Subway
Store # 7338
Employee Training Manual
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**Introduction**

SUBWAY welcomes you as a part of their employee family.

You have now officially started on your path of training to become a sandwich artist. From this moment on you will be making sandwiches that put a smile on your customer’s faces. From now on, you represent SUBWAY as an employee and you also represent the many celebrity faces on our commercials such as: Jared, Michael Phelps and Michael Strahan.

When you first begin your training, your trainer will begin with the Sub-way of how to perform all the different tasks. The Sub-way is our company’s procedures on how to do every task. Your job is to make sure to always listen to what the customer says because the customer is always right no matter what the issue.

Our belief is that as long as you have a good attitude and good work ethic, you will definitely be able to keep our customers happy, which is of course the most important part of your job. Remember, without customers we do not generate any revenue. Once again I will repeat the saying, “The customer is always right.”
Chapter 1: The Training Process
Chapter 1: The Training Process

The training process begins with a pre-test. You will be given one pre-test before all 5 of your training shifts. After you complete your pre-test, you will be asked to fill out some paper work regarding your taxes and a few papers from us that have to be signed by the trainee. After completing the paper work process is when the “real deal” begins. This is where you finally begin to put together different types of sandwiches for customers, although you will watch someone make the first few sandwiches in order for you to better understand the Sub-Way of how to make a sandwich. The whole training process will consist of a total of 5 days. Each day you will learn new tasks, on the last day of training however, you will be completely on your own. You will be expected to recall and remember all procedures that you learned during your previous 4 days of training. At the end of every shift you will receive a post-test related to everything you trained for that day. You are required to pass every post-test in order for you to pass the validation at the end of your training. During validation you will be asked a few questions about the Sub-Way process and finally if you proceed to answer these questions correctly, you will be awarded the job.

Training: Day 1
On Day 1 of training you will begin by completing all necessary paperwork that is given to you by the manager. Most of these papers are related to the company itself and there are also a few papers related to filing your taxes and the last paper in there is for direct deposit which is optional to fill out. If you do decide to go through with direct deposit, you will have to submit the form to your bank yourself. After completing all necessary paperwork, you will finally receive what you have been waiting for the whole time, your Subway uniform. You will initially be given 2 shirts, 1 apron and 1 hat. You will have to purchase the pants yourself; they can be either black or khaki. If you are to lose any of these pieces of uniform, they each cost $10 to replace so please take care of your uniform and keep it nice and clean. If you do happen to come to work with a dirty uniform, you will be forced to buy whatever piece of uniform is dirty, and the cost will be deducted out of your check automatically. Then, you will get a quick tour of the whole store and will be shown where everything belongs. For example, you must know what products belong in the walk-in and which ones belong in the freezer. You must also know where other things in the store are such as: frozen bread, frozen cookies, frozen meats and frozen soups. After getting familiar with the walk-in and freezer you will head to the front to observe your trainer help customers with their requests. You will observe your trainer for one hour and this will be the end of your first day of training.

Training: Day 2
On Day 2 of training you will first begin by having the manager insert your information into the store computer so that you can be assigned a password to clock-in and clock-out. Once you’re
done with this process, you will clock-in for the first time. Your first day of training hours will then manually be put into the system so that you are paid for it.

After completing this process, you will come to the back of the store where you will be taught how to cut all the different vegetables that need to be cut. The vegetables that need to be cut by employees are: tomatoes, cucumbers, onions and bell peppers. When first learning how to cut these vegetables, it can be very tedious, time consuming, and the machines can be a little intimidating. The reason that the machines can be intimidating is because the blades on these machines are extremely sharp and you can easily tell just by looking at them. However, if you cut the vegetables as you are told, you should be fine and shouldn’t have to worry about cutting yourself with the blades. Once you have finished cutting all the vegetables given to you, you will learn how to prepare the vegetables that already come cut-up. All that has to be done with these is: you take a cambro (which is a black container which is used for storing pretty much everything in the store), put a filter at the bottom (so that the vegetables don’t sit in their own juice) and finally pour the bag of vegetables into the container making sure that you try to drain away as much of the juice from the vegetable bags as possible. After you are done putting all the vegetables in their containers, you must label each and every container. On the label you will write your name, the date you opened the item and the date you can keep the item till. You will then take all the containers and place them in the walk-in until they are ready to be used.

After completing this process, you will move on to the front of the restaurant where you will be taught how to re-stock the whole line. This is a very important procedure due to the fact that if the line is not restocked correctly, you will constantly be running to the back to go get vegetables or meats whenever you run out. So you must make sure that everything is filled to the top. After this, you must check the fridge behind the line and make sure there is at least 2 extra containers of every single vegetable and meat. This will keep you from running back and forth from the front to the back constantly. After making sure that you have enough of everything to the front you will finally begin helping customers for the first time. You will be observed by the manager to make sure you are following all rules and are using the Sub-way method to put together the customer’s sandwiches. You will do this for about an hour or until your manager thinks you’ve got the main concepts down. After this, you will have completed your second day of training and will be 3 training days away from completing your training.

**Training: Day 3**

On Day 3 of your training you will come in and first begin by learning how to make bread. It begins with laying the frozen bread out onto metal pans the night before. This way, by the time you come in the next morning, the bread will be defrosted and will be ready to be marked. “Marking” the bread is when you take a blade and cut small lines into the bread which gives it the lines that you see on top of every piece of our bread. The marks also help keep the bread from exploding while baking because it acts as a hole to let out any extra air that was left in the dough. After “marking” the bread it is ready to be put into the proofer. However, before getting
too far ahead, you must make sure that the bottom tray in the proofer is full of water in order to help inflate the bread better. After making sure that there’s water in the tray make sure that the temperature of the proofer is set to 125°F. If the temperature is not set correctly the bread will not inflate enough and this will cause your bread to look foul. Once the proofer reaches 125°F, it is time to move the bread from the back of the restaurant to inside the proofer. Each shelf can hold up to 2 pans of bread which means you can fit up to 12 pans inside at once. You will know the bread is ready once the bread on the very top shelf is almost touching the top of the proofer. This is when you know to take it out, however, you must be very careful when taking out the bread, because proofed bread will deflate if it is even slightly touched up against anything. After taking the bread out of the proofer you will insert it into the oven which should’ve been pre-heated to 325°F.

Once inserted into the oven, it will take about 10-15 minutes and should look golden brown when ready. Once the bread is ready to be taken out of the oven you must first grab the bread cart and the oven mitt considering the pans are extremely hot. Take the pans out of the oven one-by-one and place them onto the cart. Once all the bread has been removed from the oven it needs to cool down for atleast 15-20 minutes before it is moved into the bread cabinet. If you do not allow the bread to cool down, and instead put it straight into the bread cabinet, condensation will cause the bread to become soggy, and this will cause the bread to mold overnight and it will have to be thrown out the next morning.

After learning the process of how to make bread, you will then go onto learn how to bake cookies. This process is fairly simple. All you have to do is, first, preheat the oven at 300°F. While the oven is pre heating you can put together your trays of cookies. This is done by first taking a baking pan and placing a baking sheet inside of it. Then, you will take each individual cookie and place it on the markers that are given on the baking sheet. There are 12 markers on the sheet which means each tray can fit up 12 cookies.

Once you are done placing the cookies on the pans, you will let them sit for about 10 minutes so they can defrost. If you place frozen cookie dough straight into the oven, it will cause the cookies to burn from the outside because they will take too long to defrost while cooking. After letting the cookies defrost, place them in the oven for 12 minutes or until golden brown. Once they are ready, you will once again take them out and place them onto the bread cart in order to let them cool before you place them inside the cookie rack. After learning the baking techniques you will move on to the front of the restaurant once again under manager supervision to make sure you are starting to slowly grasp the Sub-way technique of putting together a sandwich. Once the manager thinks you have had enough training for the day you will be told so, and this will be the end of your 3rd training shift.

Training: Day 4
On day 4 of your training you will first begin out front by helping customers by making their sandwiches. This will be your first time being on your own without any supervision of a manager
considering that by your 4th training shift you should be pretty efficient at the Sub-way process. You will stay in the front of the restaurant for the first 2 hours of your shift. Make sure to have any questions answered no later than this shift considering that your final shift will be an overall evaluation determining whether or not you get the job. The manager will tell you to come and let them know whenever you feel that you are ready to take the front of the house evaluation test. This basically means that you are done training in the front of the restaurant and consider yourself as ready to take on customers on your own. Once you have finished in the front you will be taken to the back where your trainer will show you how to wash dishes with the 3-compartment method (Rinse, soak & sanitize).

It’s a fairly simple process, which starts off by rinsing off any food residue left on the dishes. Once you are done rinsing the dishes with water, you will put the dishes in the middle compartment which should be filled with soap water. This is where you will scrub the dishes with a sponge to get out any extra grease or residue that didn’t come off while rinsing the dishes. Finally, once the soak part of the process is done, the final step is to fill the third compartment of the sink with sanitizer solution. Once the compartment is filled with sanitizer you will move the dishes from the soap to the sanitizer and leave them in there for at least 30 seconds. Once you have finished sanitizing the dishes put them on the rack above the sink upside down, and let them dry. After you have finished washing dishes you will proceed to the last step of your 4th training shift, which is, learning how to close the store.

Closing the store is probably considered one of the most difficult tasks to learn, only because there are many small steps involved. The first step to closing the store is picking up the whole line in the front of the restaurant and moving it into the walk-in so that everything stays fresh overnight. Once you have finished picking up the line, the next step is to clean and wipe down the entire line. Then, you must sweep and then mop the entire store; this is a very important step in order to prevent pests from coming into the restaurant. After you are done sweeping and mopping the next step is to inspect the whole restaurant to make sure there’s nothing wrong anywhere. Once you are done inspecting, the last step in the procedure of closing the restaurant is to arm the alarm and get out of the store within 35 seconds. Once you have learned how to close the store, you are officially done with your 4th training shift.

**Training: Day 5**

On day 5 of your training, you will have a fairly simple day. You will start off by being tested in the front of the restaurant with customers, and also to see how your fare with the Sub-way process. Once you have passed this task, you will take your final validation which will mainly be question you should’ve learned throughout your training. From here, you are done with training and passing or failing the final validation will decide the fate of whether or not you get the job. If you do pass the validation, once the manager has graded it, you will receive your schedule for the first few days that you will work, and that will be the end of your training. If you made it to this point, we really look forward to you working for us. Congratulations.
Chapter 2: Rules and Regulations
Chapter 2: Rules and Regulations

Handwashing
- All employees must wash their hands before putting on gloves and also after using the bathroom.

Dress Code
- All employees must be well groomed and uniform must be clean and free of any major blemishes. All employees are required to wear a Subway visor, a Subway polo shirt, either black or khaki pants, and an apron. Any employees violating the dress code will be given a warning the first time, every time after that you will be written up.

Punctuality
- All employees are suggested to arrive at least 5 minutes before their shift. If you do happen to arrive right on time, make sure you come ready to get straight to work. If you are ever any later than 5 minutes you will be given a warning on the first occurrence and every time after that you will receive a write-up.

Write Ups
- Employees will always be given a warning the first time they do anything against the rules. Every time after that you will be written-up and it only takes a total of 3 write-ups to be terminated, meaning you would be terminated on the 3rd write-up.

Sub-way
- Be sure to follow the Sub-way technique of putting together a sandwich. If you do this, you are always guaranteed to satisfy the customer and should almost never have an issue.

Cleaning
- Employees must be willing to stay past their scheduled time at times when the store does happen to get busy.

Customer Service
- All customers must be greeted with a “Welcome to Subway” greeting as they walk through the door. Customers must be treated in a professional manner, be patient with customers, even if they are giving you trouble. Last but not least, remember that the customer is always right.

Respecting your fellow employees
- Employees must be respectful to each other when communicating. They are your co-workers, treat them with respect if you wanted to be treated with respect. If you do happen to have an issue with the manager or a particular employee, you must try to get along with them in order to maintain a pleasant atmosphere.
Cash
- All cash in the register must be counted and dropped at the end of the night. Anyone found to be stealing from the store, will be terminated with no warning.

Schedule
- Each employee is responsible for checking and knowing their own schedule. Any changes to the schedule must be approved by the manager first. If you happen to miss a shift and don’t call and give the manager a reason as to why, you will be terminated. If you would like to make a schedule request, please let the manager know at least a week ahead of time.
Chapter 3: Menu Items
Chapter 3: Menu items

Vegetables
As far as vegetables go, the easy way to remember which ones stay outside and which ones go in the walk-in is, by remembering that all veggies that come in a liquid a stay outside: this would be jalapeno’s, banana peppers, pickles and olives. All the veggies that come dry stay inside the walk-in: this would be lettuce, tomatoes, onions, cucumbers, bell peppers and spinach. Vegetables are cut first-thing at the beginning of every shift. So for example, if you were to open the store for breakfast you would cut fresh vegetables or if you came in to work the night shift, as soon as you arrive, you would first start off by cutting vegetables. The reason for this is because, we only cut enough veggies to last us one whole shift so that it stays fresh and crisp. If we were to cut veggies for the whole day, by the end of the night they would eventually start turning a little brown, and brown vegetables don’t look very good to a customer on their sandwich.

Meats
Subway holds a variety of meats, some are kept in the freezer while others are kept in the walk-in. Meats that are kept in the freezers include: Philly cheese steak, Roast beef, chicken breast and chicken strips. All other meats are kept in the fridge and these include: Turkey, ham and cold cut. You must make sure to keep everything where it belongs.

Other
There are also many other items that cannot be categorized by the previous 2 categories. The freezer items include: Bread, cookies, soups and pizza. There are also 2 items that are kept in the fridge that were not included in the other two categories, which are, dressings and yogurt. Finally the last item that could not be categorized in the previous 2 categories, and is kept in dry-storage is chips.
Conclusion

Once again SUBWAY thanks you for being a part of their employee family.

You have now officially completed your training and are now a sandwich artist. Remember the customer is always right and to always keep a smile on your face while taking care of a customer. Remember to also always do everything the Sub-way, this will help make sure that you are keeping your customers happy and taking care of them in the best way possible.

Also, keep this manual with-in reach to yourself, so you are able to go back to it for any needed reference. SUBWAY is known as the number 1 franchise in the world and is still growing, it will only keep on growing if our customer service and food quality stays consistent as it has and that all depends on you. We know for a fact that you will try your best to build a regular customer base that is always coming back to dine at SUBWAY.
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