

New Hire Training Checklist

Employee Name _____ Store Number _____
 Mentor Name _____ Hire Date _____

Congratulations on joining the Good 2 Go team! Our goal is to help you have an incredible experience. The following document will outline the training to help you be successful.

This training guide should be completed within 6 days after the hire date. Upload it to the employee’s Paycom > Employee Self Service > Form 15 Documents > Document Actions > Assign Document G2G New Hiring Training Checklist.

Each new hire is given 24 hours of training time; 6 hours a day for 4 days. Trainees should not initial until each item is fully understood and performed. Trainers should initial only when trainee is fully trained in each section. Training should be conducted with a manager-assigned trainer who will receive a \$25 net bonus when the training is completed and submitted. It is the trainer’s responsibility to send an email to hr@good2gostores.com once this form has been uploaded. Salary team members are not eligible for the bonus.

Food handlers’ cards, when necessary, are kept at the store and the manager is responsible for them.

Day 1	Trainee	Trainer	Date
Onboarding <input type="checkbox"/> Welcome card <input type="checkbox"/> Free fountain drink <input type="checkbox"/> Store walk around <input type="checkbox"/> Introductions <input type="checkbox"/> Give uniforms			
Paycom <input type="checkbox"/> Complete all checklist items <input type="checkbox"/> I9 (employee and manager) <input type="checkbox"/> Select benefits (can switch up to 60 days after hire date) <input type="checkbox"/> How to log in/out <input type="checkbox"/> Punch change requests <input type="checkbox"/> Weekly schedule <input type="checkbox"/> PTO requests <input type="checkbox"/> Earning statements and paystubs			
Dress Code <input type="checkbox"/> Policy from handbook			
Store Walk-through <input type="checkbox"/> Conduct walk-through of inside/outside of store <input type="checkbox"/> Who to call in an emergency (management, support center) <input type="checkbox"/> Fire extinguisher <input type="checkbox"/> Emergency shut off			

<ul style="list-style-type: none"> <input type="checkbox"/> Flashlight <input type="checkbox"/> Land line phone <input type="checkbox"/> Breaker boxes <input type="checkbox"/> Biohazard kit. 			
<p>GUEST Service</p> <ul style="list-style-type: none"> <input type="checkbox"/> Greet. Acknowledge the guest with a friendly greeting when they enter or as soon as possible. <input type="checkbox"/> Understand. Listen to the guest’s request or statement without interruption. <input type="checkbox"/> Eye Contact. Make eye contact with the guest and give the guest your full attention. <input type="checkbox"/> Smile. Smile, speed, and suggestive smell. Fast and efficient using dual lanes if applicable. Suggest an additional item or special. <input type="checkbox"/> Thank. Offer the guest a sincere “thank you” and parting remark at the conclusion of the transaction <input type="checkbox"/> 100% satisfaction guarantee <input type="checkbox"/> “Guest what I caught you doing” cards and jar <input type="checkbox"/> Guest video reviews <input type="checkbox"/> What to do when things go wrong. When to use the guest key <input type="checkbox"/> Oil shop criteria 			
Day 2	Trainee	Trainer	Date
<p>Store Policies and Procedures</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review Operations Manual and emergency response procedures in detail – including site down procedures. <input type="checkbox"/> Customer accident/incident reports and employee injury report. <input type="checkbox"/> Store inspection form <input type="checkbox"/> Check communication log daily, initial items <input type="checkbox"/> Review Support Center priority list <input type="checkbox"/> Putting in a support ticket <input type="checkbox"/> Employee handbook, store forms, and safety manual <input type="checkbox"/> How to access sharepoint forms and review content <input type="checkbox"/> Review safety manual and MSDS sheets <input type="checkbox"/> Monthly store meetings 			
<p>Register Operations</p> <ul style="list-style-type: none"> <input type="checkbox"/> Locate and explain quick reference guide <input type="checkbox"/> Logging in and out <input type="checkbox"/> Scanning items and checking screen to verify <input type="checkbox"/> Explain all MOP keys <input type="checkbox"/> Change making & counting back change <input type="checkbox"/> Safe drops <input type="checkbox"/> Safe/Smart safe operations <input type="checkbox"/> No sales <input type="checkbox"/> Voids and refunds <input type="checkbox"/> Error Corrects <input type="checkbox"/> Period specials and promotions <input type="checkbox"/> Prepaid cards / Chevron – Shell cards / InComm <input type="checkbox"/> Prepaid card activation failure <input type="checkbox"/> Check policy where applicable <input type="checkbox"/> Performing cashier close out 			
<p>Money Orders / InComm / Gift Cards</p> <ul style="list-style-type: none"> <input type="checkbox"/> Daily limit (\$1,999 per customer) 			

<input type="checkbox"/> Cash only for money orders and prepaid debit cards <input type="checkbox"/> How to ring up money orders <input type="checkbox"/> How to print money orders after receiving cash <input type="checkbox"/> Refund policy for money orders <input type="checkbox"/> Demonstrate proper way to ring up and activate InComm and Gift Card			
Fraud Prevention <input type="checkbox"/> All prepaid debit cards are CASH ONLY <input type="checkbox"/> Never test, swipe, or activate any card over the phone <input type="checkbox"/> If someone calls on the phone and claims to be from the company and is asking you to do anything related to prepaid cards, hang up and call support.			
Lottery <input type="checkbox"/> How to ring up online draw games <input type="checkbox"/> How to ring up scratch tickets <input type="checkbox"/> How to cash out winnings <input type="checkbox"/> How to check a winner <input type="checkbox"/> How to manually check a winner if barcode won't scan <input type="checkbox"/> How to get game information <input type="checkbox"/> How to get winning numbers report <input type="checkbox"/> How to get prizes available report <input type="checkbox"/> Never buy or play lottery while on shift			
Restricted Sales Policy <input type="checkbox"/> When to ID <input type="checkbox"/> Scanning and entering DOB <input type="checkbox"/> BARS program. Once you ask for ID, the ID must be scanned into the POS. <input type="checkbox"/> Legal hours of alcohol sale <input type="checkbox"/> Refusing sales			
Cleaning Procedures and Standards <input type="checkbox"/> Maintain cleanliness of floor and countertops <input type="checkbox"/> Cleaning restrooms <input type="checkbox"/> Wiping down front doors and cooler doors <input type="checkbox"/> Wiping down shelves / dusting <input type="checkbox"/> Outside cleanliness (machines, vats, pumps, lot, trashes, ashtray, weeds), rolling trash can. <input type="checkbox"/> Ecolab cleaning solutions and equipment <input type="checkbox"/> Sanitation bucket. How to fill and test strips			
Loss Prevention <input type="checkbox"/> Logout of register when leaving the area <input type="checkbox"/> Keep register drawer closed when not in use <input type="checkbox"/> No \$20's, \$50's, or \$100's in till after dark <input type="checkbox"/> Cash limits during day (\$150 from 5am-7pm). Night (\$75) <input type="checkbox"/> Security \$5's and what to do when you use it to make change <input type="checkbox"/> Robbery forms and injury forms			
Day 3	Trainee	Trainer	Date
Equipment <input type="checkbox"/> Paper and ribbons for all equipment (register, lottery machine, fuel pumps, and EBT) <input type="checkbox"/> Paper storage locations <input type="checkbox"/> How to change paper in all machines			
Beverage Dispensers (Operations Playbook)			

<p>Coffee and Cappuccino</p> <ul style="list-style-type: none"> <input type="checkbox"/> Storage and location <input type="checkbox"/> Refilling <input type="checkbox"/> Brew hold times <input type="checkbox"/> Cleaning procedures and schedule <input type="checkbox"/> Creamer machine <p>Soda Fountain</p> <ul style="list-style-type: none"> <input type="checkbox"/> Changing a bib <input type="checkbox"/> Cleaning schedule and procedures <p>Frazil Machines</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to refill and make the mixes <input type="checkbox"/> Cleaning procedures and schedule 			
<p>Fast Food – (Operations Playbook)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Roller grill and hot case schematic. Current fast food program <input type="checkbox"/> Fast food hold times <input type="checkbox"/> How to cook and prepare fast food (roller grill, warmer, microwave, convection, etc.) <input type="checkbox"/> Frozen storage location <input type="checkbox"/> Date stamp machine/tool <input type="checkbox"/> Stocking – how and when <input type="checkbox"/> Serving hours <input type="checkbox"/> Checking temperature. Danger zones 			
<p>Store Assistant (Handheld) Training</p> <ul style="list-style-type: none"> <input type="checkbox"/> Price Verification <input type="checkbox"/> Vender check in. Counting and verifying product. Scan sheets <input type="checkbox"/> Merchandise adjustments (waste, bac merch, donation, spoilage, creditable items) <input type="checkbox"/> Handheld credit (Coremark out of dates. Merchandise receiving) <input type="checkbox"/> How to make labels (remove old, clean strip, print, place new) 			
Day 4	Trainee	Trainer	Date
<p>General Job Duties</p> <ul style="list-style-type: none"> <input type="checkbox"/> How to stock the cooler. Best practices <input type="checkbox"/> Stocking and back stock <input type="checkbox"/> Date sensitive product. Product rotation. FIFO <input type="checkbox"/> Coremark deliveries. Attack the freight <input type="checkbox"/> Verifying tote/case and tobacco count with Coremark driver <input type="checkbox"/> Schematic changes <input type="checkbox"/> Accessing schematics <input type="checkbox"/> Schematic change notifications in Monday Email <input type="checkbox"/> Store specific shift duties checklist (Action Card) <input type="checkbox"/> Weekly price changes 			
<p>Loyalty (Launch TBD)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fuel. Employees and immediate family <input type="checkbox"/> In store – employees only <input type="checkbox"/> Explain results of misuse 			
<p>Demonstration</p> <ul style="list-style-type: none"> <input type="checkbox"/> Paycom proficiency <input type="checkbox"/> Restricted sales policy <input type="checkbox"/> Register operations <input type="checkbox"/> Cashier close <input type="checkbox"/> Service Channel ticket 			

<input type="checkbox"/> Knowledge of Safety Data Sheets <input type="checkbox"/> Emergency contact information <input type="checkbox"/> GUEST service proficiency <input type="checkbox"/> Answer general questions <input type="checkbox"/> Detailed Fast Food Training Checklist completed. Due 4 th week of employment C Certification <input type="checkbox"/> Review the C certification checklist – UST (Underground Storage Tank) binder Brand Awareness <input type="checkbox"/> Monthly promo <input type="checkbox"/> Marketing material <input type="checkbox"/> Apps (Brand specific app with discounts) <input type="checkbox"/> Cash discount (Conoco)			
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Congratulations! You have completed the initial training for Good 2 Go. If you have any questions in the future please reach out to your trainer or your Store Manager.

Employee Name (printed) _____

Employee Signature _____ Date _____

Trainer Name (printed) _____

Trainer Signature _____ Date _____

Store Manager Name (printed) _____

Store Manager Signature _____ Date _____