

# TOPPERS UNIVERSITY

## TOPPERS IDEAL TRAINING SCHEDULE - DRIVER

This document breaks down the ideal training schedule for a new Driver week by week at Toppers Pizza.

Each schedule is a recommendation based on regular availability, and is meant to mold each Team Member into a great Driver. However, you may choose to cater your training schedule around the needs and availability of each Team Member in your store.

The training items in red denote module training, where the trainee works with a dedicated trainer. The training items in gold denote dedicated practice time for the trainee where he or she is a “plus-one” on the schedule. During practice shifts the trainee works along side a Team Member who may or may not be a dedicated trainer, but is able to coach the trainee throughout the shift.

If there is training item listed on a particular day this time is meant to be used “as needed”, meaning this time can be used for time off, additional training, or the Team Member can work in-shift where they have already completed training.

## TOPPERS IDEAL TRAINING SCHEDULE: DRIVER PATH

### Week 1: Core Four Training

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>ORIENTATION</b> TRAINING   3 HOURS		<b>HANDBOOK</b> TRAINING   2 HOURS <b>MENU</b> TRAINING   3 HOURS	<b>P.O.S.</b> TRAINING   4-6 HOURS		<b>P.O.S.</b> PRACTICE   5 HOURS	

During week one new Drivers become acclimated to Toppers Pizza by completing the Core Four Training Modules. It is recommended that no other training take place on Orientation Day, as this day is meant to be a short and fun introduction to the store and company. It is advised for the trainee to practice P.O.S. training during the weekend so he or she can get a feel for taking orders during a busier time of the week.

## Week 2: Prep and Delivery Driving Training

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	<b>PREP</b> TRAINING   2-4 HOURS <b>P.O.S.</b> PRACTICE   2 HOURS	<b>PREP</b> PRACTICE   2-4 HOURS	<b>DELIVERY</b> TRAINING   8 HOURS	<b>DELIVERY</b> PRACTICE   6 HOURS		<b>DELIVERY</b> PRACTICE   6 HOURS

Because this Team Member has been hired as a Driver the focus during the second week of training is on completing the Prep and Delivery Training Modules. It is best practice to schedule Prep Training and practice early in the week. This allows the trainee ample time to practice his or her technique before the store experiences higher volume. It is best practice to conduct Delivery Training mid-week, while reserving the weekend for delivery practice. The first of the two practice shifts is reserved for the trainee to ride along with a Driver, while the second is reserved for the Driver to ride along with the trainee. Scheduling the trainee for weekend practice shifts is ideal because it allows the trainee to experience busier delivery times.

## Week 3: Dough Making Training

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		<b>DOUGH</b> TRAINING   3-5 HOURS	<b>DOUGH</b> PRACTICE   5 HOURS			

Week three of training is focused solely on completing the Dough Making Training Module. Conducting the training and scheduling a practice shift mid-week allows the trainee to make a large amount of dough for the weekend. Remember, the days that don't have a task listed are to be used "as needed", meaning that the trainee can be scheduled for any given task so long as they have completed the training necessary.

## Beyond Week 3: Insider Cross Training (Optional)

Depending on the store needs, you may choose to have a Delivery Driver also work as an Insider. It is recommended that this cross-training only take place after the trainee has completed the Core Four Training Modules at a minimum. Because this Team Member was initially hired to deliver, you may notice that the training takes place over a longer period of time, allowing ample time for the trainee to deliver while still being cross-trained as an Insider. The suggested cross-training schedule is found below.

## Cross-Training: Making Killer Product Training 1 (Optional)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>M.K.P.</b> (SKINS/SAUCE) TRAINING   2-4 HOURS		<b>M.K.P.</b> (SKINS/SAUCE) PRACTICE   2-4 HOURS				

Because this Team Member is expected to deliver while cross-training, Making Killer Product Training has been broken into two weeks. During the first week of Making Killer Product Training it is best practice to schedule the training shift, and the practice shift early in the week. This allows the trainee ample time to practice his or her technique before the store experiences higher volume. It is recommended that the trainee does not begin the second week of Making Killer Product Training until the trainer feels they are ready to do so.

**NOTE:** Depending on the needs of your store, you may choose to train Making Killer Product Cheesing and Topping before Skins and Sauce.

### Cross-Training: Making Killer Product Training 2 (Optional)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		<b>M.K.P. (CHEESE/TOPPING)</b> TRAINING   3-4 HOURS		<b>M.K.P. (CHEESE/TOPPING)</b> PRACTICE   3-4 HOURS		<b>M.K.P. (ALL)</b> PRACTICE   5 HOURS

During week two of Making Killer Product Training it is recommended to schedule the training shift mid-week. By conducting training mid-week you are allowing the trainee to learn in a less-stressful environment. It's also recommended to schedule at least two practice shifts during the weekend to wean the Team Member into a busier environment. The first practice shift should focus on product 2 only, while the second practice shift allows the trainee to put all of their Making Killer Product Training to the test.

**NOTE:** If you chose to train Making Killer Product Cheesing and Topping first, then this week should be reserved for Making Killer Product Skins and Saucing.

### Cross-Training: Oventending & Routing Training (Optional)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>OVENTENDING</b> TRAINING   4-6 HOURS	<b>OVENTENDING</b> PRACTICE   4-6 HOURS		<b>OVENTENDING</b> PRACTICE   5 HOURS		<b>OVENTENDING</b> PRACTICE   5 HOURS	

If you choose to cross-train a Driver to oventend he or she should have completed all other training modules. However, it is recommended that Oventending & Routing Training not take place until at least four weeks have passed since they completed their Making Killer Product Training. This four week period is important because it allows the Team Member to wrap their head around the operations of Toppers Pizza and ensures that he or she is familiar with the way that each product is prepared and finished. It is best practice to complete the module portion of Oventending & Routing early in the week. Again this allows a less-stressful environment than conducting training on a busy day. After the module training has taken place, it's best to schedule the trainee for at least three training shifts during this week. Doing so will allow them to work side by side with another oventender and ask questions as they arise in various different shifts throughout the week.