

HIRING & ONBOARDING BEST PRACTICES GUIDE

ONBOARDING





HIRING & ONBOARDING BEST PRACTICES GUIDE: ONBOARDING

This Hiring & Onboarding Best Practices Guide (this "Guide") contains suggested recruiting and retention best practices that you might find useful in the operation of your franchise business. Wingstop Restaurants Inc. does not control the terms and conditions of employment for team members employed by franchisees. All Wingstop franchises are independently owned and operated. References herein concerning employment matters are suggested best practices, non-mandatory, and not required by Wingstop Restaurants Inc. franchise agreements or operations manuals.

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ONBOARDING

What should I expect on day 1?

PREPARE:	▪ Laptop with two videos loaded: <i>The Wingstop Story</i> and <i>Our Thing is Wings</i> ▪ Benefits handout – (If created by Franchisee) ▪ Uniform Guidelines Job Aid ▪ Training Schedule
DO:	▪ Introduce yourself ▪ Welcome new Team Member to Wingstop & share your entity name and best contact person. It's important for the new Team Member to understand that they are an employee of your entity and not Wingstop Restaurants Inc. ▪ Make the Team Member comfortable – offer them a beverage.
TELL:	▪ We'll be spending the next couple of hours providing you an orientation with Wingstop and the team. But first we need to get into the details to make sure you get paid. Did you bring the necessary forms of ID so that we can complete the appropriate government documents?

DMs will receive a flash drive with these two videos.
Consider uploading the videos on the GM's restaurant laptops.

Wingstop's History

TELL:	Let's start by learning more about the Wingstop brand. You're looking at the logo right now, but there's much more to the brand than that. We'll be talking about the history, the brand position, our mission and vision, and learn about the award-winning brand you are joining. ▪ Wingstop started in 1994 with a single location in Garland, TX, which still exists and is company owned – They opened at 4pm. ▪ 3 years later the first franchise location was opened. ▪ In 2002 the company sold 1 billion wings! ▪ A year later Troy Aikman, famous Dallas Cowboys QB, became our official spokesman ▪ In 2005 restaurants started opening for lunch ▪ In 2008 the company sold 1.5 billion wings!
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- In 2009 Wingstop sold 4 million wings on Super Bowl Sunday alone!
- Our first international location opened in 2009 in Mexico
- In 2015 Wingstop became publicly traded on the NASDAQ and it was the most successful restaurant Initial Public Offering (IPO) in history – Additionally, our 800th restaurant opened
- In 2016 Wingstop sold 11 million wings on Super Bowl Sunday!
- Most recently, the 1,250th restaurant opened!
- Of 1,250+ global restaurants, 98% are franchised
- Currently there are approximately 30 company owned restaurants.

Feel free to input historical info or fun facts about your local franchise entity and its history.

BRAND MILESTONES

The Wingstop Journey...



2017: 1000th restaurant opens

2016: 11 million wings sold on Super Bowl Sunday

2015: 800th restaurant opens

2015: Becomes a public company



2010: First international location opens in Mexico



2009: 4 million wings sold! On Super Bowl Sunday

2008: 1.5 billion wings sold!

2005: Now open for lunch!

2003: Troy Aikman becomes official spokesman

2002: 1 billion wings sold!



1997: First Franchised Wingstop opens

1994: Antonio Swad opens first location in Garland, TX



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Sharing the Brand Position.

TELL:	From the guests' perspective, how is Wingstop different from other brands? Let's review our position.
DO:	Review the Brand Position with the new Team Member. Consider emphasizing the <i>CAPITALIZED</i> words.
TELL:	Wingstop is the <i>DESTINATION</i> when you <i>CRAVE</i> fresh cooked-to-order wings with bold, <i>LAYERED</i>, flavors that reveal themselves in a slow crescendo that touches all the senses. For people who demand flavor in everything they do, there's only Wingstop – because it's more than a meal, it's a flavor <i>EXPERIENCE</i>.

BRAND POSITION

Wingstop is the DESTINATION when you CRAVE fresh cooked to order wings with bold, LAYERED flavors that reveal themselves in a slow crescendo that touches all the senses.

For people who demand flavor in everything they do, there's only Wingstop – because it's more than a meal, it's a flavor EXPERIENCE.



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Exploring the Brand Mission & Vision

TELL:	Let's talk about our mission and vision for a moment. As you can see, our mission is "To serve the world flavor". This doesn't refer to just the flavor of the food! "To Serve" means we strive to delivery on our commitment to our Guests, Team Members, franchisees, communities and shareholders. By "The World", we mean our brand knows no boundaries due to our unique product, complex flavors and commitment to quality.
ASK:	What does the mission mean to you?
TELL:	We also have a vision of our goal as a restaurant company: "To become a <i>Top 10 Global Restaurant Brand</i>". This is no easy task as there are over 1,000 restaurants. This isn't just a sales number or the number of restaurants in the brand. To be in the top 10 we need to be at our best every day.

OUR MISSION



MISSION:

**TO SERVE THE
WORLD FLAVOR**

**TO
SERVE**



We strive to deliver on our commitments to our guests, team members, franchisees, communities and shareholders.

**THE
WORLD**



Our brand knows no boundaries due to our unique product, complex flavors and commitment to quality.

FLAVOR



The Craft, the Crave and the Culture.

VISION:

**TO BECOME A TOP TEN
GLOBAL RESTAURANT BRAND**

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What does “Our Thing is Wings” mean?

TELL:	Let’s watch a couple of short videos that help explain our brand in action.
DO:	Play the videos on the laptop: <i>The Wingstop Story</i> and <i>Our Thing is Wings</i> .
ASK:	So, what are your thoughts about the video?
DO:	Discuss how the videos reflect the vision of the brand.
TELL:	In addition to hearing and seeing a couple of our Senior Leaders speak about the brand, it is important to remember that while our flavors are bold, complex and craveable, our menu is simple and is centered around wings and sides.

DMs will receive a flash drive with these two videos.
Consider uploading the videos on the GM’s restaurant laptops.

Detailing “Done Right, On Time”

TELL:	The most important part of our business is our Guests. If we don’t completely satisfy them, we won’t retain them as Guests. Therefore, we always put the Guest first – that’s our commitment. Our guest service motto is “<i>Done Right, On Time</i>”. This means we cook our food to perfection and verify that our orders are exactly that...“<i>Done Right, On Time</i>”.
ASK:	As a cook/cashier/shift leader, what do you think we are trying to say with this motto?
DO:	Discuss the meaning and importance of “ <i>Done Right, On Time</i> ” with the Team Member.
TELL:	▪ Cook: When you order food from a restaurant you don’t want “almost” or “close to” what you asked for...you want it exactly the way you ordered it. As a cook, it is critical you prepare the food the way the Guest requested the first time! ▪ Cashier: As a cashier you will take the guests’ order and repeat it back before taking their payment to ensuring we get it right! ▪ Shift Leader: As a “leader” it is your role to make sure food is cooked to perfection and is ready on time as promised the first time. At the Pilot Station you will ensure the order is packed correctly and we are meeting our promise times.

OUR GUESTS



**DONE RIGHT
ON TIME**

**We cook our food to
perfection and verify
that our orders are
Done Right, On Time.**

HIRING & ONBOARDING BEST PRACTICES GUIDE: ONBOARDING

Reviewing the Ordering Methods

TELL:	We have many different ways of ordering nowadays: mobile, online, Alexa, and text. You will be learning how to take and process all of these orders in your training. In person and phone ordering are the most commonly utilized methods across the Wingstop system, however we are focused on driving an increase in digital ordering, which is currently at 25.3%. We have both dine-in and takeout, but 75% of our business is takeout.
DO:	Consider reviewing all of the different ordering methods with the new Team Member. Explain how each method works.

OUR GUESTS

ORDERING METHODS



75% of our business is takeout

What to Expect as a Wingstop Franchisee Team Member

TELL:	Now that we've learned about the Wingstop brand, let's take a look at what you can expect from us as a Wingstop Franchisee Team Member.
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Benefits & Possible Career Path

DO:	If franchisee has one, consider giving benefits handout to the new Team Member. Review and discuss with them.
TELL:	We encourage our Team Members to grow and develop. There is definitely an opportunity for you to work your way as far up in the company as you want to be. Let's talk about the career path at Wingstop. <i>Franchisees are responsible for developing their own benefits packages for their Team Members and should feel free to share examples of their own career paths.</i>

Community

TELL:	We value our relationship with our communities at all levels. As such, we give back in several different ways.
DO:	Explain some of the ways Wingstop engages in community activities. ▪ Flavor Tour – The Wingstop brand is about more than chicken wings. In 2015 the company saw an opportunity to make an even greater impact on the communities we serve. Led by the Wingstop on Wheels food truck, Wingstop set out an inaugural Flavor Tour where we raised over \$250,000 for charitable organizations and partnered with NBA teams across the country to build basketball courts and playgrounds for children in need. The Flavor Tour was back on the road for 2016 and travelled to communities across the nation in order to support art and music, spread goodwill and share a few wings along the way. ▪ Local Giving – We are committed to supporting the local communities, financially and with time, that surround our restaurants. For example, during our 1000th restaurant opening in Decatur, GA, Wingstop donated \$5,000 from opening day proceeds to Hands on America. Hands on America helps individuals, families, corporate and community groups strengthen Greater Atlanta through service at more than 400 nonprofit organizations and schools. Their volunteers also tutor and mentor children and help individuals and families make pathways out of poverty.

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- Wingstop Charities – Through Wingstop Charities, Wingstop provides scholarships and grants to students and education organizations in financial need. Through these funds, we impact the underserved by keeping students in school where they can learn the skills needed to obtain a bright future. Another purpose of Wingstop Charities is to provide financial assistance to Wingstop Team Members during times of hardship. All Wingstop Team Members are able to make a tax deductible donation to Wingstop Charities via payroll.

Feel free to input examples of how your entity is involved with the community or ways that you've given back or participated in Social Responsibility activities.

COMMUNITY



Flavor
Tour



WING-STOP
charities

Local
Giving



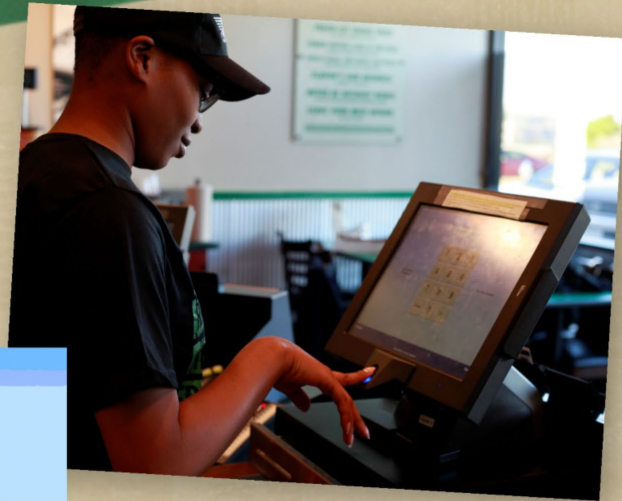
Your Handbook

TELL:	In order for you to understand your roles and responsibilities – and our responsibilities to you – please refer to the Team Member Handbook.
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Clocking In and Out

TELL:	One of your first things you need to know is how to clock in and out on your point of sale system for meal breaks and your shift.
DO:	▪ Review clocking in procedure on NBO if needed. ▪ If new hire has not yet been clocked in, do so at this time.
TELL:	If you miss a punch or make an error, please ask a supervisor for help right away.

CLOCKING IN & OUT



1. Scan your fingerprint or enter your Employee ID. Touch **OK**.

A screenshot of the Wingstop login screen. At the top, there is a red 'Exit' button. Below it, the text 'Enter Employee Number' is displayed. A numeric keypad with buttons 1 through 9, 0, 'Clear', and 'OK' is shown. The screen also features the text 'Welcome to Wingstop!' on the left and 'The Wing Experts' on the right. At the bottom, there is a status bar with the time '3:18 PM', the word 'Master', and 'Term1'. Small text at the very bottom reads 'DOB: 03/26/2017 SysDate: 03/26/2017'.

2. Select the appropriate job type and touch **Clock In**. **Clocking out** is the same procedure.

A screenshot of the 'Training Manager' screen. At the top, there is a red 'Exit' button. Below it, the time '3:19 PM' and the date 'Tuesday, February 28, 2017' are displayed. A 'Clock In' button with a clock icon is visible. Below the date, there are three job type buttons: 'Cashier', 'Gen Mgr', and 'MGR Trainee', each with a small icon to its left.

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Getting Paid

TELL:	As a manager, I always hear, "How do I get paid?" It's pretty straightforward. Explain the method of payment. ▪ Let's make sure you understand and know how to check the work schedule.
DO:	▪ Share the work schedule with your new Team Member. Make sure they understand it, and what to expect in terms of how long and when they will be working. ▪ Answer any questions your new Team Member may have <i>Franchisees should emphasize that your employees are paid by the franchisee and not Wingstop Corporate.</i>

Your Uniform

TELL:	Our uniform guidelines are straightforward and simple. We want you to look professional and at the same time feel comfortable at work. Let's take a look at the guidelines.
DO:	▪ Review the uniform guidelines with your new Team Member. Make sure they are comfortable with them and address any questions and/or objections they may have. ▪ Ensure your new Team Member is currently meeting the uniform standards. Address any deviations immediately. ▪ Procure shirt(s) and a hat/visor as needed. ▪ Ask your new Team Member if they have slip-resistant shoes. If not, arrange for your new Team Member to order them as needed.
TELL:	Let your new Team Member know that if they come to work and do not meet the uniform guidelines, they will need to correct them before they can clock in. Here are some examples of our Team Members wearing proper uniforms. We also have some hygiene guidelines we would like you to follow to ensure a positive work environment and Guest experience. They're pretty straightforward.
DO:	Review the hygiene guidelines with your new Team Member. Make sure they are comfortable with them and address any questions and/or objections they may have.
TELL:	Let your new Team Member know that if they come to work and do not meet the hygiene guidelines they will need to correct them before they can clock in.

HIRING & ONBOARDING BEST PRACTICES GUIDE: ONBOARDING



UNIFORM SPECIFICATIONS

Wingstop Restaurants Inc. has established a dress code that must be followed at all times. Both men and women are required to wear the same uniforms and follow the same guidelines on accessories. All clothing must be fresh, clean, and wrinkle-free.

Manager Polo:



- A no pocket, collared, black polo embroidered with the white Wingstop logo on the left sleeve.
- The shirt must be free of stains, bleach spots, holes, missing buttons, or soil of any kind.
- Uniforms must be neatly ironed and presentable at all times.
- The manager polo can only be worn by managers (general managers, assistant managers, shift leaders).

Logo Hat and Visor:

- Caps and visors are black with a white embroidered Wingstop logo.
- All team members including management must wear a cap or a visor while working their shift.
- Caps and visors must be clean and worn with the bill facing forward at all times.
- Talk to your health department to determine if a visor is acceptable in your area.



Back of House Camp Shirt:



- Black body with grey Wingstop logo across the chest. This camp shirt is specifically designed to be worn untucked by all team members.
- No more than 2 buttons (from the collar down) may be unbuttoned.
- Stains, bleach spots, holes, missing buttons, or soil of any kind is unacceptable.
- Camp shirt must be neatly ironed and presentable at all times.
- The camp shirt must be worn by all back-of-house team members. The camp shirt may be worn by front-of-house team members.

Front of House T-Shirt:

- T-shirt is black with a white Wingstop logo on the sleeve.
- Stains, bleach spots, holes, or soil of any kind is unacceptable.
- T-shirt must be neatly ironed and presentable at all times.
- The T-shirt may be worn by front-of-house team members only.



Compliant Jeans:



- Well-fitting, blue or black denim jeans.
- Jeans must be worn on the hips.
- Jeans may not be oversized or too tight fitting.
- Jeans must be hemmed.
- Dark blue or black denim hides stains better than jeans with a lighter wash or fade.



Non-Compliant Jeans:

- White denim, heavily faded or bleached denim, patches, tears, holes and fraying is not authorized.
- Spandex, leggings and sweatpants are not authorized.

Undershirts:

- A black or white short sleeved crew or V-neck t-shirt is recommended to be worn under the camp shirts.
- If worn, it must always be tucked in under the uniform shirt.
- T-shirts may not be frayed at the collar.
- Turtle necks, mock turtles, or thermal undergarment style shirts are NOT authorized to be worn under the uniform.
- A long sleeved black t-shirt (following the same guidelines as above) may be worn by cashiers during cold weather.



Shoes:



- Wingstop requires everyone working at a Wingstop restaurant to wear non-slip shoes.
- Specification: All black, restaurant quality, slip/oil resistant shoe. No open toe or open back shoes are authorized, shoes and laces must be kept clean, free of grease, sauce, dirt, and food debris.
- Suggested vendors to purchase footwear:
 - Shoes for Crews – shoesforcrews.com – (800)-218-4770
 - Skid Busters – skidbustershoes.com
 - Sketchers – sketchers.com
 - SureGrip Footwear – suregripfootwear.com

Belts:

- Belts are not required.
- If worn they must be black or brown with conservative buckles.
- Belts must not have any decorative ornamentation.



Socks:

- Black or white socks must be worn at all times.



HYGIENE GUIDELINES

Hair:

- Hair that is shoulder length or longer must be restrained in a braid or under the hat. This applies to all team members and managers.
- Hair nets may be worn under a cap/visor, but may not replace the cap/visor.

Facial Hair:

- Facial hair is limited to what is acceptable by the restaurant's county, city, and state codes, or the Federal Food Code, if more stringent.
- Must be kept clean and well-trimmed.
- Anyone with a beard longer than 1-inch must wear a facial hair net (beard guard).

Jewelry:

- No jewelry may be worn on the arms.
- A single flat band ring may be worn while working. No rings with stones, raised edges/grooves, porous surfaces may be worn while working.
- Decorative teeth caps/grills are not allowed.

Earrings:

- Earrings (including gauges) can be no larger than a 1/2" stud. This policy is the same for both men and women.
- Earrings and earring decorations must be secured to avoid any contact with food. Earrings should be backed with a clutch to secure them to the ear lobe.
- No hoops can be worn by any position, no matter what the size.

Body Piercing:

- No piercings around the mouth, including tongue.
- No septum or nostril rings.
- No L-bend or corkscrew nostril studs.
- Nostril studs are permitted as long as they are securely fastened.

Tattoos:

- Tattoos are permitted. The following should not be visible at any time: word or images of harassment or discrimination, racial slurs, racial symbols, or gang symbols.

Body Odor and Perfumes:

- Everyone must bathe regularly, wash clothing to eliminate odors and wear deodorant.
- Cologne or perfume may be worn in moderation.

Fingernails:

- Must be kept clean and well-trimmed. A good guide is to hold your hand with your palm facing you. If you can see your nails above your fingertips then they are too long.
- No acrylic, fake or press-on nails are authorized.
- Nail polish, gels, shellac, or clear coats are not permissible.

Mobile Devices: Must not be seen or heard while working.

Gum: Not allowed.

YOUR UNIFORM

HYGIENE GUIDELINES

Hair

- Hair that is shoulder length or longer must be restrained in a braid or under the hat. This applies to all team members and managers.
- Hair nets may be worn under a cap/visor, but may not replace the cap/visor.

Facial Hair:

- Facial hair is limited to what is acceptable by the restaurant's county, city, and state codes, or the Federal Food Code, if more stringent.
- Must be kept clean and well-trimmed.
- Anyone with a beard longer than 1-inch must wear a facial hair net (beard guard).

Jewelry:

- No jewelry may be worn on the arms.
- A single flat band ring may be worn while working. No rings with stones, raised edges/grooves, porous surfaces may be worn while working.
- Decorative teeth caps/grills are not allowed.

Earrings:

- Earrings (including gauges) can be no larger than a 1/4" stud. This policy is the same for both men and women.
- Earrings and earring decorations must be secured to avoid any contact with food. Earrings should be backed with a clutch to secure them to the ear lobe.
- No hoops can be worn by any position, no matter what the size.



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Safe Place to Work

TELL:	It's important for all of use to work together to make our restaurant a safe place to work. Slips, falls, lifting and burns are some of the common causes of injury in restaurants. In addition, food safety is critical. Let's review some of the ways we demonstrate our commitment to safety.
TELL:	Review the following: ▪ <i>Accident Prevention</i> ○ Slips, falls, lifting and burns are some of the most common causes of injury in restaurants. The prevention of accidents is key. Be proactive and address unsafe conditions and report hazards to a shift leader or me. ▪ <i>First Aid Kit</i> ○ Show them where it is located. ▪ <i>Food Safety</i> ○ We have specific procedures that will be determined during training. Proper hand washing is required at all times. ▪ <i>Emergency Procedures</i> ○ During training we will review what to do in the event of emergencies, such as inclement weather or security/safety threats. ▪ <i>On-the-Job Injury</i> ○ If you or another Team Member is injured or suspect someone has been injured on the job, you must notify a shift leader or myself immediately. We will evaluate the situation and assist the Team ember in obtaining appropriate medical assistance, should that be necessary. It is our commitment to report all accidents to our Works Compensation carrier and Human Resources within 24 hours.

Hand Washing

TELL:	One of the most crucial parts of food safety is properly hand washing. We have a 7-step method that we use in our restaurant.
DO:	Review the 7 Step Method ▪ Turn on warm water ▪ Apply soap and work into lather ▪ Scrub hands for a minimum of 20 seconds ▪ Scrub fingernails between fingers and up to elbows ▪ Rinse ▪ Pat dry with paper towel ▪ Turn off the sink with used paper towel to avoid re-infecting hands

HAND WASHING

Use the 7 Step Method



1

Turn on warm water



2

Apply soap and work into lather



3

Scrub hands for a minimum of 20 seconds

4

Scrub fingernails between fingers and up to elbows



5

Rinse



6

Pat dry with paper towel



7

Turn off the sink with used paper towel to avoid re-infecting hands



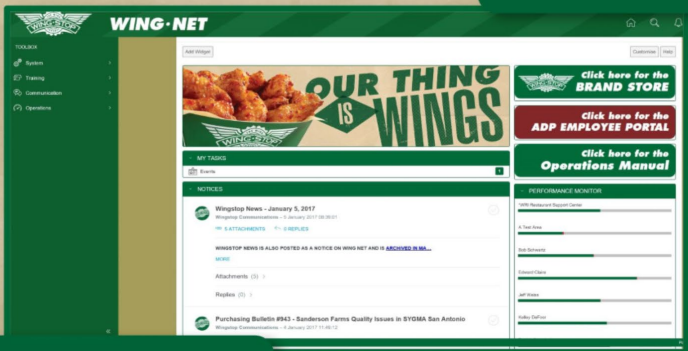
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Wingnet

TELL:	Our one stop shop for general information, communications, contacts, manuals, tools and your online training is called Wingnet. Let's take a quick tour.
DO:	▪ Demonstrate how to access Wingnet ▪ Show the various pages available on Wingnet ▪ Explain how the training courses are set up, and how the trainee will be using Wingnet in the next couple of weeks

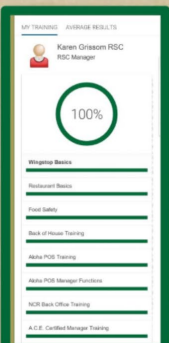
WING•NET

General Information



Communications

Training Courses & Tools



Contacts

Wingstop Basics		
Course Name	Status	Score
1000 Using Wing Net - Training Sign Offs	Pass	100%
1001 Welcome to Wingstop	Pass	100%
1002 The Wingstop Menu	Pass	100%
1003 Uniforms and Hygiene	Pass	100%
1004 Who's Who	Pass	100%

HIRING & ONBOARDING BEST PRACTICES GUIDE: ONBOARDING

Training Schedule

TELL:	Our training program consists of three main components: online courses (like I just showed you on Wingnet), hands-on practice, and knowledge assessments.
DO:	Share a copy of the training schedule with the trainee. Let the trainee know who their on-the-job trainer will be. Provide their schedule for the week.
TELL:	Let them know the expected number of weeks for their role specific training (cashier-1, cook-2, shift leader-3). Don't be afraid to ask any questions you may have throughout your training. There's a lot to learn, and it's more important that you thoroughly understand everything rather than rushing from one topic to the next.

TRAINING SCHEDULE

Online
Courses

Hands-On
Practice

Knowledge
Assessments

WINGSTOP BACK OF HOUSE TRAINING			
Shift	Position	Learn	Practice
1	Restaurant Orientation	☐ Restaurant Tour ☐ Safety Training ☐ Food Safety ☐ Time and Temp Log ☐ Cleaning Chemicals ☐ Sanitation Bucket ☐ Soap Bucket ☐ Cleaning Process	☐ Time and Temp Log ☐ Cleaning Process
			☐ Harassment: Sex, Religion, & Beyond for Employees ☐ 10 Our Brand ☐ 20 Possible Career Path ☐ 30 Uniforms and Hygiene ☐ 40 Safe Place to Work ☐ 50 Our Food ☐ 60 Wingstop DNA ☐ 70 What to Expect ☐ 1010 Restaurant Positions ☐ 1011 Restaurant Walk Through ☐ 1020 Knowing the Dangers ☐ 1021 Preventing Foodborne Illness ☐ 1022 Receiving and Storage ☐ 1023 Proper Temperatures and the Danger Zone
2	Bombardier	☐ Classic Wings ☐ Chicken Handling ☐ Changing Chicken Ice	☐ Bombardier Station Tasks ☐ 2020 The Bombardier Station ☐ 2021 Chicken Handling ☐ 2022 Cooking Classic Chicken
3	Bombardier	☐ Reading Tickets ☐ Filtering ☐ Boil Out	☐ Bombardier Station Tasks ☐ Filtering ☐ Boil Out
4	Gunner	☐ Blanching ☐ Keen Cutter ☐ Fries	☐ Blanching ☐ Gunner Station Tasks ☐ 2034 Filtering ☐ 2023 Boil Outs
5	Gunner	☐ Boneless Station Set-Up ☐ Boneless Wings ☐ Tenders	☐ Blanching ☐ Gunner Station Tasks
6	Gunner	☐ Boneless Wings ☐ Tenders ☐ Fries	☐ Gunner Station Tasks
7	Wingman	☐ Sauting Station Set-Up ☐ Sauting ☐ Packaging	☐ Wingman Station Tasks
8	Wingman	☐ Changing Out Bowls ☐ Sauting Station Clean-Up ☐ Pre-closing Clean-Up	☐ Wingman Station Tasks

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WINGSTOP FRONT OF HOUSE TRAINING			
Shift	Position	Learn	Practice
1	Restaurant Orientation	☐ Restaurant Tour ☐ Safety Training ☐ Food Safety ☐ Time and Temp Log ☐ Cleaning Chemicals ☐ Sanitation Bucket ☐ Soap Bucket ☐ Cleaning Process	☐ Time and Temp Log ☐ Cleaning Process
			☐ Harassment: Sex, Religion, & Beyond for Employees ☐ 10 Our Brand ☐ 20 Possible Career Path ☐ 30 Uniforms and Hygiene ☐ 40 Safe Place to Work ☐ 50 Our Food ☐ 60 Wingstop DNA ☐ 70 What to Expect ☐ 1010 Restaurant Positions ☐ 1011 Restaurant Walk Through ☐ 1020 Knowing the Dangers ☐ 1021 Preventing Foodborne Illness ☐ 1022 Receiving and Storage ☐ 1023 Proper Temperatures and the Danger Zone
2	Cashier	☐ Aloha ☐ Quote Times ☐ Menu ☐ Cash Handling ☐ Service Standards ☐ Walk-In Orders ☐ Upselling ☐ Drawer Cash-Out	☐ Walk-In Orders
3	Cashier	☐ Call-In Orders ☐ Lead Tea ☐ Condiments ☐ Stocking ☐ Dining Room Cleaning	☐ Call-In Orders
4	Cashier	☐ Restrooms ☐ Table Visits	☐ Take All Orders
5	Cashier	☐ Packaging ☐ Coke Freestyle	☐ Take All Orders
			☐ 00 A Note About Exiting Aloha Training ☐ 01 Aloha: Getting Started ☐ 02 Aloha: Walk-In Orders ☐ 03 Aloha: Call-In Orders ☐ 04 Aloha: Pick Up Orders ☐ 05 Aloha: Cashier Functions

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Wrap-Up

TELL:	That brings us to the end of our orientation. Let's wrap up this session with any questions you may have.
DO:	▪ Answer new Team Member questions ▪ Take the new Team Member on a tour of the restaurant and introduce him or her to the team.
TELL:	The best way for you to become familiar with our menu is to try all of it for yourself. You're going to experience wings, along with each of our flavors and all of our sides.
DO:	Start the wing tasting process by having the trainee try a couple of flavors. Explain to them they will be tasting all of the flavors over the next week so they can be familiar with them and describe each of them accurately to our guests.
DO:	Each meal is individually plated on a lined tray for each new Team Member. Each tray will pass the same visual standard we provide to our guests. We must ensure that food items which may have diminished quality (i.e. rolls being too hard, ranch or loaded fries that are not made properly, etc.) are included in our talking points for service standards. The Training Meal provides an excellent opportunity to describe in detail each flavor, as well as our prepped menu item standards.
	<u>Meal per Person</u> ▪ 7 classic wings: HAB, CAJ, HOT, LRB, BBQ, LEM, and GAR (8 if LTO is available) <i>These are our most requested flavors, and should be plated according to heat level on the menu board.</i> ▪ 4 boneless wings: ATM, MLD, HAW ▪ Roll ▪ Fries ▪ Assortment of RAN and BC
	<u>Vegetarian Option</u> ▪ 1 oz. cup of all flavors ▪ STX ▪ Roll ▪ Fries ▪ RAN and BC
	<u>Directions for POS</u> Determine how many pieces of classic and boneless you will need for your group using the equation below, and ring them up as "by the piece". ▪ 4 new Team Members and 1 trainer x 8 classic = 40 classic wings ▪ 4 new Team Members and 1 trainer x 4 boneless = 20 boneless wings ▪ 1 large FF for every 3 people

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