



TRAINING CHECKLIST

TRAINER NAME _____

TRAINEE NAME _____

***all staff members must have a State Certified Food Handlers Certificate prior to training. Franchisee is responsible for keeping these on file at all times.**

☐ CERTIFICATION IS COMPLETED AND ON FILE

PRODUCT KNOWLEDGE

☐ "PRODUCT INFORMATION" PRESENTATION

☐ CAN NAME ALL BASES + EXPLAIN THEM

☐ CAN NAME ALL COFFEES + EXPLAIN THEM

☐ COMPLETES "RAINING BERRIES NEW HIRE QUIZ" AND SCORES AT
LEAST 25 POINTS

BOWLS

☐ CAN EXPLAIN AND PREP STATION

☐ CAN NAME ALL BASES + EXPLAIN THEM

☐ CAN PREP BASES

☐ KNOWS HOW TO CONSTRUCT A BOWL (ORDER OF TOPPINGS,
HOW TO CHOP FRUIT, ETC)



TRAINING CHECKLIST

COFFEE

- ☐ CAN NAME RELEVANT PARTS OF ESPRESSO MACHINE
- ☐ CAN PULL A SHOT USING CORRECT PROCEDURE
- ☐ CAN NAME ALL COFFEES + EXPLAIN THEM
- ☐ CAN STEAM MILK CORRECTLY FOR VARIOUS DRINKS
- ☐ HAS MADE ALL COFFEE DRINKS LISTED IN TRAINING PPT
CORRECTLY, WITHOUT HELP FROM TRAINER
- ☐ CAN IDENTIFY WHICH CUPS DIFFERENT DRINKS ARE SERVED IN

SMOOTHIES

- ☐ KNOWS PREP PROCESS AND CAN PREP EACH TYPE OF SMOOTHIE
- ☐ CAN EXPLAIN STORAGE AND ROTATION
- ☐ CAN MAKE SMOOTHIES ACCORDING TO PROCEDURE



TRAINING CHECKLIST

SANDWICHES

- ☐ CAN EXPLAIN AND PREP STATION. UNDERSTANDS THAWING/ROTATION
- ☐ CAN MAKE EACH TOASTED FOOD ITEM CORRECTLY
- ☐ UNDERSTANDS DIFFERENCES BETWEEN SIMILAR ITEMS (EX: GRILLED CHEESE AND GOURMET GRILLED CHEESE)
- ☐ KNOWS HOW TO SERVE ORDERS (FOR HERE VS. TO-GO)

CUSTOMER SERVICE & POS

- ☐ CUSTOMER SERVICE TRAINING PRESENTATION
- ☐ CAN USE POS SYSTEM (TAKE ORDERS, ISSUE REFUNDS, GIFT CARDS, CUSTOM CHARGES, ETC)
- ☐ UNDERSTANDS AND CAN EXPLAIN LOYALTY PROGRAM



TRAINING CHECKLIST

GELATO

- ☐ **IF LOCATION DOESN'T HAVE GELATO, SKIP THIS SECTION**
- ☐ CAN PROPERLY LOAD AND UNLOAD GELATO CASE
- ☐ CAN SCOOP AND PORTION GELATO CORRECTLY IN CONES AND CUPS
- ☐ CAN TURN THE GELATO CASE ON/OFF
- ☐ CAN EXPLAIN TO CUSTOMERS THE DIFFERENCES BETWEEN ICE CREAM AND GELATO, AND SORBET AND GELATO
- ☐ CAN CLEAN THE GELATO CASE
- ☐ CAN MAKE AN AFFOGATO

SIGNATURES CERTIFY THAT TRAINER COMPLETED TRAINING PROGRAM WITH TRAINEE, AND TRAINEE CAN COMPLETE ITEMS ON THIS LIST CORRECTLY AND WITHOUT SUPERVISION.

TRAINER SIGNATURE _____

TRAINEE SIGNATURE _____

DATE _____