

RECRUITING & HIRING

Hiring & Onboarding Guide - Franchisees



GET AT IT



RECRUITING & HIRING PRO TIPS

A great crew begins with finding the right people, with the ideal qualifications for the job.

This requires spending adequate time to recruit, onboard and train.



Finding the right fit between an applicant and a crew position is harder than it seems.

This guide will help you make the best of hiring decisions that yield the highest return on investment.

The information contained in this guide is a collection of best practices.

It is not mandatory or required by Wingstop Restaurant Inc. (WRI).

WRI does not control the hiring, terminating, or terms and conditions of employment for its franchisees' employees.

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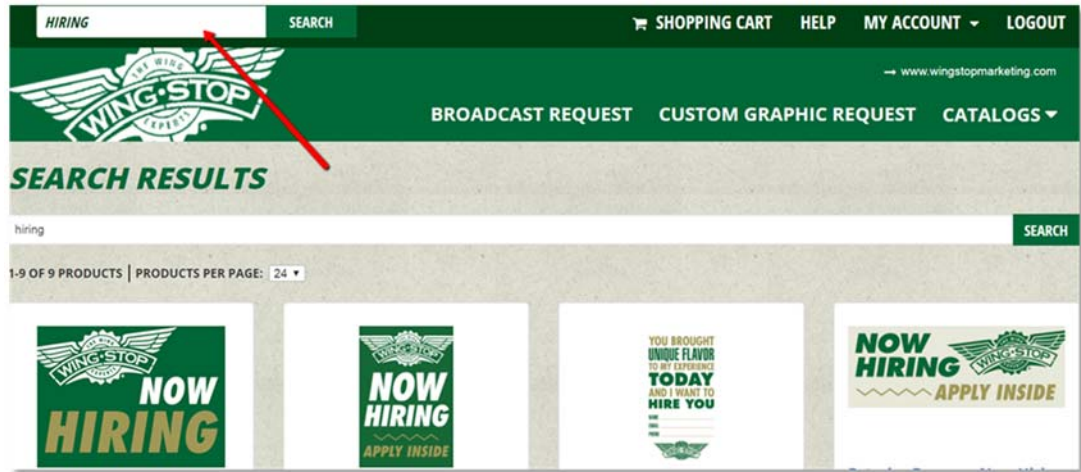
GET AT IT

RECRUITING

Where should I look for potential candidates?

IN RESTAURANT

The first hiring medium is... surprisingly, your restaurant. A great rule of thumb is to ALWAYS be accepting applications and actively communicating that you're hiring. Check out the hiring materials on the [Wingstop Brand Store](#) for items like Banners, Window Clings, Yard Signs and even business cards that you and your leadership team can hand out to potential candidates while dining out!



ONLINE

Our target consumers are often the same demographic pool as our ideal team members. Through much research and ongoing trends, it's a clear win to post open positions online as well as search for ideal candidates.

- **Wingstop.com:** Employment > Franchise Restaurant Careers
- **Snagajob.com:** More than 80 Million registered hourly workers. See pricing here.
- **Indeed.com:** Most options are low cost or free.
- **Others:**
 - ⇒ JobsOnTheMenu.com
 - ⇒ Poached.com
 - ⇒ TheRestaurantZone.com
 - ⇒ Shiftgig.com
- **Craigslist:** Historically, this medium has worked for some and ended less than ideally for others.

Please proceed with caution when using Craigslist. It's recommended that this not be your only medium.

LOCAL COMMUNITY

- **HS/College Job Fairs and Career Centers:**
 - ⇒ Reach out to local education facilities such as those listed below and inquire about ways in which you can Partner with them to offer employment to their students via Job Boards, Job Fairs, Internships, etc.
 - ⇒ Prepare handouts that can be emailed or printed & dropped off with available positions, pay, interview opportunities & location details.
- **Employee Referral Programs:**
 - ⇒ Strong team members surround themselves with like minds. Inviting team members to recruit their family & friends is always a good idea. Most team members will only refer individuals that will make them look good!
 - ⇒ As an added incentive to encourage team members to refer future hires, creating a referral bonus can work for all parties.

Education Facilities:

Community Colleges/Culinary Schools/
Public High Schools/Colleges/Universities

Employee Referral Programs:

Best practice: Offer the referrer a cash bonus if their referral is hired and stays onboard for 6 months.

RECRUITING

Position Description Examples: Feel free to use these as inspiration for your own local postings:

Cook/BOH	Come make a difference with us as a Cook/BOH team member today! This is an opportunity via a local franchisee to provide unparalleled customer service to each of our guests, and to explore potential career paths with an independently owned and operated Wingstop franchise. Part-time and full-time positions available.
About the Cook/BOH position	• As cook/BOH team member, you will prepare customer orders with accuracy and efficiency • Provide quality service, taking pride in working behind the scenes to prepare quality products for our guests • Contribute to an overall positive and collaborative environment
What we're looking for:	• Food service or retail experience preferred, not required • Basic food safety understanding and practice • Minimum age 16 years of age • Info on Availability
PERKS: Enjoy the good stuff	• Competitive compensation with opportunity • Food discounts • Development opportunities
As a franchisee, your organization is independently owned and operated	• Equal Opportunity Employer • <Insert Address Info> • Applications are available onsite & Interviews are held every Wednesday and Thursday from 2pm-5pm and 8pm-9pm

The following documents are recommended for each Franchisee to create as part of their independent entity, as an employer. Multiple copies of these should be on hand at all times.

- Application
- Availability Form
- Employee/Team Member Handbook
- Employee/Team Member Benefits
- Printed copies of any/all required government documents

RECRUITING

Who am I looking for?

Everyone has both skills and talents. Skills are learned, while talent is something you're born with. When it comes to hiring, weigh the skills and talents of the applicant and hire based on the combination of those two, plus their ability to learn the skills detailed below, by position.

How should all team members behave? What are our brand values? FUN, AUTHENTIC, & HAVE A SENSE OF URGENCY

RESPONSIBILITIES	TRAITS
FOH TEAM MEMBERS	
The Navigator (or Front of House/cashier) has multiple important responsibilities at a Wingstop franchise, one very important responsibility includes Wowing our guests. The Navigator spends more time than any other position interacting with guests, including greeting guests when they arrive, answering the phone, taking accurate orders, and delivering completed orders—all with a great attitude and a smile. Doing these tasks are crucial to providing hospitality to our guests and ensuring they want to come back. A commitment to teamwork, a clean professional appearance, enthusiasm, and a high energy level are expected throughout each shift.	• Hospitality and 'Guest First' Focus • Patient • Ability to anticipate needs • Outgoing and Energetic personality • Friendly and Genuine • Organized/Ability to cash handle • Works well under pressure
BOH TEAM MEMBERS	
The Back of House (or BOH) consist of five different positions: The Paratrooper, Bombardier, Wingman, Gunner, and Pilot. A BOH team member has several different responsibilities, including providing delicious 'craveable' food that is 'Done Right, On Time,' while ensuring that safe food handling measures are always in place. In a Wingstop kitchen, you are always in view of the guest, so it is important that the BOH team member is behaving professionally while serving amazing food to our amazing guests. A commitment to teamwork, a clean professional appearance, enthusiasm, and a high energy level are expected throughout each shift.	• Ability to work with speed and efficiency • Pays attention to detail • Works well with a team • Alert to surroundings • Safety Conscious • Enthusiastic with a 'Happy to be here' attitude • Multi-tasking
SHIFT LEADER	
The Shift Leader is an team member who embodies all that we expect out of our incredible staff. This team member has mastered the FOH and all of the positions in the BOH and will be responsible for leading a shift. Their responsibilities include ensuring "Done Right, On Time" is being met for every one of our guests, holding the team accountable and motivating for success, coaching when needed, and helping to provide a quality experience for staff and guests alike.	• Time management • Goal Oriented • Hospitality and 'Guest First' focus • Good communication • Even tempered • Coachable • Leadership
GENERAL MANAGER	
The General Manager is integral to the success of a Wingstop franchise. They set the example and uphold standards for all of his/her team members. This position bears the most responsibility in maintaining the successful operations in a restaurant; with tasks such as training, scheduling, ordering, maintaining repair and maintenance, and mentoring. General Managers will help build sales as well as help grow team members within a store, all while safeguarding the Wingstop Brand to make sure that every guest and team member has a great and memorable experience.	• Mentor Mentality • Prioritization • Warmth and Competence • Accountability • Integrity • Patient

INTERVIEWING



GET AT IT

INTERVIEWING

A hiring interview is very important. It is the General Manager's first chance to ask questions and gain insights into whether a candidate is a right fit to become a "Wing Expert." This is also a chance for the Franchisee to demonstrate what is expected of a Wingstop team member. Here is how you can best prepare for the interview:

1. Designate specific interview times • Allow 30-45 minutes each	Always be hiring for incredible and talented team members. Since the recommendation is to constantly be accepting interviews from potential candidates, it is important to have designated interview times/days. This will allow consistent organization of interviews, without having them get in the way of day-to-day operations. Consider designating interview times that allow for a quiet setting, free of distraction. It is best to make sure a Shift Leader is working during that time to ensure that interviews will not be interrupted.
2. Designate an interview setting	Make sure the interview setting is appropriate. Pick a place in the restaurant that is free of distractions. Ensure that the conversation cannot be overheard by others, to retain confidentiality and put candidates at ease.
3. Set the tone	The goal is to get applicants to open up and reveal their true selves. This can be challenging, as applicants may be young, inexperienced, and nervous. To set the applicant at ease, greet them with a smile, make eye contact, and shake their hand. Remember, embody the expectations from current team members. Give the applicant a brief overview of how the interview will be conducted so they know what to expect. Smile and offer any accommodation necessary.
4. Prepare interview questions ahead of time • Make sure that all questions are legal and acceptable (which can be done by visiting sites like these shrm.org /workforce.com)	Keeping the traits of each position (FOH and BOH) in mind, prepare appropriate questions for the role. Having questions ready before hand allows you to take notes and really listen to responses. Best practices for interview questions include: • Ask open ended questions, allowing the candidate to do most of the talking • Ask scenario based questions ("How would you handle..." Or "What would you do if...") relating to the position they are applying for • Ask questions that gain insight into how successful they will be within your restaurant

Sample Questions

General

1. What specific skills do you have that you think would make you a good fit for our team? Why?
2. What was your first job? Why did you choose to start working?
3. If you could have your dream job tomorrow what would it be?
4. Describe the first 3 months at your last job. What are some things you learned/accomplished in that time period?

BOH

1. How would you respond if leadership told you that how you were performing a task was incorrect, although you may be doing the task the exact way you were trained?
2. If I gave you a list of tasks to complete by the end of the shift that would only take you a total of 20 minutes, would you do them as soon as you had an opportunity, space them out throughout your shift, or do them right before you leave? Why?
3. Rank these in order from most to least important: safety, accuracy, speed, and presentation.

FOH

1. What does "hospitality" mean to you?
2. How would you respond to an upset guest who says they ordered something different than what you know they ordered?
3. Describe your worst manager and your best manager. Why do you consider them good/bad?

Shift Leaders

1. Tell me about a goal that you didn't achieve. What did you do as a result? Why didn't you achieve it? What did you learn?
2. Tell me about a time you had to have a difficult conversation with someone on your team. What made it difficult? How did you approach it?
3. What motivates/inspires you?
4. What specific part/responsibility of your last job did you enjoy the most? Why?

INTERVIEWING

5. Communicate your expectations

After questioning the applicant, it's the interviewer's turn to talk. Create a realistic job preview, try to share what a typical day or shift will look like in the role the candidate is applying for. In addition to determining if this is the right candidate for the position, this will ensure that they are fully aware of their responsibilities and the work environment up-front, before they accept the job offer.

Provide the applicant with a copy of the job description. Describe the position, responsibilities, and any additional duties that may be expected, especially their initiative and desire to please your guests.

Discuss the wage being offered for the position and your performance review policies. Discuss scheduling, paydays, uniform and hygiene standards, and similar areas that may affect their decision. **[also mention that a background check is performed prior to hire?]**

Explain your work rules and what's expected of team members once hired, such as being on time, changing schedules, and general standards.

6. Allow candidate to ask questions

Give the applicant an opportunity to ask any questions they may have or express the need for clarification. Answer their questions honestly and provide any information you see fit.

7. Close the interview

Conclude the interview with a brief summary, telling the candidate what will happen next.

Avoid making hollow promises, such as telling a candidate they'll be called for a second interview if there's no intention of doing so. Be honest, if they don't fit the profile for the ideal team member, don't give them a reason to call later for a decision that's already made.

If a second interview is desired with an applicant, tell them when they'll be contacted or set up on the spot. If not, tell the person when they'll be contacted with a decision.

Thank the applicant. Remember, they may not become an team member, but they could be a future guest...

Making an offer

1. Once final candidate(s) is/are identified and verbal job offer accepted, the background check process is initiated.
2. Confirm/discuss pay rate, start date & uniform expectations.
3. If accepted:
 - Ask employee to fill out an availability form (CREATE EXAMPLE & PLACE IN APPENDIX)
 - Ask employee to bring 2 forms of identification to first day of work.
 - Hiring manager to setup new staff member with WingNet credentials.
 - On start date, new hire onboarding completed by new team member with Hiring Manager

PRO TIP

Inform the employee that they will be working for your independently owned and operated franchise and not for Wingstop Corporate.

INTERVIEWING

7. Close the interview

Conclude the interview with a brief summary, telling the candidate what will happen next.

Avoid making hollow promises, such as telling a candidate they'll be called for a second interview if there's no intention of doing so. Be honest, if they don't fit the profile for the ideal team member, don't give them a reason to call later for a decision that's already made.

If a second interview is desired with an applicant, tell them when they'll be contacted or set up on the spot. If not, tell the person when they'll be contacted with a decision.

Thank the applicant. Remember, they may not become an employee, but they could potentially be a future guest...

Notice subtle clues:

- ⇒ Does the candidate show up on time? Early? Late? Early and prompt arrivals may give you insight into a person's dedication and reliability, although don't discount a late applicant without asking if there was a valid reason.
- ⇒ Notice the applicant as they walk into your restaurant. Are they looking around and observing the operation, or do they stare at the floor and seem generally uninterested?
- ⇒ What interaction, if any, do you notice between them and your guests or crew members?
- ⇒ How do they greet you?
- ⇒ Observe their overall grooming, including fingernails, for clues to their self-respect and hygiene habits.
- ⇒ During the interview, does their body language (fidgeting, crossing and uncrossing the legs, and holding a hand over their mouth) suggest nervousness that may indicate the person is not telling the truth? Or, is this perhaps the first time the candidate may be in this situation, so they are understandably very nervous?
- ⇒ Specifically look for challenges in areas of teamwork, honesty, integrity, work schedules, transportation, ability to follow directions and overall compatibility with the position.
- ⇒ And finally, TRUST YOUR INSTINCTS.

Making an Offer

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ONBOARDING



GET AT IT

ONBOARDING

What should I expect on day 1?

PREPARE:

- Laptop with two videos loaded: The Wingstop Story and Our Thing is Wings
- Benefits handout – (Must be 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 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 receive a flash drive with these two videos.
Each DM will upload the videos on the GM's restaurant laptops.*

ONBOARDING

Talk about 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
- In 2009 Wingstop sold 4 million wings on Super Bowl alone
- Our first international location opened in 2009 in Mexico
- In 2015 Wingstop became publicly traded on the NASDAQ & 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
- Most recently, the 1,000th restaurant opened
- Of 1,000+ global restaurants, 98% are franchised
- Current there are 25 company owned restaurants in Texas and Nevada

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

ONBOARDING

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



ONBOARDING

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 trainee. Emphasize the CAPITALIZED words.
TELL:	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.

ONBOARDING

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.



ONBOARDING

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 deliver 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 top ten global restaurant company.” This is no easy task as there are over 1,000 restaurant brands. 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.

ONBOARDING

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**

ONBOARDING

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: The Wingstop Story and Our Thing is Wings.
ASK:	So, what did you think of the videos?
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. <i>DMs will upload the videos on the GM's restaurant laptops.</i>

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 “Done Right, On Time.” This means we cook our food to perfection and verify that our orders are exactly that....”Done Right, On Time.”
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 “Done Right on Time” 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.

ONBOARDING

OUR GUESTS



**DONE RIGHT
ON TIME**

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

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 online ordering, which is currently at 20%. And of course, we have both eat-in and takeout, but 75% of our business is takeout.
DO:	Review all of the different ordering methods with the trainee. Explain how each method works.

ONBOARDING

OUR GUESTS

ORDERING METHODS



75% of our business is takeout

ONBOARDING

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 & Career Path

DO:	Give benefits handout to the trainee. Review and discuss with them.
TELL:	We encourage our employees 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>As a franchisee, you will have your own independent benefits package for your employees.</i> <i>Feel free to input examples of how your management team has made their path in your organization, etc.</i>

Community

TELL:	We value our relationship with our communities at all levels. And 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, and 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 on our 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 store 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. • Wingstop Foundation. Through the foundation, 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 learn the skills needed to obtain a bright future. Another purpose of the Foundation 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 the Foundation via payroll. <i>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.</i>

ONBOARDING

COMMUNITY



Flavor
Tour



WING-STOP
FOUNDATION



Local
Giving



ONBOARDING

Your Handbook

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

TELL:	One of the first things you need to know is how to clock in and out on our point of sale system for meal breaks and your shift. If you are working, you must be clocked in – no matter what!
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DO:	• Review clocking in procedure on NBO if needed • If new hire has not yet been clocked in, do so at this time
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TELL:	If you miss a punch or make an error, please let me know right away so it can get corrected.
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ONBOARDING

CLOCKING IN & OUT



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

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

ONBOARDING

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 the trainee. Make sure they understand it, and what to expect in terms of how long and when they will be working • Answer any questions the trainee may have <i>Emphasize that your employees are paid by the franchise organization 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 the trainee. Make sure they are comfortable with them and address any questions and/or objections they may have • Ensure the trainee is currently meeting the uniform standards. Address any deviations immediately • Procure shirt(s) and a hat/visor as needed • Ask the trainee if they have slip-resistant shoes. If not, arrange for the trainee to order them as needed
TELL:	Let the trainee 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 the trainee. Make sure they are comfortable with them and address any questions and/or objections they may have.
TELL:	Let the trainee 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.

ONBOARDING

YOUR UNIFORM

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 un-tucked 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 denim jeans.

- Jeans must be worn on the hips.
- Jeans may not be oversized or too tight fitting.
- Jeans must be hemmed.

Dark blue 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.



ONBOARDING

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.



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.

ONBOARDING

Safe Place to Work

TELL:	It's important for all of us to work together to make our restaurant a safe place to work. Slips, falls, lifting and burns are some of the greatest risks we face. In addition, food safety is critical. Let's review some of the ways we demonstrate our commitment to safety.	
TELL:	Review the following:	
	Accident Prevention	Slips, falls, lifting and burns are some of the greatest risks we face. The prevention of accidents is key. Be proactive and address unsafe conditions and report hazards to a shift leader or me.
	First Aid Kit	Show them where it is located.
	Food Safety	We have specific procedures that will be demonstrated during training. Proper hand washing is required at all times.
	Emergency Procedures	During training we will review what to do in the event of emergencies, such as inclement weather or security/safety threats.
	On-the-Job Injury	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 member in obtaining appropriate medical assistance, should that be necessary. It is our commitment to report all accidents to our Workers Compensation carrier and Human Resources within 24 hours.

Hand Washing

TELL:	One of the most critical parts of food safety is proper hand washing. We have a 5 Step Method that we use in our restaurant.
DO:	Review the 7 Step Method: • Wet hands with warm water • Apply soap • Lather hands for 30 seconds, washing the palms and back of hands, fingernails and up to the elbow • Rinse hands • Dry hands with paper towel or warm air dryer (whichever is applicable to your restaurant)

ONBOARDING

HAND WASHING

Use the 7 Step Method



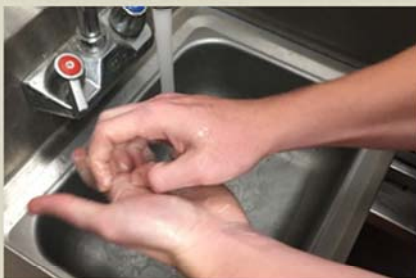
1

Turn on warm water



2

Apply soap and work into lather

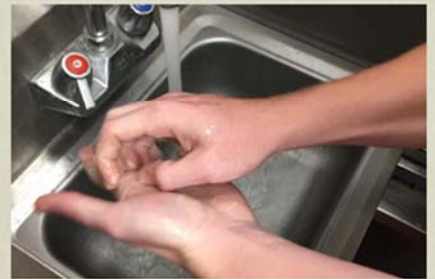


3

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



ONBOARDING

WingNet

TELL:

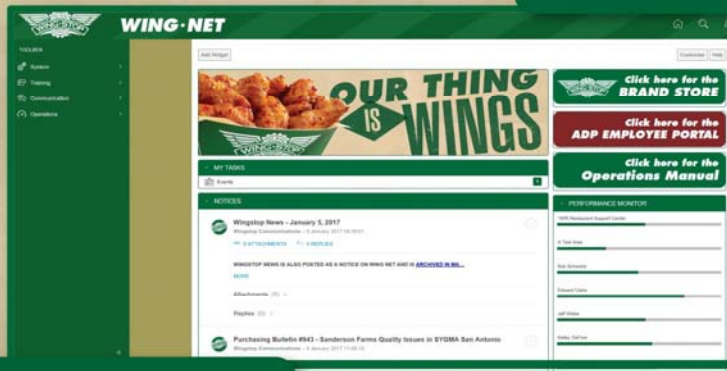
Our one stop shop for general information, communications, contacts, manuals tools and your online training is called WingNet. Let's take a quick tour.

DO:

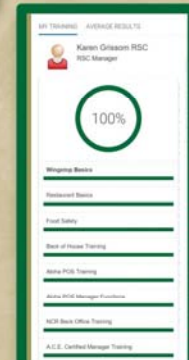
- Demonstrate how to access WingNet
- Show the various pages available on WingNet
- Explain how the training courses are set up, and how the trainee will be using Wing Net in the next couple of weeks

ONBOARDING

WING•NET

General
Information

Communications

Training Courses
& Tools

Contacts

The screenshot shows a table titled 'Wingtop Basics' with columns for Course Name, Status, and Score. The table lists five courses, all of which have been passed with a score of 100%.

Course Name	Status	Score
1000 Using Wing Net - Training Sign Offs	Pass	100%
1001 Welcome to Wingtop	Pass	100%
1002 The Wingtop Menu	Pass	100%
1003 Uniform and Hygiene	Pass	100%
1004 Where's Wing	Pass	100%

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.

ONBOARDING

TRAINING SCHEDULE

Online
CoursesHands-On
PracticeKnowledge
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
2	Bombardier	☐ Classic wings ☐ Chicken handling ☐ Changing chicken ice	☐ Bombardier station tasks
3	Bombardier	☐ Reading tickets ☐ Filtering ☐ Boil out	☐ Bombardier station tasks ☐ Filtering ☐ Boil out
4	Gunner	☐ Blanching ☐ Keen cutter ☐ Fries	☐ Blanching ☐ Gunner station tasks
5	Gunner	☐ Boneless station set-up ☐ Boneless wings ☐ Tenders	☐ Blanching ☐ Gunner station tasks
6	Gunner	☐ Boneless Wings ☐ Tenders ☐ Fries	☐ Gunner station tasks
7	Wingman	☐ Saucing station set-up ☐ Saucing ☐ Packaging	☐ Wingman station tasks
8	Wingman	☐ Changing out bowls ☐ Saucing station clean-up ☐ Pre-closing clean-up	☐ Wingman station tasks
9	Paratrooper	☐ Dips ☐ Sauces ☐ Cole slaw ☐ Baked beans	☐ Paratrooper station tasks
10	Paratrooper	☐ Potato Salad ☐ Carrots and celery ☐ Rolls ☐ Brownies	☐ Paratrooper station tasks

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01/2017

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
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 ☐ Iced 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

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ONBOARDING

Wrap-Up

TELL:

That brings us to the end of our orientation. Let's wrap up this session with any questions you make have.

DO:

- Answer trainee questions.
- Take the trainee 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 trainee. 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.

Meal per Person

- 7 classic wings: HAB, CAJ, HOT, LRB, BBQ, LEM, and GAR (8 if LTO is available)
These are our most requested flavors, and should be plated according to heat level on the menu board.
- 4 boneless wings ATM, MLD, HAW, TER
- 3.25 oz. cups containing CS, PS, and BB
- Roll
- Fries
- Assortment of RAN and BC

Vegetarian Option

- 1 oz. cup of all flavors
- STX
- 3.25 oz. cups containing CS and PS
- Roll
- Fries
- Ran and BC

Directions for POS

Determine how many pieces of classic and boneless you will need for your group using the equation below, and ring them up 'by the piece'.

- 4 trainees and 1 trainer x 8 classic= 40 classic wings
- 4 trainees and 1 trainer x 4 boneless= 20 boneless wings
- 1 large FF for every 3 people
- 1 # CS, PS, and BB for every 5 people

ONBOARDING

