



## **Success Guidelines – Prepare before starting- Show Orientation Presentation before completing TalentReef materials**

- ✓ Scheduled time set aside – no interruptions
- ✓ Ambassador selected and scheduled
- ✓ Role model our culture with a positive, fun first day
- ✓ Printed: Take home papers, All About Me
- ✓ Laptop is charged and working with Orientation presentation ready
- ✓ New Hire has cell phone out and ready

## **RGM Script - ORIENTATION Slides**

*Welcome to our family. For the next 30 minutes, this presentation will introduce you to our Bell American family*

### **Ignite Video**

*You have joined an exciting brand that gets people energized. Taco Bell is an iconic brand with a huge following*

### **History/Facts**

*Taco Bell has been around 50+ years! Back in 1962, there were 6 items @ 19¢ each. We sell 2 billion Tacos a year*

*\*\* Only KFC's – KFC began 60+ years ago, in 1952. Colonel Sanders opened the first one in Kentucky*

### **Flynn**

*We are part of the larger restaurant group that includes Applebee's, Panera, Arbys, Pizza Hut and Wendy's. The Flynn Company began in 1999 with just 8 Applebee's*

### **Flynn Map**

*Our Taco Bells are in 9 states (point out location on the map). We have 284 restaurants, while other brands size are shown on the map*

### **Welcome to Bell American (video)**

*You might feel like one of people on the video. Remember to SMILE! I'm here to help you and we have a great training program to lead you through*

### **Bell History**

*In 2013, Bell American bought 76 Taco Bells. Now at 284 and growing*

### **Org Chart**

*Mark Romano - President, Sarat Koneru – SVP, Tell them your ML, AC and HRBP name. Tell them about # of team members, SL's and AGM names*

### **Career Path**

*If you have the desire, we have the careers. We have Roadmaps for promotions to every role*

### **Ambassador**

*They will be your go to, as well as me. Ask them questions. They will be with you your first week*

### **Gold Card**

*Our Path to Premier. Our Vision, Principles, Values, Purpose. (RGM – tell them your favorite OWN IT and why)*

### **Smile/Greet/Thank**

*(RGM, this is your time to set the expectation for Hospitality in your restaurant)*

*Most important 3 things we can do for each other and our guests. A Smile goes a long way and now, you will use your eyes! Greeting makes others feel a part of the team and welcomed as a guest. Thanking others shows you care they come to our Taco Bell. We absolutely expect that our Hospitality to our team members and guests is the best anywhere.*

### **We Care**

*We have an Open-Door Policy. When we tour the restaurant, I will show you where this is posted. Our AC name is \_\_\_\_\_, our HRBP is \_\_\_\_\_ and our ML is \_\_\_\_\_. Their phone numbers are on the poster.*

### **Harassment**

*Read examples of Harassment from slide. Give your expectations of preventing harassment. Ensure they understand to come to you with any concerns.*



## Diversity & Inclusion

Read what Diversity and Inclusion is and tell them why this is important to you. We are all different so let's talk about You! (Have new hire complete and discuss the It's All About You form.)

## Benefits/Perks

Discuss FREE Meals/Drinks, how/when to receive, (\$10 meal). We have Medical, 401k, Education assistance.

Use your Phone: Download the Discounts apps. Discuss the apps perks

## Live Mas Scholarship (play video)

Once a year this scholarship is offered by Taco Bell. Megan is a part of our team and received 25K.

## Family Fund

Explain the Family Fund. Stress it can be just 50¢ a paycheck = \$13 year. (RGM give a personal story of someone who has received assistance or tell the following) We have assisted with medical bills, hurricane damage to homes, funeral assistance for a loved one, and so many more. When we complete your paperwork, you can contribute and change at any time!

## Family Fund (play video)

## Uniforms

Review uniforms in detail

## Paid

We are paid every other Tuesday. Explain Daily Pay. (Write in date of next payroll and pay rate on Take Home paper)

## Schedules/Crew APP

Use your Phone to download Crew App now. Add new hire to your restaurants crew app and show how to gain access to their schedule

## Policies

(RGM go over each policy listed! Depending on the state, minor laws or Hep A shots)

## Tour the Restaurant

(GM review every item listed and ensure new hire understands each. Return to discuss any questions.)

<input type="checkbox"/> Parking (Difference at closing)	<input type="checkbox"/> Break Policy (Where to take a break)
<input type="checkbox"/> Smoking Area (Never in view of guests)	<input type="checkbox"/> Schedule Location
<input type="checkbox"/> Food and Drink Area	<input type="checkbox"/> Fire Extinguishers
<input type="checkbox"/> Storage of Personal Items	<input type="checkbox"/> Team Communications Board
<input type="checkbox"/> Cell Phone Policy and Storage	<input type="checkbox"/> Show How to Properly Wash Hands
<input type="checkbox"/> Review the MSDS Binder location	<input type="checkbox"/> Locate and sign the MSDS Book

## Feedback

I will have check-ins with you in 7 days and 30 days. I want your feedback to make us even better. You will receive an email or text in 7 days. Please complete for us and give us comments.

## Questions?

What questions do you have for me?

## Congratulations and Welcome to My Team

### Log in to BellAmericanjobs.com

Complete Onboarding paperwork

### Log in to the Flynn People Portal

Let me take you on a tour of the People Portal. (RGM to show how to update the Family Fund, how to change personal information and completing the New Hire Survey)