



## **Success Guidelines – Prepare before starting**

- ✓ 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

## **GM 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 and now there are 23,000 units in 140 countries*

### **Flynn**

*We are part of the larger restaurant group that includes Applebee's, Panera and Arbys. 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 282 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 282 and growing*

### **Org Chart**

*Mark our President, Sarat – VP, Tell them your ML and AC name. Tell them about # team, SL's and AGM name*

### **Career Path**

*If you have the desire, we have the careers. We have training paths for every role and the opportunities*

### **Ambassador**

*They will be your go to, as well as me. Ask them questions, 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)*

### **Diversity & Inclusion**

*Diversity and Inclusion very important to us. We strive to have welcoming and respectful environments and appreciate our team and guests. Inclusion is allowing differences to coexist and benefit all of us. We are committed to embracing diversity and to listen to all. To HEAR You, complete the **It's All About You** form. **NOTE:** have new hire complete and discuss their answers with them.*

### **Benefits/Perks**

*Discuss FREE Meals/Drinks, how, \$ amount and when. We have Medical, 401k, Education assistance.*

*Use your Phone: Download the Discounts app. Discuss the app*

### **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 (play video)**

### **Family Fund**

*This is Flynn restaurants fund. Funded by our teams, with 80% of our team members contributing. Collected 3.2 million and given out 3.1 million. (GM 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 also. When we take a tour of the restaurant, we will go over the Family Fund poster.*

### **Uniforms**

*Review uniforms in detail*

### **Paid**

*We are paid every other Tuesday. (Write in date of next payroll on Take Home paper) (Discuss Daily Pay now if applicable)*

### **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*

### **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.*

### **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.*

### **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.*

### **Policies**

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

### **Questions?**

*What questions do you have for me?*

### **Congratulations and Welcome to My Team**