

Proposal to create a training and reference manual for the Pizza Hut hiring manager and staff.

Summary

The Pizza Hut hiring staff does not have a training manual to reference to when hiring new employees or managers. The staff requires a manual for training new employees as the new hires will experience situations where prior training can be important and at times, necessary. The managers and shift leaders at the establishments are often too busy to take the time to train a new employee when they could be providing assistance to the other tasks at hand. Having a training manual could easily reduce the inconvenience of training a new staff member, as well as having a reference guide to the many situations they could experience. This manual will cover the basic tools and knowledge that the employee will need, as well as consolidate the guidelines and procedures that all employees must follow.

Current Problems at the Tall Timbers Pizza Hut

The staff that supports this store often fluctuates between as few as 12 and as many as 20 members at a time. When the staff number falls below 14, it creates a highly stressful environment for training any new employees, as there are fewer people to offer assistance. Many of the existing employees often attend classes at a local college or university so the hours they are willing to put in are often limited. This puts the responsibility on the managers and shift leaders of the store to train the new employees, taking time away from their daily tasks they cannot afford to lose. This causes the trainee to learn in an inefficient way, making them a burden to the store rather than helpful. This causes the trainee to interrupt the senior members because they do not understand how to

- Deal with unhappy customers or take a customer complaint
- Use the tools of the store correctly or follow the necessary specifications
- Follow the necessary guidelines and procedures to help run a successful shift

Frequently, the new employees will encounter certain situations independently even though they do not possess the experience on how to handle them properly. The managers and shift leaders will then have to fix these problems that the new hires will inadvertently create, causing precious time to be wasted and business to be potentially lost. For example, if an angry customer calls the store demanding a credit or remake on their food and an unqualified employee attempts to fix the problem on their own, chances are they will not know the proper procedure and infuriate the customer even further. This will most likely cause the customer to never call again, causing the store to lose valuable business.

The purpose of this store is to efficiently produce good product and show exemplary customer support. This purpose is extremely hard to achieve when untrained employees do not know the basic procedures and specifications that are required when running a smooth shift. When this store runs inefficiently and makes easily avoidable mistakes, our level of customer satisfaction drops significantly and we do not yield an increase of revenue.

Proposed Solution: A Training and Reference Manual

The proposed manual will provide the new employees of Pizza Hut with the training and reference information to

- Handle most customer and in-store problems independently
- Use the equipment in the store safely and use the necessary specifications for efficient and consistent store product
- Quickly learn the basic skills and procedures to help the crew, rather than burden them
- Understand why these steps must be followed to run a smooth shift

I will create this manual from previous and personal experience and will refer to the managers of the store for additional information. The training and reference manual will include the following sections.

Correctly taking a customer call

- Over the phone orders
- Customer complaints

Using the correct specifications

- Specifications on the make table
- Specifications on the wing prepping station
- Specifications on the cut table
- Specifications on the dough prepping station

Following proper procedures throughout the store

- How to efficiently open the store and prepare for the days income
- Procedure on how to make consistent pizzas
- Procedure on how to properly cut and box pizzas once cooked
- Procedure on how to properly fold and place boxes throughout the store
- Locations of certain objects and tools that are necessary for daily use
- How to properly wash and clean utensils
- How to prepare and store dough for the next day's use
- How to prepare dough for the same days use
- How to create the "ready for revenue" pizzas
- How to properly store and label refrigerated and frozen product
- How to properly close the store down and set up for the next day

Working with senior employees

- Understanding senior leadership
- Doing assigned daily tasks
- Understanding the "chain of command"

Customers

- Greeting the customers entering the store
- Ensuring they receive the correct food
- Keeping the reputation for exemplary customer support

Conclusion

I am excited to create a manual that will help this stores much-needed boost productivity. This manual will resolve the ongoing problems of our inexperienced staff and help ensure that any new hires will be trained properly.