

Assistant Manager Training Checklist

Name _____ Store # _____

*All assistant manager trainees should already be able to open and close the store

Operations

Description:	Initials:
Making a Prep List and following the Build-to-Prep Chart	
Baking cookies (325°F)	
Full bread baking process	
"Good quality bread"=golden brown in color	
How often and how much bread to bake	
Old bread and cookies must be thrown out by 11 am every day	
Brewing and labeling tea (6-hour shelf life)	
Washing dishes (wash, rinse, sanitize) & using Sani Test Strips for sanitizer 150-400ppm	
Taking product temperatures (twice a day)	
Cold products must be held between 33°-41°F	
Hot products must be held between 140°-165°F	
Hot products to be heated to at least 165°F before being placed in the hot well- labeling procedure	
Completing the Temperature Log and Temperature Action Log	
Pulling/Thawing Wraps (Shelf Life=5 days), Flatbread (Shelf Life=3 days)	
Freezer Pull (label with date, time, and initials)	
Counting bread, flatbread, money, wraps, pizzas, salad bowls (performing one minute cash-ins)	
Taking catering orders	
Proper procedure for handling customer complaints	
Finding operations documents on the company website (asseffenterprises.com)	
Opening the store	
Closing the store	
Subway marketing windows explained, updating menu boards, footers, signage, etc.	
How to put up a window cling the proper way	

Subway's The Feed Website

Description:	Initials:
Checking sales over last year (Weekly Sales)	
Printing the Sales Discount Analysis Report	
Team Access (setting up new employees for University of Subway)	
Navigating University of Subway and printing course certificates	
Live IQ Scheduling	
Checking Add Ons % on the Add Ons Analysis Report	

Personnel

Description:	Initials:
Policies explained (PTO, employee injuries, uniform, personal appearance, tip, bonus, etc.)	
Finding personnel documents on the company website (asseffenterprises.com)	
Hiring age requirement is 16 years of age and older	
How to terminate an employee	
Employee Injury Protocol	
Pin Program requirements, qualifications, and purpose	
Asseff Enterprises Facebook Page & Social Media Posts (text or email Erika Asseff with any ideas)	
Checking store email	
False Alarm Protocol (closers, openers, and managers must know the Safe Word)	
Working off the clock is strictly prohibited. Only people that are on the clock are allowed behind the counter and in the backroom.	

Paperwork

Description:	Initials:
Scanning procedures, what to scan, when to scan, etc.	
Time Clock Adjustment Forms and anything HR related needs to be separate from the other reports	
Weekly Time Punch Report must be checked for any system clock outs before 9 am on Wednesdays	
Closing and Transmitting the Week (deadline is 2 pm on Thursdays)	
Monthly Checklists required with Monthly Folders	
Donation Requests and Donation Completions	
Paychex Training (Onboarding, Personnel files, FinFit, Human Resources, etc.)	
Uniform Deduction Forms	
Driver Acknowledgement Form for store drivers explained	
Coaching and Employee Warning Forms	
Time Clock Adjustment Form (required when adjusting an employees' clock in/out time)	
Customer Incident Reports (witness statements if applicable)	

Register

Description:	Initials:
Assigning the register (only one person is permitted to operate the register per shift)	
Re-Print Receipts	
Void Transactions	
Refund By Item	
Price Overriding Items	
Performing Cash Drops	
One Minute Cash-Ins	
Printing Productivity Reports (5.5-7.0 target for the day)	
Adjusting employees' times (Time Clock Review)	
Recording waste	
Store to Store Transfers/Deliveries	
Setting up an employee file	
Adjusting cash drops, bread counts, cash counts, etc. on Adjustments Tab	
Paid Outs (must have area manager approval)	
Exporting the delivery into the register	
Exporting the inventory count into the register	
Editing inventory count once it's exported	

Manager Controls

Description:	Initials:
Sending daily numbers to area manager	
Reading the Control Sheet (bread counts, cash counts, over/shorts, deposit in banks, etc.)	
Importance of controlling bread and cash counts	
Cash Deposits (match total with the Deposit In Bank total before taking to the bank)	
Cash Deposits must be taken to the bank by 11 am each weekday unless short shift comes in later	
Completing change orders	
Investigating cash shortages (follow the shortage investigation protocol)	
Labor guidelines explained (use document from asseffenterprises.com)	
Reading Productivity Reports (5.5-7.0 target for the day)	
Productivity= Total Units/Hours Worked	
Contributing factors to low productivity (poor scheduling, subpar training, thru put, etc.)	
Ordering product (PFG) through Subventory	
Receiving truck delivery (always check items for dates and product quality)	
Check that pricing between invoice and register match (minus any DNE items)	
Subventory training (inventory, deliveries, ordering, editing items/cambro portions, etc.)	
Counting Inventory	
Food Cost=Cost of Goods/Net Sales	
Contributing factors to high food cost (miscounts, over portioning, waste, theft, excessive discounts)	
Food Cost Target 26-29%	
Reading the WISR and understanding which numbers on the WISR to check	
Upsell Bonus Target=10% (if every customer is asked, this should be achieved)	
QualityNet Pro complaints on Subventory app	
Operating the camera system on the DVR computer	
EZ360iQ App	
Supply Requests on the company website for office supplies	

Restaurant Excellence Visits (REVs)

Description:	Initials:
Completing the REV Binder	
REV- parameters, scoring system, key items, etc.	
Daily product checks (Product Expiring Today form)	
Monthly product checks (Product Expiring This Month form)	
Complete a thorough walk-thru of the store	
Reading a REV Report	
Critical Items=product dating, product temperatures, cross contamination, handwashing	
Completing a REV Ready Checklist and CAP (Corrective Action Plan) after the REV is over	
Sending work orders pertaining to the evaluation (REV Item: Description of repair)	

Maintenance

Description:	Initials:
Email work orders to asseffmaintenance@gmail.com (all repair issues must be emailed in to be worked on)	
Priority work orders (coolers, freezers, toaster ovens, ACs) should be a phone call to maintenance after emailing the work order in	
Cleaning/changing the reach-in filters	
Cleaning the sandwich unit coils (use the blue brush)	
Cleaning the toaster oven filter (use the blue brush)	
Light bulb responsibilities explained	

Benefits

Description:	Initials:
Careers Page on asseffenterprises.com (use for recruiting/retention)	
401(k) Plan (3% Company Match)	
Monthly Bonus Program (print and review the Assistant Manager Bonus Parameters document)	
Catering Commission (parameters, claim form, bonus, etc.)	
Cash & Credit Card Tips	
BenefitHub (Employee Discount Program)	
FinFit (Employee Financial Wellness Program)	
Employee Referral Program	
Instant Pay	
Education Discounts and Scholarships	
Employee Meals	
PTO	
Non-monetary benefits= casual work attire, flexible scheduling, flexible pay options	

Assistant Manager Trainee Signature: _____

Date Completed: _____