

Sub Valley Training Guide

The purpose of these checklists is to provide quality training through repetitions of proper techniques to gain “muscle memory” and proper reactions. The positions and skills above are listed in a particular order so that as a simple task is mastered a trainee can advance to the next level, with more complicated tasks, and build upon their skills and knowledge. This is the building block approach to training.

*Coach: Review all Drills on the LMS Video

My courses-Library

-Drills Prior training in each station.

Day 1 Orientation

- Getting to know the team (I usually ask each new hire to tell us a fun fact about them to the group)
- Policy and Procedure
- Set expectation (example -organization of store, uniform, their availability on team lives, and the schedule their responsibility)
- Uniform check
- Tour of the store (This is when we discuss FIFO and Organization)
- Review of training schedule and job description
- Time for videos

LMS Video for Orientation

-Home

-My Course

-Jersey Mike's Training

New Hire-Welcome to Jersey Mikes Videos

Our History

Give to Give

Brand Manifesto

Brand Promise

New Hire - Intro to Food Safety

You Make it Safe

Uniform and Hygiene

Hand Washing and Glove Use

Library Section

-My Course

-Library

-New Hire & Team Member Essentials

Communication

Teamwork

General Restaurant Safety

*Checklist before team members leave make sure they understand Team Lives and Group Me

Sprinkling

LMS Video

My courses- Jersey Mike's Training- JM Training

-New Hire - Sprinkling

-My Courses - Library

-Speed of Experience: Sprinkling

Onions

- Set up back counter
- Giant, Regular, and mini bread cut
- Demonstrate & break motion into individual moves, explain the why, make sure trainee is proficient, watch for proper technique, equal distribution, and end-to-end coverage.
- Rings not strings and Equal Distribution
- Grab the onions - with dominant hand, using fingertips Proper amount
- Place onions on sub - start at end nearest the customer
- Use a non-dominant hand - guide the onions down the sub-equal distribution - end to end, side to side, no bunching, cover the ends!
- Speed - smooth, reaching in the pan minimally
- Sprinkling board - keep neat, sweep the board
- Extra product - return to the pan

Giant 8-10 rings

Regular 4-6 rings

Mini 2-3 rings

Lettuce

- Set up back counter
- Giant, regular, and mini bread cut
- 4oz. Souffle' Cups

- Demonstrate & break motion into individual moves, explain the why, make sure trainee is proficient, watch for proper technique, equal distribution, and end-to-end coverage.
- Portion control - proper amount of all products on subs
- Waste - limit waste; all products should be on the sub or in the bin
- Proper amount: 4 oz soufflé cup

Giant 5-4oz

Regular 3-4oz

Mini 2-4 oz

Tomato

- Demonstrate & break motion into individual moves, explain the why, make sure trainee is proficient, watch for proper technique, equal distribution, and end-to-end coverage.
- Grab the tomatoes - with non-dominant hand, from top
- Row nearest sprinkler; finish one row at a top, top to bottom
- Place tomatoes on sub - start at end nearest the customer, use right hand - like dealing a deck of cards
- Equal distribution - end to end, side to side, don't overlap
- Cover the ends!
- Speed - smooth, reach in the pan only once
- Sprinkling board - keep neat, sweep the board for any extra product
- Extra product - return to pan

Giant: 5 per

Regular: 3 per

Mini: 2 per

“THE JUICE” – VINEGAR AND OIL:

- Golden Bottle Drill: Take trainee through the juice sprinkling checklist to master the bottles

- Bottle grab drill
- Grab the bottle with your non-dominant hand
- Pick up the bottle by the neck, like a handshake
- Bottle transfer drill
- Place bottle into dominant hand - smoothly and quickly grab and hold bottle with dominant hand
- Start to the Side - palm up, start at the end of the sub nearest the customer
- Height of Movement: Hold bottle approximately 2" over the sub (use a 22oz. Cup)
- Rhythm- Sprinkle technique: smooth, consistent, flowing sprinkle speed (even, consistent)
- Sprinkle flow/rhythm - no breaks, smooth flow
- The Ends- "Cancro Dip" Equal distribution: end to end, side to side
- Cover the ends!
- 1st pass – speed, consistency, amount
- 2nd pass – speed, consistency, amount
- 3rd pass (oil only) – speed, consistency, amount
- Final quantity of vinegar/oil
- Bottle Return: Pass the bottle - back to non-dominant hand - smoothly, quickly grab the bottle - with your non-dominant hand, by the neck, place the bottle back on the counter, gently
- Time - speed, accuracy
- Eye contact with a smile
- Banter - Train the Customers
- Golden Bottle Drill
- Place the sprinkling pan directly on the scale & hit tare, shake 2 rows of water & check weight. Run through the finish line 2.0-2.2 oz. No need to empty the water, just hit tare & repeat.

Giants: 2 oz. each

Regulars: 1 oz. each

Minis: .5oz. each

SPICES – OREGANO AND SALT:

- Train new team members in the proper technique by shaking cornmeal into the bread form as a drill
- Grab the oregano shaker with your non-dominant hand, pass to dominant hand, place in palm
- Hold shaker in palm, over sub
- Shake up and down, starting from end nearest the customer, complete 2 rows - equal distribution
- Place back on counter with non-dominant hand
- Grab the salt shaker with your non-dominant hand
- Pass to dominant hand and place in palm
- Hold shaker in palm, over sub
- Shake up and down, starting from end nearest the customer, complete 1 row (#6 gets 2 rows), equal distribution
- Place back on counter with non-dominant hand
- Equal distribution end to end, side to side

EXTRAS:

- Extras go on sub after Mike's Way items are complete, grab the peppers/pickles with right hand, from top row nearest sprinkler
- Proper amount - cover the sub, look at guide on sneeze guard
- Place peppers/pickles on sub; start at end nearest the customer, use left hand as a guide
- Equal distribution - end to end, side to side, don't overlap
- Cover the ends!
- Speed - smooth, reach in the pan only once
- Sprinkling board - keep neat, sweep the board after for any
- Extra product - return to pan
- Mayo spatula - grab with right hand
- Bread - hold lid in dominant hand
- Amount: small amount on end of spatula

- Scrape mayo on lid and spread
- Equal distribution: end to end, side to side
- Cover the ends!
- Bacon:

Giant: 4 per: placed on lid

Regular: 2 per: placed on lid

Mini: 1 per: placed on lid

CUSTOMER SERVICE/COMMUNICATION and working the front line

- Never ask the customer what sandwich they have: communicate -> slicer to sprinkler, sprinkler to wrapper (utilize peripheral hearing)
- Train the customer - Mike's Way
- Banter - share life, chat with customer
- Teamwork
 - Assist slicer in preparing bread
 - Utilize Wrapper for dressing lids - the "Sub Dance"
 - Utilize team members for help refilling & cleaning station
- EYES UP!
- Smile
- Portion control - proper amount of all products on subs
- Waste: limit waste; all products should be on the sub or in the bin Mike's Way - push Mike's Way
- Extras - pushing Mike's Way limits the number of customers adding extras to the sub

Back Line Drill

- Roll play calling subs down the line on the back line by utilizing the online tickets as customers.
- When a new sprinkler is on the front line, position an experience slicer and wrapper to ensure all subs are sprinkled properly and coach and correct if needed

WRAPPING THE SUB

LMS Video

My courses- Jersey Mike's Training- JM Training

-New Hire – Wrapping

-My Courses-Library

-Speed of Experience: Wrapping & Cashier

Wrapping

- Demonstrate wrapping, stress key points, be thorough, finding the center is a good wrap
- Paper tear: clean and fast
- Paper length - 3 logos mini, 4 logos regular, 6 logos giant
- Paper place on counter with logo down - only one piece at a time
- Grab and hold the sub with thumbs on top and fingers on bottom from the ends (think hotdog way)
- Transfer sub to paper - quickly and neatly, keep low to counter, place sub in middle of paper, corner to corner
- Grab knife safely and quickly
- Clean the knife when necessary (after mayo, tuna, CPR or just dirty)
- Cutting quickly and neatly, not cutting the paper - be safe!
- Minis cut in 1/2,
- Regulars cut in 1/2,
- Giants cut in 1/4's
- Do not ask customer how many times to cut the sub - utilize this time to banter
- Paper grab - with thumb and fingers on non-dominant hand paper pulled over sub and place on counter
- Dominant hand placed on top of sub - fingers spread, hold firmly Thumbs positioned under the sub
- Pull sub back, pulling paper out of hand

- Roll sub - 1/4 turn: should roll over fingers, thumbs stay on bottom, tuck 1st end - end should be rounded
- Tuck 2nd end - end should be rounded
- Both hands placed back on sub with finger spread before roll with thumbs positioned under the sub
- Roll the sub quickly - use fingers to keep it tight
- Roll should be tight - not crushing the sub
- Finished roll - neat, ends tucked in, with bottom of the sub on counter
- Bag grab - thumb in bag, pointer, and middle fingers on top
- Bag pop - make noise, make part of show (pop in front, not back)
- Sub place in bag quickly over counter – top up, bottom down, crease bag, grab “About Us” and roll over bottom
- Regulars and minis twist excess bag tightly to secure sub
- Sharpie at counter - mark every sub neatly and clearly
- Finished wrap quick and neat
- Overall package neat, presentable, and done quickly
- Time

Wrapping Drill:

- Use extra bread, extra torn paper and plastic wrap to create a makeshift sub to demonstrate wrapping - breaking motion into individual moves and stress key points (finding center & pull back) Pinch-Pull Over-Punch-Grab-Pull Back-Quarter Turn-Fold it in-Roll it Over- Finished roll: neat, ends tucked in, with bottom of the sub.
- Repeat with regular sized and giant until comfortable

Round Robin Drill: Wrap and bag subs, going round and round and round to mimic a busy rush

CUSTOMER SERVICE/COMMUNICATION:

- Smile!
- Customer service: put on a show, thank the customer

- Put on a show - tear the paper, pop the bag, communication, do not ask the customer what they have
- Communication - sprinkler to wrapper, wrapper to cashier
- Eat in? Ask the customer politely and move customers through efficiently
- Number and name each sub bag with a smiley face

Menu Quiz and Ticket Writing Class

LMS Video

Quiz your Menu Knowledge

- My Courses-Library

-Menu Quizzes

-Third party, Online and in house tickets

-Able to read and write tickets

**LD Suggestion: Menu Drill Video is a great tool for hands on training to help new crew member to learn the menu*

LMS Video

My courses-Library

-Drills

-Menu Practice Part 1 and 2

Online & Third Party

- Bag to-go orders properly (bag lying flat on counter.) Be able to keep online orders and third-party orders organized
- Third party and curbside guideline (for curbside please write curbside on bag)
- Small Tote: 2 - 3 Regular subs
- Large tote: 3 - 4 Giant sub
- Always place hot subs on top of cold subs.
- Using a sharpie, write customer first name on the front of the bag
- Once the cold/hot subs are completed, please ensure that any chips, drink or cookies on the order, including napkins and utensils are placed in the bag before sealing shut.
- Extra step please check all items off on the kitchen ticket.
- After **all** items are in the bag, close the opening and seal with the Jersey Mikes tamper-resistant sticker and customer's receipt.
- 2 tamper-resistant for small tote bag
- 3 tamper-resistant for large tote bag
- Online order we bag all items in the 20 lbs. bag and same procedure as third party EXCEPT sealing the bag up. We also tape customers' receipts on bags.

**LD Suggestion: trainees can work back line, sprinkling, wrapping, and bagging with Coach Assistant, let us utilize the back line and have trainees sprinkle, wrap, and expedite with a Coach next to them.*

Cashier

LMS Videos

- My Courses-Library
- Cashier
- Key points
- Able to effectively communicate with the customer and team
- Smiles, polite and engaged, head / eyes up when possible
- Names - get to know your customers Thank the customer
- Knowledge of cash register functions / components
- Ringin in sales correctly
- Ringin in discounts and coupons correctly -Handling refunds, voids, and cancels
- How to activate and load gift cards
- How to use Shore Points program
- How to use CFT correctly
- Knowledge of money handling do's and don'ts
- Speed (able to work the register during a rush and moves with a sense of urgency)

TEAMWORK:

- Communication - wrapper to cashier, and vice versa wrapper should tell you what the customer has expedite - help wrapper expedite hot subs
- Training cashier, the coach should be at the wrapper position to guide trainee on ringin in sales properly
- Count change properly
- Properly ring extra meat, cheese, and bacon
- Upsell - drinks, chips, desserts

Before moving on Grill make sure trainee can:

- *Sprinkle up to 3 subs at a time converts toppings to Mike's Way (+ or -)*
- *Uses hints to aid in memory (i.e. placing a piece of lettuce on a sub w/o onions)*
- *Includes the wrapper and slicer in sprinkling (i.e. Sprinkle Dance)*
- *Wrapping*

- *Organizes Orders*
- *Up-sells combos & desserts.*
- *Prepares customer to enter Shore Points*
- *Communicates order to the cashier*
- *Assists sprinkler with lids for mayo / bacon & does the Sprinkle Dance*
- *Expedites (incorporates hot sub orders into the line)*
- *Acts like a goalie. Nothing gets by them.*
- *Reads the customer to make sure they are satisfied*
- *Lift the lids to check for bacon on clubs*
- *Pass menu test and ticket writing test*
- *Understand how to read online orders correctly*
- *Proficient and able to handle a rush on frontline and is checked off on speed of experience*

Grilling

LMS Video

-My courses-Jersey Mike's Training-JM Training

-New Hire - Hot Subs

Grill

- Use grill tools (knowing the tools and using the tool correctly)
- The set-up with dough cutter & spatula
- Add onion on grill
- Dough cutter anchors and spatula pulls away
- Chop 4x4x4x4=16 chops
- Each chop bringing it together and mixing it up
- Getting comfortable using the tools prior to grilling
- Practice for 10 min with tools
- Grill and bread handler drill
- Trainee starts with bread handle station and then switch to grills station with Coach
- Trainees need to be proficient in bread handling before moving on to grilling

Bread Prep

- Sauce: 3 lines on top of bread
- Tomatoes on top of lid
 - 3 slices for regular
 - 5 for giant
- Add grilled ingredients to bottom of bread, cheese up
- Lettuce - on top of cheese
 - 2 souffle cups for regular
 - 4 for giant

WRAPPING & BAGGING HOT SUBS

- All hot subs - wrap loosely with hot sub wrap

- Bagging: always label the sub bag with number

Grilling

- Onion - on the grill first
- Peppers - on top of onions, juices help soften onions
- Steak
- Salt: steak only, after flipping
- Break 4 times turn again 4 times
- Mix meat and veggies
- Break 4 times turn and again 4 times

- Utensils: Holding dough cutter and spatula properly cheese - on top of product and melt
- Place on bread, cheese facing up
- Speed - do not overcook the cheese steak!
- Proper technique and chop amount
- Holding utensils properly
- Steaks cooked properly (not overcooked)
- Cheese melted properly (When the corners start to fold down)
- Removing steak from grill at proper time
- Chicken Phillys made correctly
- Even distribution of ingredients on hot subs
- No more than three subs made at a time
- Grill top scraped in between subs as needed
- Speed (able to grill through lunch rush and moves with a sense of urgency)
- Able to keep tickets organized and read tickets

Slicer

LMS Videos

- My courses-Jersey Mike's Training-JM Training
- Team Member - Slicing
- My Courses-Library
- Speed of Experience: Slicing
- No Dirty Slicers!
- Customer Service and Communication by Position

Drills

- Shadow Boxing: Move from meat case to slicer
- 1 slice challenge, working the back line with the trainer and teaching the trainee to hold the right slice on left hand and the incorrect slice on the right hand, WHY the left hand is the hand we use to catch and flip, and we are training our brain.
- Catch & Flip drill, building the sub layer by layer
- Onion Drill: Slice width of the meat. Use onion (example of round meat) green cutting board and train the catch and flip on four fingers and pile high with equal distribution and push speed and cover ends
- Key points during training
- Start training on the back line until trainee is proficient on their technique

Bread Slicing Technique

- Thumb and pinky up
- Cut with part of knife nearest the handle, don't drag, start cut at "butt" of bread for regulars
- Lids - placed on counter next to sprinkling board

SLICING PRODUCT

- Posture - Stand up straight, shoulders back, elbow down, hand locked in over meat, index finger pointing forward, remaining fingers holding product in place when not using guard for larger meats and provolone cheese

- Pressure - let the slicer do the work
- Thickness - 5 slices provolone = 2oz. and 8 slices boiled Ham = 4.75oz
- Equal distribution - cover entire sub evenly
- Order - make sandwiches in proper sequence, place meats/cheeses in slicer GENTLY!
- COVER YOUR ENDS!
- Catch product on 4 fingers, leaving your thumb free
- Flip all meats and cheeses on to bread
- Pile meats high - see the cheese; meat should cover the bread but not hanging off the sides of the bread. Build the sub up, not out.
- Weights - sub should be proper weight

_____ (ideal ___ oz.) (Actual _____ oz.) (+/- _____ oz.)

_____ (ideal ___ oz.) (Actual _____ oz.) (+/- _____ oz.)

_____ (ideal ___ oz.) (Actual _____ oz.) (+/- _____ oz.)

_____ (ideal ___ oz.) (Actual _____ oz.) (+/- _____ oz.)

_____ (ideal ___ oz.) (Actual _____ oz.) (+/- _____ oz.)

Front line slicing

- CUSTOMER SERVICE/COMMUNICATION:
- Quarterback: Slicer in control of line and crew at all times
- Eye contact - make sure you recognize/acknowledge the customer multi-orders
- Smile
- Banter - share your life with the customer!
- Communicate and write correct hot sub order ticket to grill
- Communicate subs down the line to Sprinkler, being sure to indicate extra meat, bacon, etc.
- Point out new customers to sprinkler
- Able to effectively communicate with team, communicating the sub and who it's for
- Smiles, polite and engaged, head / eyes up, when possible, good banter
- Able to take multiple orders and slice multiple subs at one time

Speed of Experience

- Controls the pace of the line
- Takes responsibility (blame), Keeps head up (eye contact), Uses 360° vision (instruct 2 towels and or greeting every customer)
- Makes changes in the play when needed
- Communicates down the line

G-13 Challenge

Time:

Weight:

*Weight of wrapped G13 should be 2.01 lbs

Skills

Opening/Closing

A great closing is a great opening. Set yourself and your team up for success.

LMS Videos

-My courses-Jersey Mike's Training-JM Training

-Shift Lead - Closing & Opening

-Key point

-Discussing and Utilizing all Check list

-Opening/Prep

LMS Videos

-My courses-Jersey Mike's Training-JM Training

-New Hire - Basic Food Prep

-Team Member - Advanced Food Prep Introduction & Recipes

LMS Video

-My courses-Library

-Operations Essentials

-Watch all 4 Perfect Prep Videos

-Discuss Production Report on Pos and Production Checklist

-9:59 ready

Demonstrate

- Baking cookies
- Wrapping cookies
- Open meat based on production report
- Sorting tomatoes
- Slice tomatoes
- Chop lettuce

- Peel onion
- Portabella
- Tuna
- Star cheese

Solo Opening

Solo Close