



OPENING REFERENCE GUIDE – NEW FRANCHISEES

INTRODUCTION

This guide will help prepare you for your franchised Wingstop opening and the training of your employees. With your opening date approaching quickly, it may seem like you don't have time to complete all of your tasks as you are waiting for construction to finish, permits to be assigned, and certificates to be granted. At Wingstop, we aim to help you stay on top of those tasks, as well as outline a training schedule to better prepare your team members for the opening. We cannot promise that there will be no setbacks between now and your opening; but if you follow this training guide and the procedures included, your opening will go more smoothly.

TABLE OF CONTENTS

How WingNet Can Help You	2
Accounts/Tasks Checklist.....	3
Equipment and Smallwares.....	4
Restaurant Purchases	5
Opening Documents.....	6
Hiring and Training Guide	7
Training and Opening Week Calendar.....	8
Preparing for Training.....	9
Hospitality Class.....	9
Contests	10
Friends and Family.....	11
Training Week Team Member Schedule.....	12
Opening Week Team Member Schedule.....	13
Day-by-Day Training Support.....	14
Franchise Business Consultant/Regional Trainer	18
Opening Follow Ups.....	18

HOW WINGNET CAN HELP YOU

WingNet is Wingstop's communication portal and learning management system. It contains online tools from each department at the Wingstop Restaurant Support Center.

- Accessed at: <http://wingnet.wingstop.com>
 - ☐ If you don't already have access to WingNet, contact WingNet@wingstop.com.
 - ☐ Create users- The instructions for this can be found in the Wingstop Operations Manual under Management> WingNet OR Communications>Manuals and Files>Adding Users to Wingnet

- Key Features of WingNet:
 - Receive official Wingstop communication
 - View documents in the Manual and Files library
 - Take online training courses
 - Communicate with other Franchisees in the Franchisee only forum
 - Access the contact page of Wingstop departments and support resources

- The Operations/Training folder contains various training materials and operational guides that will benefit your management team. Log into Wingnet and from there go to:
Communications>Manuals and Files>Operations/Training
 - The Daily Count Sheet
 - The Big Game Guide
 - PFG Contact List
 - Station Guides

- The New Restaurant Openings folder helps provide you with various types of information needed during the process of opening a new restaurant:
 - Opening Reference Guides
 - Accounts to Set Up
 - Restaurant Set Up Guide
 - Station Planograms
 - Employee Introduction to Wingnet handout

ACCOUNTS/TASKS CHECKLIST

This is a list of all the accounts that need to be set up prior to your New Restaurant Opening. Not having these accounts ready when your Certificate of Occupancy (CO) is issued WILL delay your opening.

Administrative ☐ Payroll and Accounting ☐ Insurance ☐ Bookkeeping Cash Handling ☐ Business Bank Accounts ☐ Credit Card Processing ☐ Change Fund ☐ Safe ☐ Gift Cards Inventory ☐ PFG Op-Co Account ☐ Coca-Cola/Gold Peak Tea ☐ Alcoholic Beverages ☐ Ordering ☐ Receiving ☐ Stocking Your Inventory	Computer Systems ☐ Aloha Point Of Sale ☐ NCR Back Office (NBO) ☐ OLO (Online Ordering) ☐ Internet ☐ Telephone Ambiance ☐ Cable/Satellite: WRI has national contract pricing available with Direct TV. ☐ Music ☐ Décor Equipment ☐ Fast Timers ☐ Smallwares	Services ☐ Pest Control ☐ Vent Hood Cleaning ☐ CO2 ☐ Grease Trap ☐ Shortening Disposal ☐ Image Solutions ☐ Towel Service: WRI has national contract pricing available with ARAMARK. Training Materials ☐ Spec Sheets and Tools ☐ Emergency Contact Sheet ☐ WingNet ☐ Daily Sheet ☐ Red Book (Recommended) Marketing ☐ Marketing Material ☐ AD Fund Reimbursement
--	--	--

For Towels: ARAMARK's National Account Service Center at 1-800-332-8676

For Music and TV service: Direct TV contact number is 866-949-4504

To order the Wingstop Manager's Red Book, call 800-526-9635 and request item #F5647 or use link on Wingnet.

EQUIPMENT AND SMALLWARES

EQUIPMENT

- The equipment list is generated by an equipment vendor based on the plans made by the construction department.
 - Have a copy of the equipment list to compare with your shipment invoice to ensure you receive the proper items in the correct quantities.
-

FAST TIMER

- In the package, one FAST Cooking Timer will be sent. It will be installed during construction, but programming and labeling it is YOUR RESPONSIBILITY.
 - Instructions on how to program the timer, go to WingNet > Communications > Manuals and Files > Operations/Training > FAST Timer Manual.
 - Here are the cook times in minutes that you will need to label and program your FAST Cooking Timer:
 - ☐ Jumbo CL markets: 13, 13, 13, 13, 13, 13, 5, 5, 1.5, 6, 6, 6, 6, 6, 3, 3, 3, 3
 - ☐ Regular CL markets: 9, 9, 9, 9, 9, 9, 5, 5, 1.5, 6, 6, 6, 6, 6, 3, 3, 3, 3 (Harrison Chicken Only)
 - Note: Make sure the proper programmed times match up with the configuration of your fryers. Example: 13 or 9 minutes should always begin on the fryer used at the bombardier station.
-

SMALLWARES

- The Smallwares list is standardized
 - Upon receipt compare it to the master smallwares list to ensure everything has been shipped. If any items are missing report it immediately.
 - Smallwares must be washed twice before using.
 - ☐ The first time removes the stickers and any dirt/grease from manufacturing and storage.
 - ☐ The second time you will wash the smallwares is after all construction is complete to remove any dust.
 - For a current list of smallwares or to purchase additional items you may contact Chain Link Services or Bargreen directly using the following contact information.
 - ☐ Chain Link Services – Kevin Garsek at kevin@chainlinkservices.com
 - ☐ Bargreen – Dustin Kennedy at d.kennedy@bargreen.com
 - You will need to request a login and password to be set up with an account.
 - Any additional questions about smallwares, please call (972)686-6500 request the purchasing department and a smallwares specialist will assist you.
-

RESTAURANT PURCHASES

All of these purchases should be made before the New Restaurant Opening (NRO) Trainer arrives at your location so you can be prepared to begin training. These items will be used in the daily operations of your business.

POS System ☐ Cord Ties/Zip Ties ☐ Small Calculators ☐ UV Light and/or Counterfeit Pen ☐ Printer Paper for All in one printer (8x11) ☐ KP Ribbon (can be purchased at an office supply store or online from Direct Source) ☐ ITSavvy Equipment Package (from IT)	☐ Paper Clips ☐ Sharpies (retractable are good) ☐ Scissors ☐ Yellow Highlighters ☐ File Folders ☐ Clip Boards ☐ Frames for Permits ☐ Pens (Black/Blue) ☐ Pen Holder ☐ One small Digital Clock (used to monitor quote times) ☐ 2 Bank Bags (check with the bank) ☐ Letter Envelopes or Snack Size Plastic Baggie (reuse for cash drops) ☐ Heinz® Ketchup Sticker ☐ Non-Wrap Toothpicks	Tools and Supplies ☐ Toolbox and basic tools (cordless screwdriver set, pliers, etc.) ☐ Rubber mallet ☐ Plunger with container ☐ Sturdy four slot organizer/divider for paper bags (staples or office depot) ☐ Electrical tape ☐ Duct tape (black) ☐ Box cutter ☐ Flashlight with batteries ☐ 12' Black Velcro (To attach the digital clock to pilot station and spec sheets) ☐ Bucket(s) 3+ Gallons for boilouts ☐ Thirty 1 ½ "S" hooks (to hang utensils upside down to air dry)
Recipes ☐ Iodized Salt		
Office ☐ Label Maker with extra printing tape ☐ Batteries for the label maker ☐ Tape & Dispenser ☐ Stapler/Staples		

* Contact Monica Keith at Monica.Keith@kraftheinzcompany.com to obtain a Heinz® Ketchup Sticker

Aloha kitchen ticket ink can be ordered from Direct Source with the following information:

Item Description	Direct Source Item Number	Pack Size	New Store Cost
Aloha Kitchen Ticket Ribbon (Ink)	CT6-52030BR	6	\$10.62

Ordering and Website Set-Up:

(972) 537-0700 x 1 or orders@directsourcelive.com

For questions and concerns:

Rep: Roger Sherman

(972) 537-0700 x 245 or rogers@directsourcelive.com

OPENING DOCUMENTS

- As the opening date approaches, Wingstop’s NRO team members will be in contact with you.
 - ☐ Confirming all of the pre-opening tasks have been completed and will ask for certain opening documents.
 - ☐ They **MUST** have received these documents to show WRI that specific requirements have been met in order to declare your restaurant “ready to open.”
 - ☐ After these documents have been received, the process of receiving groceries and the scheduling of trainer(s) will begin.
- Your opening date and training support are based on receiving ALL of these documents.
 - ☐ All opening dates will be no sooner than 10 days after your C.O. and Health inspection.

These are the items required to schedule your opening:

☐ Certificate of Occupancy	☐ Restaurant team member list entered into NBO	☐ Team Member schedule for Opening Week entered into NBO
☐ Health Permit	☐ Restaurant team members added into WingNet (Shift Leads and above must have all modules completed for opening)	☐ Insurance Certificate
☐ Punch List – Sign Off	☐ Team Member schedule for Training Week entered into NBO	☐ Shortening Disposal
☐ Liquor License (Per Agreement)		☐ Grease Trap Service
☐ Financial Obligations Statement		☐ Pest Control Service
☐ Exhibit C (Preauthorized Payments Form)		☐ Secondary Chicken Vendor account set up
☐ Exhibit D (Assignment of Telephone Numbers)		

- Before your restaurant opening can be assigned a concrete opening date, several things must happen:
 - ☐ All required documents must be received.
 - ☐ A minimum of 28 full-time equivalent team members need to be hired for the training and opening week;
 - ☐ NOT COUNTING Management, Franchisees, trainees sent to Wingstop’s training class, or family members.
 - ☐ NRO(s) must be available to assist in your restaurant opening.
 - If multiple restaurants submit documents and show proof of hiring 28 full-time equivalent team members, they will be assigned opening dates and NRO Trainer(s) on a first come, first serve basis.
-

HIRING AND TRAINING GUIDE

- Set aside time for your team members to complete the online training to help prepare your team members for the hands-on training when the trainer(s) arrive.
- To assist employees with getting started utilize the employee handout. Located in Wingnet under Communications>Manuals and Files>New Restaurant Openings>Employee Wingnet Introduction Handout
Shift Leaders and above must be 100% completed with their WingNet training modules and team members must be 75% or higher for the restaurant to open as scheduled. This does not include the Station Certification which will be completed during training.

HIRING

- Interviewing and hiring are very important processes. You are deciding who will be interacting with your guests and preparing their food. Things to keep in mind while interviewing and hiring are:
 - ☐ Pay rate
 - ☐ Employee availability and Labor laws
 - ☐ Job descriptions
 - ☐ Skills, talents, and experience
 - ☐ EEOC
- To achieve optimal performance and operations during your opening, you are looking to hire a minimum 28 FTE team members (not including Franchisees, Managers, or family members) for the following recommended positions:
 - ☐ Day Shift: 8 Cooks, 6 Navigators
 - ☐ Night Shift: 8 Cooks, 6 Navigators

We recommend that these team members are available to work within the range of

- 9 am - 4 pm (day shift)
- 4 pm - Close (night shift, the restaurant closes at midnight and final night cleaning will be completed after)

Each day needs to have enough employees scheduled to cover all operating hours including setup and closing breakdown. (See an example of opening week schedule on pg. 10)

Following this recommendation will maximize the training given to your team members and give you the needed scheduling flexibility after your first week of being open.

TEAM MEMBER ORIENTATION

- Before team member training begins in your restaurant, have an orientation before the trainers arrive. For efficiency and consistency, prepare an outline of your policies and expectations. This is an opportunity to keep the mood light and get excited about working at your Wingstop restaurant.
 - The orientation meeting is an opportunity to answer any questions your team members may have.
 - You may want to consider morning and night sessions to ensure all team members are present.

Here is a partial list of what you may consider discussing at your orientation:

- | | | | |
|-----------------------|-------------------------------|-------------------|-----------------------------|
| ▪ Scheduling/Time off | ▪ Drugs/Alcohol | ▪ The Big Game | ▪ Safety/Horseplay |
| ▪ Cell Phones | ▪ Team Member Meals/Discounts | ▪ No Call/No Show | ▪ Discipline |
| ▪ Dress Code/Hygiene | ▪ Harassment | ▪ Transportation | ▪ Non-Team Member Discounts |
| ▪ Breaks | | ▪ Parking | |

TRAINING AND OPENING WEEK CALENDAR

The initial training provided will set the tone and atmosphere of the restaurant. It is important to be involved and take these sessions seriously as this is the basis for having a successful opening. We want you fully engaged with your team members and them looking up to you as their leader throughout the training and opening week.

- Without these detailed training sessions, your team members will be overwhelmed when you open.
- Start with the online training material to get a sneak peek at what is to come.
- Give them to-go menus to start studying what your franchised Wingstop offers.
- Trainers will help you begin on-site training and refine any processes being done to keep everyone safe while following Wingstop procedures while assisting and guiding you through the opening.
- Keep in mind that if your opening date changes, please make sure to adjust your schedule to account for the date change.

Single Trainer Two Trainers					Required Documents and inspections submitted by 9 am	
			Restaurant Walkthrough Travel day for Trainer #1	Training Day 1: Bombardier	Training Day 2: Wingman Travel day for Trainer #2 Navigator Hospitality Training (All PM only)	Training Day 3: Gunner and Navigators 1st Day
Training Day 4: Prep and Navigators 2nd Day (All Staff one shift)	Training Day 5: Mock opening with increased volume	Training Day 6: A.M Shift * walk-ins welcome P.M Shift * Friends and Family Event	Opening Day: Support Day #1	Support Day #2	Support Day #3	Limited Support Day #4 Travel Day of Trainer #1 (Will not open with a trainer)
Limited Support Day #5 (Will not open, or close with a trainer)	Limited Support Day #6 (Will not open, or close with a trainer) Exit and Debrief	Travel Day of Trainer #2 Manager: Local marketing				

PREPARING FOR TRAINING

Your orientation should be performed Monday, Tuesday, or Wednesday the week before opening.

- The NRO Trainer(s) will not be involved in any orientations.
- The first trainer will arrive at your location to conduct an evaluation of the restaurant's readiness to open.
- The trainer will assist in organizing the restaurant's inventory and smallwares as necessary.
- We ask either the Franchisee or a Manager be present to assist in this process. It will last 4 hours maximum to confirm your restaurant is prepared to open the following week.
- Please coordinate with the trainer to schedule a time that works best for the Franchisee and/or manager.

Note: The Trainers cannot be used as a labor force, nor will they work a position/run your Wingstop in your absence. There must be **no less than one** assigned Manager in charge per shift, as well as the recommended number of staff for every shift.

HOSPITALITY CLASS

Purpose: To ensure the Hospitality expectations are set from day one.

On the first day of Navigator training, the WRI trainer will conduct a Hospitality class to teach all new Navigators the Wingstop Way. This class will be approximately 2 hours long and will be conducted during the evening of training day 2.

- Throughout the Navigator station training, the WRI trainer will also utilize the Guest Experience training materials from Wingnet.
- Role-play to reinforce the Wingstops expectations of Hospitality.
- Role-play to reinforce how to handle guest issues utilizing L.A.S.T.
- Delivery of trays to the guest that dine-in.
- Explain the service mentality of no trash cans in the lobby.

DAILY CONTEST

Purpose: Make training fun and keep employees engaged throughout the training process up until opening.

What it is: WRI NRO trainers along with the Manager will each identify one employee per training shift/station to win Wingstop goodies/promo items.

Total winners: 2 BOH and 2 FOH daily

Qualifiers:

- On time
- In full uniform
- Engaged throughout the whole training session
- Asks appropriate questions
- Takes a leadership role

END OF TRAINING CONTEST

Purpose: Identify stand out employees from the training week, gives the employees an end goal or prize to work towards.

What it is: WRI NRO trainers along with the Manager will each identify one employee per training shift to win the Grand Prize (TBD).

Total winners 4: 2 BOH and 2 FOH

Qualifiers:

- On time every day
- Always in full uniform
- Engaged throughout the whole training session
- Asks appropriate questions
- Takes a leadership role

FRIENDS AND FAMILY EVENT

- One day prior to opening you will run mock opening shifts with live guests for your team members to serve.
- This is the only opportunity before the opening to provide a stress test for your employees. It is critical for this to happen for two reasons:
 - 1) Identify the most proficient team members.
 - 2) They can get a feel for what the business might be like for the soft opening and better prepare themselves for the experience.

PLANNING THE DAY:

- For the morning shift, it is recommended to invite around 30 guests from neighboring businesses to order for dine-in or to-go. The alternative is to allow walk-in guests to order while employees prepare food for delivery orders.
- For the evening shift, it is recommended to invite 40 to 60 guests for a Friends and Family event to order for dine-in or to-go.
- **No Payment** will be taken for food or alcohol during the event(s)
- We recommend you don't prolong this event to ensure your team gets a good night's rest prior to opening day. Typically this runs from 5-7pm
- An invitation to the Friends and Family event can be provided to you. You can use it or we can discuss other ways to invite and manage the event.

OPENING REFERENCE GUIDE – NEW FRANCHISEES

SAMPLE TEAM MEMBER SCHEDULE

Below is an example of the training week schedule using the minimum 28 full-time equivalent team members:

			Walk-through	Training Day 1 Bombardier	Training Day 2 Wingman	Training Day 3 Gunner/Nav.	Training Day 4 Prep/Nav.
Day Nav.				Off	TBD	9 -2	10 -1
Day Nav.				Off	TBD	9 -2	10 -1
Day Nav.				Off	TBD	9 -2	10 -1
Day Nav.				Off	TBD	9 -2	10 -1
Day Nav.				Off	TBD	9 -2	10 -1
Day Nav.				Off	TBD	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Day Cook				10 -2	10 -2	9 -2	10 -1
Night Nav.				Off	TBD	3 -8	10 -1
Night Nav.				Off	TBD	3 -8	10 -1
Night Nav.				Off	TBD	3 -8	10 -1
Night Nav.				Off	TBD	3 -8	10 -1
Night Nav.				Off	TBD	3 -8	10 -1
Night Nav.				Off	TBD	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1
Night Cook				4 -8	4 -8	3 -8	10 -1

OPENING REFERENCE GUIDE – NEW FRANCHISEES

OPENING WEEK TEAM MEMBER SCHEDULE

Below is an example of the opening week using 28 full-time equivalent team members:

Note: It is recommended to schedule closers till a minimum of 1 am.

	Training Day 5	Mock Open Training (Friends and Family Event)	Opening Day	Open with Limited Support	Open with Limited Support	Open	Open
Day Nav.	9 -1	9 -2	10-4	10-4	Off	10-4	10-4
Day Nav.	9 -1	9 -2	10-4	10-4	Off	10-4	10-4
Day Nav.	9 -1	9 -2	11-5	Off	10-4	Off	11-5
Day Nav.	9 -1	9 -2	11-5	Off	10-4	Off	11-5
Day Nav.	9 -1	9 -2	Off	11-5	11-5	11-5	Off
Day Nav.	9 -1	9 -2	Off	11-5	11-5	11-5	Off
Day Cook	9 -1	9 -2	Off	9-4	9-4	9-4	Off
Day Cook	9 -1	9 -2	Off	9-4	9-4	9-4	Off
Day Cook	9 -1	9 -2	9-4	Off	9-4	9-4	9-4
Day Cook	9 -1	9 -2	9-4	Off	9-4	9-4	9-4
Day Cook	9 -1	9 -2	9-4	9-4	Off	10-5	9-4
Day Cook	9 -1	9 -2	10-5	10-5	Off	10-5	10-5
Day Cook	9 -1	9 -2	10-5	10-5	9-4	Off	10-5
Day Cook	9 -1	9 -2	10-5	10-5	10-5	Off	10-5
Night Nav.	4 -8	4 -8	Off	4-11	4-11	Off	4-11
Night Nav.	4 -8	4 -8	Off	4-11	4-11	Off	4-11
Night Nav.	4 -8	4 -8	4-11	Off	5-CL	4-11	Off
Night Nav.	4 -8	4 -8	4-11	Off	5-CL	4-11	Off
Night Nav.	4 -8	4 -8	5-CL	5-CL	Off	5-CL	5-CL
Night Nav.	4 -8	4 -8	5-CL	5-CL	Off	5-CL	5-CL
Night Cook	4 -8	4 -8	Off	4-11	4-11	4-11	Off
Night Cook	4 -8	4 -8	Off	4-11	4-11	4-11	Off
Night Cook	4 -8	4 -8	4-CL	Off	4-11	4-11	4-11
Night Cook	4 -8	4 -8	4-CL	Off	5-CL	5-CL	4-11
Night Cook	4 -8	4 -8	4-CL	4-11	Off	5-CL	4-11
Night Cook	4 -8	4 -8	5-CL	5-CL	Off	5-CL	5-CL
Night Cook	4 -8	4 -8	5-CL	5-CL	5-CL	Off	5-CL
Night Cook	4 -8	4 -8	5-CL	5-CL	5-CL	Off	5-CL

DAY-BY-DAY TRAINING SUPPORT

RESTAURANT WALKTHROUGH

- **Today's Focus:** Conduct an evaluation of the restaurant's readiness and organize the restaurant as necessary. Only managers and Franchisees are needed for Walkthrough.

Cooks ▪ Attend Orientation if needed ▪ Complete WingNet Online Training	Navigators ▪ Attend Orientation if needed ▪ Complete WingNet Online Training	Franchisee and/or Manager ▪ Assist in Walkthrough ▪ Inventory Organization ▪ Smallwares Organization ▪ Orientation as needed ▪ Enroll Fingerprints into Aloha ▪ Check menu pricing ▪ NBO and Aloha Functionality
---	--	---

TRAINING DAY 1 (BOMBARDIER)

- **Today's Focus:** Learn the Bombardier station.

Cooks ▪ 6 Steps to Manual Dishwashing ▪ Prepare Sauces ▪ Chicken Handling ▪ Station Setup ▪ Buddy System ▪ Ticket Numbering ▪ Cooking of the Chicken ▪ Chicken Case Count ▪ Cleaning and Closing Procedures	Navigators ▪ Off	Franchisee and/or Manager ▪ Assist in Training ▪ Time and Temperatures/Red Book
--	---	---

TRAINING DAY 2 (WINGMAN & NAVIGATOR)

- **Today's Focus:** Learn the Wingman station and Navigators learn Hospitality.

Cooks ▪ Ticket Abbreviations ▪ Saucing ▪ Packaging ▪ Rotating/Scraping Bowls ▪ Product FIFO ▪ Cleaning and Closing Procedures	Navigators ▪ Hospitality Training	Franchisee and/or Manager ▪ Assist in Training ▪ Start thinking about ACE Team Members ▪ Time and Temperatures/Red Book
---	--	--

OPENING REFERENCE GUIDE – NEW FRANCHISEES

TRAINING DAY 3 (GUNNER & NAVIGATOR)

- **Today's Focus:** Learn the Gunner and Navigators stations. Integrate the kitchen together.

Cooks ▪ Blanching ▪ Station Setup ▪ Cooking fries ▪ Cooking boneless products ▪ Ticket Numbering System ▪ Integrated Kitchen ▪ Vent-hood cleaning ▪ Cleaning and Closing Procedures	Navigators ▪ Hospitality ▪ Curb Appeal ▪ Opening Procedures ▪ Cleaning Solutions ▪ Restrooms ▪ Menu Knowledge ▪ Aloha Basic Functions	Franchisee and/or Manager ▪ Assist in Training ▪ Be the Pilot Position During training ▪ Kitchen Integration ▪ Determine the ACE team members ▪ Choose team member Positions for Training ▪ Count Weekly Inventory
---	--	--

TRAINING DAY 4 (PREP DAY & NAVIGATOR)

- **Today's Focus:** Cooks – basic prep and recipes. Navigators training day.

Cooks ▪ Recipes ▪ Rotating Product ▪ Prep for opening ▪ Cleaning and Closing Procedures	Navigators ▪ Flavor Profiles ▪ Opening Procedures ▪ Aloha Modifications ▪ Phone Script/Call in orders ▪ Cash Handling Procedures ▪ Hospitality Practice ▪ Cashier Checkouts ▪ Cleaning and Closing Procedures	Franchisee and/or Manager ▪ Enter Inventory into NBO(If this day falls on inventory day) ▪ Oversee Prep for Opening day ▪ Workflows ▪ POS Manager Functions ▪ Piece Counts ▪ Identify neighboring business for delivery
---	---	---

TRAINING DAY 5 (MOCK OPENING DAY)

- **Today's Focus:** Perform a mock opening with increased volume by taking large orders to local businesses and giving team members an individual combo.

Cooks ▪ Stocking the Line ▪ Prep for Opening ▪ Cooking Live Orders ▪ Filter Fryer #5	Navigators ▪ Opening Procedures ▪ Condiment Station Set Up ▪ Clearing tables ▪ Checking the Restrooms ▪ Cleaning and Closing Procedures ▪ Hospitality Practice	Franchisee and/or Manager ▪ Workflows/Daily Sheet ▪ Every 2 Hours Responsibilities ▪ Take Food to Neighboring Businesses/ Local store marketing ▪ Choose Staff Positions for Opening ▪ Time and Temperatures/Red Book ▪ Piece Counts
--	--	--

OPENING REFERENCE GUIDE – NEW FRANCHISEES

TRAINING DAY 6 (WALK-INS/FRIENDS & FAMILY)

- **Today's Focus:** Perform a mock opening with increased volume and live guests (40-60 guests). With the trainer, conduct an evaluation of the restaurant's readiness and organize the restaurant as necessary.

Cooks ▪ Opening Procedures ▪ Prep ▪ Cooking Live Orders ▪ Clean As You Go ▪ Cleaning and Closing Procedures	Navigators ▪ Opening Procedures ▪ Hospitality Practice ▪ Condiment Station Restock ▪ Clearing tables ▪ Checking the Restrooms ▪ Cashier Checkouts ▪ Cleaning and Closing Procedures	Franchisee and/or Manager ▪ Adjust the Inventory worksheet as needed ▪ Finalize Invoices in NBO ▪ Workflows: Enter Counts & Waste ▪ Setting up Cashiers "Bank" ▪ Piece Counts ▪ Review the ACE team members positions for the opening week ▪ Time and Temperatures/Red Book
--	--	--

OPENING DAY

- **Today's Focus:** Ticket times, food quality, guest satisfaction, cash management and monitoring inventory.
- **Trainer's Schedule:** 9:00 am to Close.

Cooks ▪ Filtering Fryers ▪ Rotating Shortening ▪ Shortening Disposal ▪ Cleaning and Closing Procedures	Navigators ▪ Hospitality ▪ Walk-in Greeting ▪ Phone Script ▪ Salutations ▪ Cleaning and Closing Procedures	Franchisee and/or Manager ▪ Register Set Up ▪ Prep Lists ▪ Team Member Breaks ▪ Workflows/Reports ▪ Shift Change ▪ Staff Evaluations ▪ Piece Counts ▪ Time and Temperature/Red Book ▪ Table Touches with Guests
--	---	--

SUPPORT DAY 2

- **Today's Focus:** Running the restaurant and handling a Peak Period correctly.
- **Trainer's Schedule:** 10:00 am to Close (NBO Workflows, Peak Period and Shift Change).

Cooks ▪ Pre-Closing: including but not limited to filtering, dishes, cleaning and stocking i.e. flipping saucepans ▪ Handling Peak Periods correctly ▪ Cleaning and Closing Procedures	Navigators ▪ Using the Guest's Name ▪ Upselling Items ▪ Condiment Station ▪ Pre-bussing ▪ Checking Restrooms ▪ Cleaning and Closing Procedures	Franchisee and/or Manager ▪ Monitor Prep ▪ Time and Temperatures/Red Book ▪ NBO Workflows ▪ Staff Evaluations ▪ Table Touches with Guests
---	--	--

OPENING REFERENCE GUIDE – NEW FRANCHISEES

SUPPORT DAY 3

- Today's Focus: Putting it all together and end of week evaluations.
- Trainer's Schedule: 11:00 am to T.B.D. (Peak Periods).

Cooks ▪ Handling a Peak Period Correctly	Navigators ▪ Handling a Peak Period Correctly ▪ Guest Service - Proper Greeting/Closings - Survey Reminders	Franchisee and/or Manager ▪ Manage the Restaurant ▪ Manage quote time ▪ Time and Temperature/Red Book
---	---	--

LIMITED SUPPORT DAY 4

- Today's Focus: Running the restaurant and handling a Peak Period correctly.
- Trainer's Schedule: 4 pm to Inventory Completed (Peak Period and Inventory Counts).

Cooks ▪ Handling a Peak Period Correctly	Navigators ▪ Handling a Peak Period Correctly ▪ Guest Service - Proper Greeting/Closings - Upselling/Suggestive Selling	Franchisee and/or Manager ▪ Monitor Prep ▪ Time and Temperatures/Red Book ▪ NBO Workflows ▪ Staff Evaluations
---	---	---

LIMITED SUPPORT DAY 5

- Today's Focus: Running the restaurant and handling a Peak Period correctly.
- Trainer's Schedule: 10:00 am to T.B.D. (Counts, QSC, and NBO).

Cooks ▪ Handling a Peak Period Correctly	Navigators ▪ Handling a Peak Period ▪ Guest Service - Proper Greeting/Closings - Table Touches	Franchisee and/or Manager ▪ Complete inventory Entering Inventory into NBO ▪ Review NBO reports ▪ Time and Temperatures/Red Book ▪ Perform QSC with FZ or Management
---	--	--

LIMITED SUPPORT DAY 6

- Today's Focus: Running the restaurant and handling a Peak Period correctly.
- Trainer's Schedule: 11 am to T.B.D. (Peak Period, Shift Change, NBO, and Exit Debrief).

Cooks ▪ Handling a Peak Period Correctly	Navigators ▪ Handling Peak Period ▪ Guest Service - Table Touches - Online Orders - Survey Reminders	Franchisee and/or Manager ▪ Time and Temperatures/Red Book ▪ NBO Workflows ▪ Manage the Restaurant ▪ Exit Debrief
---	---	---

FRANCHISE BUSINESS CONSULTANT

- Your Field Business Consultant (FBC) is your main Wingstop contact throughout your pre and post restaurant opening process. They will be your mentor to help you with opportunities, concerns, or issues you may have.
 - ❑ After your opening, your FBC will talk with you, your NRO, and your Regional Trainer on anything that may need to be focused on following the FBC's first visit.

REGIONAL TRAINER

- Your Regional Trainer will be your on-going source for training support after your NRO trainer(s) leave.

Opening Follow Ups

- Each week for 4 weeks after your trainer leaves there will be follow-up calls to review how the restaurant is performing and to answer any questions you might have.

Franchisee/ Store #/Trainers						
Sales and P&L Controllable						
	Goals	Week 1	Week 2	Week 3	Week 4	PTD
Gross TY Sales	\$ 1,200,000					
Gross Weekly Sales	\$ 23,078					
Difference	\$					
Food Cost Variance %	< 2%					
SMG						
	Goals	Week 1	Week 2	Week 3	Week 4	PTD
OSAT Rating	60%					
Done Right	80%					
Done on Time	80%					
Social Star Rating	4 Stars					
Total Survey Quantity	15					
Wingnet						
	Goals	Week 1	Week 2	Week 3	Week 4	PTD
Completed Modules	100%					
Employees Entered	100%					
General Manager	1					
Shift Leader	3					
Cashier	6					
Cook	8					
OLO						
	Goals	Week 1	Week 2	Week 3	Week 4	PTD
Online Order %	10%					
NBO						
Chicken Counts (Per Delivery)	2					
Daily Inventory	7					
Weekly Inventory	1					