and guest satisfaction (greet guest with smile, maintains eye contact)	<input type="checkbox"/>	<input type="checkbox"/>
Station (clean, organized, stocked, maintained, no personal belongings stored)	<input type="checkbox"/>	<input type="checkbox"/>
Food safety (sanitizer available, hand washing observed, station cleanliness)	<input type="checkbox"/>	<input type="checkbox"/>
Performs duties within required time (window time below 2:15 minutes, total time 5:00)	<input type="checkbox"/>	<input type="checkbox"/>
STATION SET UP	YES	NO
Verifies register amount with manager at start of shift	<input type="checkbox"/>	<input type="checkbox"/>
Verifies headset and DT timer are working properly (4 batteries charged/charging)	<input type="checkbox"/>	<input type="checkbox"/>
Stocks supplies (ink pens, printer paper, menus, kids packs, condiments)	<input type="checkbox"/>	<input type="checkbox"/>
Stocks to-go packaging	<input type="checkbox"/>	<input type="checkbox"/>
Fills ice bin and place ice scoop in cone	<input type="checkbox"/>	<input type="checkbox"/>
Drive-thru lane clean (trash, clean pre order board, menu board, check window clings)	<input type="checkbox"/>	<input type="checkbox"/>
Maintains station cleanliness (refers to posted cleaning chart and completes duties)	<input type="checkbox"/>	<input type="checkbox"/>

7 Steps to Drive-Thru (observe associate for minimum 1 hour during rush period)

1) Greet Guest and Place Order	YES	NO
Greet guest within 5 seconds of pulling up to menu board (does not ask to hold)	<input type="checkbox"/>	<input type="checkbox"/>
Conveys an energetic, friendly tone	<input type="checkbox"/>	<input type="checkbox"/>
"Welcome to Steak 'n Shake my name is [name], what can we make fresh for you today?"	<input type="checkbox"/>	<input type="checkbox"/>
If guest orders Steakburger by name, clarify order without upselling to a combo	<input type="checkbox"/>	<input type="checkbox"/>
"Would you like the Steakburger and fry or the combo which includes a beverage?"	<input type="checkbox"/>	<input type="checkbox"/>
If guest requests more time, responds so guest continues to feel appreciated and unhurried	<input type="checkbox"/>	<input type="checkbox"/>
Enter order into POS and answers questions and provides recommendations	<input type="checkbox"/>	<input type="checkbox"/>
2) Repeat Order and Provide Check Total	YES	NO
Repeats entire order back to guest ensuring accuracy	<input type="checkbox"/>	<input type="checkbox"/>
Asks guests if the order is correct	<input type="checkbox"/>	<input type="checkbox"/>
Informs guest of check total	<input type="checkbox"/>	<input type="checkbox"/>

Drive-Thru

Observation Checklist

Task Outlines for DRIVE-THRU Speed Program:

1. Drive-Thru
2. Register

3) Ask Guest to Pull up to Window	YES	NO
Politely ask the guest to drive up to the window: "Please pull up to the window"	<input type="checkbox"/>	<input type="checkbox"/>
Removes ticket from printer and places in ticker holder (tickets in same order as vehicles)	<input type="checkbox"/>	<input type="checkbox"/>
Dispenses ordered beverages (fills with correct ice and drink level)	<input type="checkbox"/>	<input type="checkbox"/>
4) Greet Guest, Process Payment and Hand Out Drinks	YES	NO
Greet guest with a smile as soon as they pull up to the window asks if Rewards Club member	<input type="checkbox"/>	<input type="checkbox"/>
Repeats order to guest to verify accuracy	<input type="checkbox"/>	<input type="checkbox"/>
Adjusts ticket total for coupons - accurately processes payments (repeats total)	<input type="checkbox"/>	<input type="checkbox"/>
Introduces beverages as handing out to guest in a tray	<input type="checkbox"/>	<input type="checkbox"/>
5) Verify Order and Hands to Guest If Ready	YES	NO
Verifies bagged order using ticket ensuring hot and cold foods are packaged separately	<input type="checkbox"/>	<input type="checkbox"/>
Uses Condiment job aid specifications for selection of condiments	<input type="checkbox"/>	<input type="checkbox"/>
Tapes guest ticket on outside of bag	<input type="checkbox"/>	<input type="checkbox"/>
Folds top of bags over 1-inch to close and seals the bag	<input type="checkbox"/>	<input type="checkbox"/>
Introduces food as handing to guest in a Lexan or tray	<input type="checkbox"/>	<input type="checkbox"/>
6) Asks Guest to Pull Forward If Order is Not Ready	YES	NO
If the order's not ready within 30 seconds (between 11am and 8pm) have guest pull forward. Only pull one car at the most at any one time.	<input type="checkbox"/>	<input type="checkbox"/>
"Your food is being prepared fresh and will be just a little longer. Please pull forward (give the spot, i.e., to the end of the curb) and we will bring it out to you."	<input type="checkbox"/>	<input type="checkbox"/>
7) Thank, Appreciate, and Invite to Return	YES	NO
If taking order to a parked car, complete Step 5		
Maintains smile, eye contact, and energetic friendly tone	<input type="checkbox"/>	<input type="checkbox"/>
Sincerely thanks guest for choosing Steak 'n Shake	<input type="checkbox"/>	<input type="checkbox"/>
Invites guest to return "We hope to see you soon"	<input type="checkbox"/>	<input type="checkbox"/>
Restores radiance (maintains a clean and stocked station)	<input type="checkbox"/>	<input type="checkbox"/>

PLACING ORDERS (read orders below & observe associate enter orders into POS)

Double Steakburger with fry (lettuce / pickle / onion / mayo)	YES	NO	#3 Combo Sub applesauce for fry Choc / straw side-by-side (Rg.)	YES	NO
Butterfinger shake (Rg.)			Correctly enters entrée item	<input type="checkbox"/>	<input type="checkbox"/>
Correctly enters entrée item	<input type="checkbox"/>	<input type="checkbox"/>	Correctly enters side	<input type="checkbox"/>	<input type="checkbox"/>
Correctly enters side	<input type="checkbox"/>	<input type="checkbox"/>	Correctly enters beverage	<input type="checkbox"/>	<input type="checkbox"/>
Correctly enters beverage	<input type="checkbox"/>	<input type="checkbox"/>	Correctly tenders order	<input type="checkbox"/>	<input type="checkbox"/>
Correctly tenders order	<input type="checkbox"/>	<input type="checkbox"/>	Speed (under 1:00 minute)	<input type="checkbox"/>	<input type="checkbox"/>
Speed (under 1:00 minute)	<input type="checkbox"/>	<input type="checkbox"/>			
Western BBQ 'N Bacon combo Sub onion ring for fry Dr. Pepper with vanilla syrup (Rg.)	YES	NO	Garlic Double Steakburger with fry (add grilled onions) Current LTO shake (Rg.)	YES	NO
Correctly enters entrée item	<input type="checkbox"/>	<input type="checkbox"/>	Correctly enters entrée items	<input type="checkbox"/>	<input type="checkbox"/>
Correctly enters sides	<input type="checkbox"/>	<input type="checkbox"/>	Correctly enters sides	<input type="checkbox"/>	<input type="checkbox"/>
Correctly enters beverage	<input type="checkbox"/>	<input type="checkbox"/>	Correctly enters beverages	<input type="checkbox"/>	<input type="checkbox"/>
Correctly tenders order	<input type="checkbox"/>	<input type="checkbox"/>	Correctly tenders order	<input type="checkbox"/>	<input type="checkbox"/>
Speed (under 1:00 minute)	<input type="checkbox"/>	<input type="checkbox"/>	Speed (under 1:00 minute)	<input type="checkbox"/>	<input type="checkbox"/>

VISION

Steak 'n Shake is a classic American brand, and we intend to lead and dominate the premium burger and milkshake segment of the restaurant industry.



MISSION

Constantly to serve our patrons the highest quality burgers and shakes along with extending them great service at the lowest possible prices.

Final Knowledge Certification

- What item is NOT part of station set up?
 - Takhomasak Menus
 - Kids packs
 - Wait list forms
 - To go packaging
- How quickly are guests greeted after arriving at the menu board?
 - Within 5 seconds
 - Within 1 minute
 - Within 30 seconds
 - Once previous guest has been cashed out
- What is the first step of Guest Recovery?
 - Apologize
 - Inform manager
 - Listen
 - Respond immediately
- What indicates a vehicle has arrived at the menu board?
 - Guest speaking at the menu board
 - Headset will beep
 - The sound of guests' vehicle at menu board
 - Static is heard over the headset
- Which button is pressed & held to speak to drive thru guests?
 - [P]
 - [A1] or [A2]
 - [P1]
 - [S]
- When are guests asked to hold at drive thru?
 - Only during high traffic
 - When production must catch up with orders.
 - If you experience issues with the headset
 - Never ask guests to hold
- How are guest orders handed out?
 - 1 inch fold in bag and food introduced
 - 1 inch fold and thank guests
 - Rolled up bag and food introduced
 - 1 inch fold and invite guest to return
- What is the drive-thru standard for window time?
 - Below 1:30
 - Below 3:15
 - Below 2:30
 - Below 2:15
- How many headset batteries should be charged or charging?
 - 2
 - 3
 - 4
 - 1 fully charged per shift

- Where is the order ticket placed?
 - On the first register
 - On the cash out register
 - On the ticket holder
 - At drive thru window
- What does the "E" stand for in the LEARN Process?
 - Show Excitement
 - Show Enthusiasm
 - Empathize sincerely
 - Engage the guest
- What is done immediately after guest place their order?
 - Ask guest to pull up
 - Repeat order back to guest
 - Give guest total
 - Ask guest if they would like any shakes
- How are tickets organized on the drive thru window?
 - Same order as vehicles
 - Largest orders on left
 - Shake orders on left
 - Less complex orders first
- Which transaction requires a guest signature at drive-thru?
 - Gift card purchases
 - Credit transaction over \$25
 - All credit transactions
 - All transactions over \$50
- How is the menu board cleaned?
 - All-purpose cleaner
 - With moist sanitized towel
 - With green scrubber
 - With glass cleaner
- What is the total time standard for drive thru?
 - Below 1:30
 - Below 3:15
 - Below 2:30
 - Below 5:00
- When is cash placed in the register?
 - As soon as you receive it
 - Before sending the order
 - After providing guest with the proper change
 - Only after all bills are checked for authenticity
- What bills are placed in the drop box?
 - \$10 and above
 - \$20 and above
 - Only \$50
 - All bills
- How are bagged orders verified?
 - With kitchen ticket
 - Ask guest
 - With guest receipt
 - Ask dressing table operator
- What is NOT an acceptable payment at SnS?
 - American Express
 - Personal Checks
 - Discover
 - Traveler's Checks

- Circle the ingredients on a Portobello Steakburger.
 - Knotted Bun
 - SnS Bun
 - Diced Onion
 - Portobello mushrooms
 - Grilled onion
 - White Onion Rings
 - Garlic Mayo
 - Chipotle Mayo
 - Swiss
 - Pepper jack cheese
- List the ingredients on a Patty Melt.
 - Sourdough bread
 - Rye bread
 - Grilled onion
 - American cheese
 - Garlic mayo
 - Diced White Onion
 - Pepper jack cheese
 - Mayonnaise
 - Lettuce
 - Tomato

OBSERVATIONS MISSED

SCORING

Missed	
0	100%
1-3	95%
4 to 9	85%
9 +	Below 85%

KNOWLEDGE MISSED

SCORING

Missed	
0	100%
1	95%
2	85%
3 +	Below 85%

Trainer Signature

Date

Trainee Signature

Date



VISION

Steak 'n Shake is a classic American brand, and we intend to lead and dominate the premium burger and milkshake segment of the restaurant industry.

Counter Service Task Outline and Observation Checklist Answers

MISSION

Constantly to serve our patrons the highest quality burgers and shakes along with extending them great service at the lowest possible prices.

Dressing Table	Register	Expediter	Cashier	Drive Thru
1) C 2) A 3) C 4) B 5) B 6) B 7) D 8) D 9) B 10) D 11) C 12) D 13) B 14) B 15) D 16) C 17) C	1) B 2) A 3) D 4) B 5) C 6) C 7) A 8) C 9) A 10) D 11) A 12) C 13) C 14) D 15) C 16) A	1) B 2) A 3) D 4) B 5) C 6) C 7) A 8) C 9) A 10) D 11) A 12) C 13) C 14) D 15) C	1) D 2) B 3) C 4) B 5) D 6) C 7) Cc 8) D	1) C 2) A 3) A 4) B 5) C 6) D 7) C 8) D 9) B 10) D 11) A 12) 2-5 PM 13) B 14) A
Dressing Table Observation	Rewards App	Expediter Observation	Cashier Observation	Drive Thru Observation
1) A 2) B 3) C 4) A 5) D 6) C 7) A 8) A 9) A 10) C 11) B 12) A 13) B 14) A 15) D 16) B 17) B 18) D 19) B, C, D 20) B 21) B 22) B 23) B 24) C	1) D 2) C 3) C 4) C 5) D 6) B 7) A 8) D 9) B 10) A 11) B 12) D	1) D 2) A 3) D 4) C 5) D 6) B 7) B 8) B 9) A, B, C, D 10) A 11) B 12) Classic – Straw, Specialty – Spoon 13) B 14) D 15) A, B, D 16) Sugar, Splenda 17) A 18) A 19) D 20) A 21) B 22) C 23) A	1) D 2) B 3) D 4) D 5) D 6) A 7) C 8) D 9) C 10) C 11) C 12) C 13) B 14) B 15) B 16) C 17) D 18) D 19) B 20) D 21) D 22) A,B,C,D, E,G,H 23) A,C,D,H,I,J	1) C 2) A 3) C 4) B 5) B 6) D 7) A 8) D 9) C 10) C 11) C 12) B 13) A 14) B 15) D 16) D 17) C 18) B 19) A 20) B 21) A, C, D, E, G 22) B, F, G