Provides an overview of day three of training for Redacted

Task Completed?	Yes	N/A

Prepare to Train the Partner: ☐ ☐

Redacted

Checklist Instructions:

- Complete each task before moving on to the next page/topic. Mark each task by clicking "Yes" for completion or "N/A" and selecting a reason for incompletion from the drop down menu.

- If a checklist needs to be completed over multiple sessions, click "Exit Checklist" and progress will automatically be saved. To resume, revisit the training checklist on Redacted and click "Resume".

- VTAs and videos can be accessed by clicking the blue title (hyperlink).

- Once all tasks have been completed, ensure the Redacted completes the digital signature page on Redacted.

Kitchen Display System (KDS)

Review basic navigation and operation of the KDS.

Task Completed?	Yes	N/A
Show the Redacted **the BOH** Redacted **, BBQ, and Assembly stations and describe the tasks completed in each area.**	☐	☐
Inform the Redacted **that the KDS is an order management tool used in restaurants. For BOH Partners, the KDS shows active orders and their assembly guidelines.**	☐	☐
Show the Redacted **the KDS and look over key components of the KDS screen:**	☐	☐

- Main station navigation screen — Shows buttons for DT Expo, FOH Expo, Redacted, etc.

- Refresh button — Top right corner of the main navigation screen; used for troubleshooting
- Active orders — Press "Assembly" on the main navigation screen for this demonstration; displays active orders for the Assembly station

- Bumped screen — Press "Bumped" at the top of the Assembly screen; used to review completed orders
- Scheduled screen — Press "Scheduled" at the top of the Assembly screen; used for looking over scheduled orders (this should not need to be checked often because the system automatically manages these orders)

Review key components of on-screen orders:

- Customer name
- Color-coding: ☒ for Dine-In, ☒ for Drive-Thru, ☒ for To-Go, ☒ for Mobile Orders, and ☒ for items that have been "bumped" (marked as complete)
- Order item, amount, and ingredient specifications
- Active time (note that the highlight will turn yellow at ☒ minutes elapsed and red at ☒ minutes elapsed)
- Horizontal black line that separates orders (note that the KDS screen scrolls horizontally)

Allow time for the ☒ to ask any clarifying questions.

Introduce the KDS workflow: Assemble → Hand-Off → Bump.
Note: This flow should be followed at each BOH station.

Discuss the KDS workflow for ☒ working ☒ & BBQ stations.

- Assemble: Check color of order in KDS to determine if it must be assembled Dine-In or To-Go/Drive-Thru, then assemble each item following any ingredient build guidelines shown on the KDS
- Hand-Off: Pass or "hand-off" assembled items to Assembly
- Bump: "Bump" the order after it has been handed off by touching the order on the KDS screen in your station

Discuss the KDS workflow for Partners working Assembly.

- Assemble: Check color of order in KDS to determine where the order will be handed off to, then assemble full orders based on if they are Dine-In or To-Do/Drive-Thru
- Hand-Off: Ensure the order is handed off to the correct area ☒
- Bump: Order will be bumped by FOH/Drive-Thru after hand-off (triggering the sending of a completed order text message for non Drive-Thru ☒); check in with FOH/Drive-Thru ☒ if the order is not bumped promptly

Review KDS Reference Sheet Document
KDS Reference Sheet
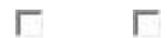
Review KDS 2.0 Troubleshooting Sheet Document
KDS 2.0 Troubleshooting Sheet

Last Updated: ☒