

TOPPERS UNIVERSITY

TOPPERS IDEAL TRAINING SCHEDULE - INSIDER

This document breaks down the ideal training schedule for a new Insider 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 Insider. 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: INSIDER

Week 1: Core Four Training

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

During week one new Insiders 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 Making Killer Product Training

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
PREP TRAINING 2-4 HOURS M.K.P. (SKINS/SAUCE) TRAINING 3-4 HOURS		PREP PRACTICE 1 HOUR M.K.P. (SKINS/SAUCE) PRACTICE 2 HOURS P.O.S. PRACTICE 5 HOURS	M.K.P. (CHEESE/TOPPING) TRAINING 3-4 HOURS M.K.P. (CHEESE/TOPPING) PRACTICE 3-4 HOURS		M.K.P. (ALL) PRACTICE 5 HOURS	

Because this Team Member has been hired as an Insider the focus during the second week of training is on completing the Prep and Making Killer Product Training Modules. It is best practice to schedule Prep and the first half of Making Killer Product Training early in the week. This allows the trainee ample time to practice and perfect his or her technique before the store experiences higher volume. It is recommended that the trainee does not begin the second half of Making Killer Product Training until the trainer feels they are ready. When all of Making Killer Product has been trained it is best to schedule the trainee for at least one practice shift on the weekend.

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

Week 3: Dough Making Training; Making Killer Product and P.O.S. Practice

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	M.K.P. (ALL) PRACTICE 5 HOURS	DOUGH TRAINING 3-5 HOURS	DOUGH PRACTICE 5 HOURS	M.K.P. (ALL) PRACTICE 5 HOURS		M.K.P. (ALL) PRACTICE 5 HOURS

Week three is where the Insider will complete the Dough Making Training Module and practice making dough for at least one shift. Conducting the training and scheduling a practice shift mid-week allows the trainee to make a large amount of dough for the weekend. It's also recommended that the trainee be scheduled for Making Killer Product practice shifts as he or she has only been making product for a short time.

Weeks 4-7: Relentless Coaching

As an Insider, weeks four through seven are reserved to polish and perfect all of the training that occurred in the first three weeks. Depending on their development, the trainee could be placed on the schedule as a full-fledged Insider capable of order taking, prep, dough making, and producing killer product without being scheduled as a "plus one". The trainer(s) should still be observing the trainee and coaching him or her to ensure that accurate orders, great product quality, and perfect portions are the norm.

Beyond Week 7: Oventending and Routing Training

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
OVENTENDING TRAINING 4-6 HOURS	OVENTENDING PRACTICE 4-6 HOURS		OVENTENDING PRACTICE 5 HOURS		OVENTENDING PRACTICE 5 HOURS	

Beyond week seven the Insider may complete the Oventending and Routing Training Module depending on your store’s needs. Waiting until at least week seven to complete this training 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. Upon completion of the Oventending and Routing Training Module, the trainee should be scheduled to practice for at least three shifts before running the ovens on their own.

Cross-Training: Delivery (Optional)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	DELIVERY TRAINING 8 HOURS		DELIVERY PRACTICE 6 HOURS	DELIVERY PRACTICE 6 HOURS		

Based on the needs of your store, you may choose to cross-train an Insider to deliver. It is recommended that this cross-training only take place after the trainee has completed the Core Four Training Modules. During this week of training it is best practice to conduct the module training earlier in the week. 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.