

Sandwich Artistry: Training Checklist

Use this checklist along with Sandwich Artistry on the University of Subway (UofS) to ensure you fully train new team members on all critical topics. When training is complete, save this checklist in their employee file.

BEFORE THEY ARRIVE:

- UPON HIRE:** Set expectations for the first day and tell them:
 - Date & time for the first day, when to arrive, shift length
 - Restaurant address and where to park
 - What to bring (employment documents), what to wear
 - Ask for their uniform size
- Create account in Team Access
- Have necessary employment paperwork ready
- Have uniform ready
- Refresh yourself on training materials and techniques
- Ensure all job aids are up-to-date

New Hire Name: _____

Start date: _____

Trainers: scan this QR code to access *How to Use Sandwich Artistry – Trainers*



Provide your new team member with their log in info:

POS user ID: _____

POS password: _____

UofS / The Feed login: _____

UofS / The Feed password: _____

Other: _____

SCHEDULING TRAINING SHIFTS:

Plan the new team member's training shifts (first four shifts) with the trainer (e.g., the restaurant manager or assistant manager).

Sandwich Artistry is designed to be completed in four shifts ranging from 6 to 8 hours each, to ensure that enough time is provided to learn and practice. Training can be adjusted for shorter shifts (e.g., 4-hour shifts).

This training is focused on getting a new hire to be independent and proficient in the quickest time possible; this means that they are able to complete tasks to standard on their own. That may take more time for some team members, and that's ok! It is important to make sure they are fully trained, understand what they are doing, and are performing tasks correctly.

Training shifts, dates & times:

DURING EACH TRAINING SHIFT:

During each training shift, focus on 1 - 2 sections of this checklist.

Each section contains UofS courses and training tasks, and should be done in this order:

1. Team member completes the training topics in the UofS (highlighted in green).
2. Trainer shows team member how to do tasks in the section of the checklist, using the **"I Do, We Do, You Do"** training method and job aids (highlighted in yellow).
3. Team member practices learned tasks until they can do each independently.

Sections in this checklist are sequenced in the recommended order. However, this is flexible, and can be completed in the order that works best for the new team member.

"I Do, We Do, You Do":

1. **"I do":** Trainer shows team member how to do the task, slowly and fully explaining each step.
2. **"We do":** Trainer and new hire practice the task together, until new hire is comfortable doing the task.
3. **"You do":** New hire does the task independently. Trainer gives feedback where needed.

What if I need to step away from training for a few minutes? Have the new team member practice tasks they have already learned until you are done. For example, they can:

- Practice hinge-cutting bread
- Table touches: refill guests' drinks, clear tables, tidy dining area
- Greet guests, observe other team members
- Refill the Sandwich Unit as needed

Sandwich Artistry: Training Checklist



WELCOME TO SUBWAY!: SHIFT 1 – GOAL: Help them get oriented to their role

Each section of the checklist contains UofS courses and training tasks. Training for each section should be done in this order:

1. Team member completes the training topics in the UofS (highlighted in green)
2. Trainer shows team member how to do tasks in the section of the checklist (these may use job aids which are highlighted in yellow)
3. Team member practices the tasks they learned until they are proficient

Show/explain each of the following to the new team member:

- How to clock in and out
- How to log in to the UofS
- Complete courses in "Welcome to Subway!" section of Sandwich Artistry →
- Uniform Policy
- Work schedule: where it is posted, how to read it
- Attendance and Restaurant Policies
- Employee Meal: Policy and Procedure (If Applicable)
- Payroll Schedule
- How to answer the phone
- List of important restaurant contacts
- Introduce new team member to the rest of the team

UofS courses in this section:

- Welcome to Subway
- Safety in the Restaurant

RESTAURANT TOUR: SHIFT 1 – GOAL: Help them get oriented to the restaurant

This section is specific to the restaurant. Provide a tour of the restaurant to the new team member. Use this time to make sure they know the critical parts of the restaurant, what is located in each area, and critical information about that area.

Outside the restaurant:

Review: This is the first thing a guest sees; it must be tidy and clean to make a good impression

- Outside sidewalks
- Parking lot
- Windows
- Outdoor dining area (if applicable)
- Drive Thru (if applicable)

Sandwich Unit / Service Area:

Review: This is where the guests decides what (or if) to eat. It must appear clean, neat, and fresh.

- All food contact surfaces are clean
- Sandwich unit glass is clean
- Sandwich Unit and Cookie case fully stocked
- POS is on and ready to ring an order
- Supply organization, where to get product to refill the Sandwich Unit

Dining Room:

Review: This area needs to be clean and inviting.

- Chip rack is full
- Beverage station and cooler are clean, stocked
- Windows and doors are clean
- Dining area: keep it clean for guests
- Floors and walls
- Appropriate music and volume

Backroom:

Review: This area needs to be kept clean and tidy so that it is a safe place to work and to prepare food.

- Handwashing sinks (not for food): practice handwashing
- Backroom organization: where to find everything
- Trash containers: recycling and solid waste dumpsters / keep lids closed
- Cooler & freezer: always close doors, what to do if you get locked in
- 3-Compartment sink and Sanitizer Test Strips
- Mop sink and cleaning supplies
- Cleaning assignment charts
- Electrical panel and light switches
- Air conditioning: if temperature is not comfortable, call manager
- Location of security panel and panic buttons: code, password
- Location of emergency contact list

Review Important Safety Information, including:

- Wet floor signs and placement
- All emergency exits
- After dark delivery location: the front door
- What to do during a power failure
- How to stay safe if a robbery were to occur

Sandwich Artistry: Training Checklist



Each section of the checklist contains UofS courses and training tasks. Training for each section should be done in this order:

1. Team member completes the training topics in the UofS (highlighted in green)
2. Trainer shows team member how to do tasks in the section of the checklist (these may use job aids which are highlighted in yellow)
3. Team member practices the tasks they learned until they are proficient

GUEST EXPERIENCE: (Recommended: Shift 1)

Have them complete courses within section “**Guest Experience**”

UofS courses:

- The Art of Guest Service
- ACT Service Steps

Review:

- Greeting guest (3-second rule, appropriate welcome)
- Starting and ending the order on a positive note
- Taking the guest’s order using A.C.T. Service Steps
- Friendliness and speed of service (sense of urgency)
- “Small talk” ideas
- How to handle a guest complaint
- Teamwork on the line while serving guests: review the *Sandwich Artist Positioning Chart*

Practice:

- Giving guests warm greetings and farewells (hold the door for them)
- Observe other team members and point out the different steps of A.C.T.

MENU & PRODUCTS: (Recommended: Shift 1)

Have them complete courses within section “**Menu & Products**”

UofS courses:

- Building a Perfect Sandwich
- Our Subway Menu Offerings

Review:

- Menu offerings (including current Window offerings)
- Give a “tour” of the Sandwich Unit:
 - Carriers (breads, lavash, salads, protein bowls)
 - Proteins & cheeses (fluff sliced meats, keep ingredients out of the hinge)
 - Add-ons (explain pricing)
 - Veggies, sauces, toppings
 - Snacks and Cookies
- Using the speed oven & settings (show speed oven sticker)
- How to use *Sandwich Unit Formula Charts*
- How to build and package: (using *Sandwich Unit Formula Charts* and *Recipe Cards*)
 - Sandwiches and wraps
 - Salads and protein bowls (highlight the difference)
 - Snacks
 - Any store optional products (e.g., breakfast, soup)

For each ingredient, discuss:
flavor, portion, placement,
shelf life, how to know if it’s
not good to sell

Practice:

- Hinge cutting bread
- Weigh / portion proteins (using scoop or scale)
- Portioning lettuce, cheese, onions (use a scale with deli paper to practice correct portion sizes)
- Building a sub using formula charts, focusing on:
 - Proper placement of meat, cheese, veggies, and sauce
 - Correct speed oven settings
- Wrapping the sub
- Building a wrap and packaging (focus on portions and technique)
- Heat and package a snack

After completing both of these sections, team member should be able to independently do the following tasks:

- Greet guests, give warm farewells (hold the door for guests)
- Serve guests (start at the veggie then protein station for practice)
- Practice hinge-cutting bread, fluffing sliced meats on deli paper
- Table touches: refill guests’ drinks, clear tables, tidy dining area
- Refill the Sandwich Unit as needed
- Review sandwich formulas using *Recipe Cards*

Sandwich Artistry: Training Checklist



FOOD SAFETY & PREPARATION: (Recommended: Shift 2)

- Have them complete courses within section “Food Safety & Preparation”

Review:

- Correct temperatures for the freezer, walk-in cooler, and sandwich unit
- Where to find the prep schedule
- Rules for prep: e.g., preventing cross contamination sanitize surfaces before and after, sizes of food pans for different products, place prepped food promptly into cooler
- Labeling
- Using FIFO: First In, First Out
- Organization of the cooler and freezer
- Review the Temperature Danger Zone
- Take food temperatures (use *How to Take Product Temperatures Job Aid*, thermometer, recording log, action log)
- Bread baking process (use *Bread Baking job aids*)
 - Emphasize why each step is done that way
 - Using the oven and proofer
 - Temperature settings
- Baking & displaying cookies
- Slicer Safety: Trainer, turn slicer dial to show safety features (if under 18 years old, cannot touch the slicer)

Practice Prepping and Labeling:

- Tomatoes
- Cucumbers
- Green peppers
- Onions
- Rotisserie Chicken
- Tuna
- Chicken Salad
- Sweet Onion Teriyaki chicken strips
- Meatballs
- Fill sauce bottles and shakers
- Snacks: Footlong Cookie and Dippers
- Practice baking cookies
- Practice baking bread

UofS courses:

- Introduction to Food Safety
- Smart Prepping
- The Sandwich Unit
- Better Bread Baking
- Subway Cookies

If team member doesn't finish practicing prep for all of these items in this shift, they can finish practicing in the next shift.

SLICING: If team member is 18+ years of age and will be operating the slicer, they must also fully complete Restaurant Slicer Training, and practice all Slicer procedures.



Those under the age of 18 or not fully trained on slicer procedures may not handle the slicer or parts.

DAILY ROUTINES: (Recommended: Shift 3)

- Have them complete the courses within the section “Daily Routines”

Review:

- Where to find the *Clean Team Checklist*
- Review what is cleaned daily, weekly, monthly
- Review *Opening/Closing Procedures Checklist*
- Where cleaning supplies & SDS sheets are kept
- How to use 3-compartment sink: “wash, rinse, sanitize” method, checking sanitization levels
- How to clean sandwich unit cutting boards
- Restroom cleaning procedures and frequency
- How to clean the FreshLoc – use *Removal/Cleaning Job Aid (Daily Cleaning Page 2)*
- Storage and rotation of products
- Sandwich Artist's role during a REV visit

Practice:

- Emptying the trash (night shifts trash handling)
- Mop sink – clean mop head with hose before emptying bucket
- Clean glass surfaces: windows, doors, sandwich unit glass (spray INTO cloth)
- Clean dining area

UofS courses:

- Cleaning the Restaurant
- Tracking Waste
- Overview of the FreshLoc
- Restaurant Excellence Visits (REV)

Note: Some team members may have never done these types of cleaning tasks before or may have done them differently. Take this time to teach them our cleaning procedures so that they are cleaning to the Subway standards.

After completing both of these sections, team member should be able to independently do the following tasks:

- Greet and serve guests (protein and veggie station)
- Practice hinge-cutting bread, fluffing sliced meats on deli paper
- Table touches: refill guests' drinks, clear tables, tidy dining area
- Prep product
- Refill the Sandwich Unit as needed
- Review sandwich formulas using *Recipe Cards*

Sandwich Artistry: Training Checklist



SubwayPOS: (Recommended: Shift 3)

- Have them complete courses within section “**SubwayPOS**”

Review how to use the POS to:

- Ring a sale: repeat order to guest while ringing
- Count back change to avoid mistakes
- Gift card: How to load, ring a sale using card, check amount on card
- Review payment, reward points, coupons, discounts, Fresh Value Meals and price overrides
- Item correct an item or order
- No Sales: Policy and Procedure
- Reprint a receipt
- Change paper in receipt printer
- Perform a ONE-minute Cash-in
- Process MVP Rewards transactions

UofS courses:

- Using the SubwayPOS
- Importance of Ringing Orders Accurately
- Taking Payments & Handling Cash

Practice:

- Finding different items in the POS screens (Subway Series, wraps, salads, Snacks, cookies, beverages)
- Ringing sales for simple orders
- Ringing sales for more complex orders
- Item correct an item
- Entering in an employee meal (if applicable)
- Enter waste/bread credits
- Counting back change

After completing this section, team member should be able to independently do the following tasks:

- Greet and serve guests (fulfill order, from start to finish)
- Practice hinge-cutting bread, fluffing sliced meats on deli paper
- Table touches: refill guests' drinks, clear tables, tidy dining area
- Prep product
- Refill the Sandwich Unit as needed
- Review sandwich formulas using *Recipe Cards*
- Perform cleaning tasks

OTHER ORDER TYPES & PROGRAMS: (Recommended: Shift 4)

- Have them complete courses within section “**Other Types of Orders**”

Review:

- How to recommend guests sign up for MVP Rewards
- How digital, delivery and curbside orders come in
- Packaging digital orders, where to place for pickup
- Fulfilling curbside orders, where curbside parking is located
- Fulfilling catering orders, where catering supplies are located (*Catering Orders Poster*)
- If the restaurant has other order methods, review fulfillment processes (e.g., Drive-Thru, Kiosk)

UofS courses:

- MVP Rewards
- Curbside
- Catering

Practice:

- Fulfilling digital, delivery, and curbside orders
- Fulfilling a catering order, if possible
- Fulfilling orders for other types of ordering if applicable (e.g., Drive-Thru, Kiosk)

After completing this last section, the team member should be able to independently complete most tasks within the restaurant.

Use the next page to check their skills and knowledge, and make sure that they have fully learned all critical tasks.

Congratulate the team member on completing training! Let them know that you will be assessing their learned skills next.



Sandwich Artistry: Training Checklist

CHECK SKILLS & KNOWLEDGE: (Last step of training: Recommended Shift 4)

When training is complete, a new Sandwich Artist should be able to do each of the following.

Have the team member show you they can do each task in this list and answer all questions. For each item, score it with a ✓, ★, or X:

✓ = GOOD

completes task to standard with little or no assistance

★ = GREAT

completes tasks perfectly with no assistance

X = NEED TO RE-TRAIN

unable to complete task to standard or cannot complete task without assistance. Retrain until they can score a "good" or "great"

Remember to give them feedback on what they are good at, and what you want them to continue to practice.

GENERAL: Have team member show you they can:

Use the cooler/freezer inside door release mechanism

Wash hands properly

Question: What do you do if there's a power outage? Robbery?

Question: What do you do if a guest gets sick in the restaurant?

GUEST EXPERIENCE: Have team member show you they can:

Greet guests, take a guest's order using A.C.T., ring the sale

Question: Within how many seconds should you greet a guest?

Question: How would you handle a guest complaint?

Question: What do guests care about in the order experience?

MENU & PRODUCTS: Have team member show you they can:

Build a perfect sandwich (hinge cut, placement, portioning, speed oven settings, closing)

Upsell add-ons / recommend Subway Series and Snacks

Use the sandwich unit formula charts to build sandwiches

Puts the nut cookies in the correct display shelf

Question: When is bread not good to sell?

Question: What type of chicken is used in the Chicken Dipper?

FOOD SAFETY & PREP: Have team member show you they can:

Complete temperature logs

Prep a sliced veggie product and properly label

Clean between prepping different products

Refill sandwich unit without being asked, using correct layout

Use the tools for bread baking (bread color guide, proofing template, scoring template and scoring knife)

Question: What does "first in, first out (FIFO)" mean?

Question: What are 3 times when you must wash your hands?

DAILY ROUTINES: Have team member show you they can:

Use the cleaning assignment chart to perform cleaning tasks

Remove and clean nozzles for fountain beverage machine

Correctly use the 3-compartment sink using the wash, rinse, and sanitize method, and check sanitation levels

Question: Why do guests care about cleanliness?

Question: How often should you clean the restroom? Speed oven?

SUBWAYPOS: Have team member show you they can:

Ring up a complex order (multiple subs, sides, and corrections)

Item correct something on an order, and void an order

Count back change

Perform a cash drop / one minute cash in

Enter bread credits

Reprint a receipt

Question: Why do we perform cash drops?

OTHER ORDER TYPES & PROGRAMS: Have team member show you they can:

Fulfill and package a digital order correctly

Fulfill a catering order

Question: Why do we want guests to sign up for MVP Rewards?

I have completed Sandwich Artistry training and am ready to serve guests great experiences and perfect sandwiches!

New Sandwich Artist signature: _____

Trainer signature: _____

Save this checklist:

1. Take a picture of this whole page.
2. Scan the QR Code, select click on the step for Sandwich Artist Training Checklist.
3. Search and click the trainee's name and select Tasks.
4. Follow the instructions in the description to complete the task.
5. Save the entire checklist in the team member's employee file.
6. If there are topics that require more practice, re-train the team member on those topics, then revisit this page in 2-3 weeks to re-check their skills and knowledge.

