



LEADER'S GUIDE TO ORIENTATION

BORDERFOODS.COM

TABLE OF CONTENTS

Orientation Overview	3
Facilitator Tips	4
Video 1: Welcome to Border Foods	5
Onboarding in Talent Reef	5
Video 2: Non-Harassment	5
Video 3: Policies and Procedures	6
Video 4: HR tools	6-7
Video 5: AGM benefits	7-8
Video 6: Team Member and Shift Lead Benefits	8
Video 7: Educational Support	8
Video 8: Additional Employee Support	8
Video 9: Recognition	8
BOH	9
FAQs	9
Orientation Checklist	10
Uniform Guide	11

ORIENTATION OVERVIEW

TIMING	TASK
Welcome 10 min	<input type="checkbox"/> Welcome candidates, introduce yourself <input type="checkbox"/> Offer beverage <input type="checkbox"/> Overview of the day
Video 1: Welcome to Border Foods 10 min	<input type="checkbox"/> Video 1: Welcome to Border Foods
Talent Reef 20 minutes	<input type="checkbox"/> Complete onboarding process in Talent Reef
Video 2: Non-Harassment 15 min	<input type="checkbox"/> Video 2: Non-Harassment Training
Handbook Policy Review Video 3: Policies and Procedure 15 min	<input type="checkbox"/> Video 3: Policies and Procedure <input type="checkbox"/> Review the following policies: <ol style="list-style-type: none"> 1. Dress Code p. 78 2. Work Rules p. 17 3. Attendance p. 10 4. Meal Policy p. 78 5. Illness Policy/Food Safety p. 48 6. Electronic Devices p. 42
Video 4: HR Tools 15 min	<input type="checkbox"/> Video 4: Kpay/Branch/Global <input type="checkbox"/> Review and discuss: Crew App, Schedule, Más to Max area
Video 5: AGM/GM or 6: TM/SL 10–20 min	<input type="checkbox"/> Video 5: (AGM/GM) <input type="checkbox"/> Video 6: (TM/SL)
Video 7: Educational Support 5 minutes	<input type="checkbox"/> Video 7: Educational Support <input type="checkbox"/> Review Scholarship info from Borderfoods.com/scholarship
Video 8: Additional Employee Support 5 minutes	<input type="checkbox"/> Video 8: Additional Employee Support
Video 9: Recognition 5 minutes	<input type="checkbox"/> Video 9: Recognition
BOH 20 min	<input type="checkbox"/> Review and complete Orientation Checklist action items
Paperwork 15 min	<input type="checkbox"/> TM/SL upload Orientation Checklist, and PPE into Talent Reef cile Internal AGM/GM: needs the above and also need to upload: <ul style="list-style-type: none"> <input type="checkbox"/> Driver's license and insurance <input type="checkbox"/> Workmen's comp sign-off <input type="checkbox"/> Vacation sign-off <input type="checkbox"/> Health Insurance waiver <input type="checkbox"/> Signed offer letter

FACILITATOR TIPS

- **Make it your own**

Use this guide as a framework. Add your own examples and your own words. Ensure the meaning is still delivered through any wording changes you make. Be genuine and show you care. Offer them a drink before you get started.

- **Stories**

Prepare stories, examples, and humor to make the points memorable. Making that connection with them is crucial on day 1!

- **Managing Time**

Plan the time off the floor. Ensure the MIC knows not to interrupt unless necessary. If you find yourself running out of time, do not try and cram the remaining content into the little time left. Choose the most important parts and focus on those.

- **Videos**

Have the video link ready and the video pulled up in the background. Test speakers before orientation.

- **Preparation**

Plan 2.5 hours for the orientation. Have your materials ready.

- Orientation checklist (should already have one started for candidate with pre-screen done)
- PPE checklist
- Training schedule and calendar
- Benefit job aids
- Benefit guide (if applicable)
- Uniforms and Shoes for Crew information

PRESENTATION CONTENT

TIMING	CONTENT
Welcome 10 min	<p>Say: “Welcome to Border Foods! We couldn’t be happier to have you join us! We know that for you to serve our guests with Más to the Max every day, we need to support you as you work and grow. We want to give you the tools and knowledge to help kick off your journey with us, so let me know if you have any questions throughout the presentation.”</p> <ul style="list-style-type: none"> • Introduce yourself (name, role, etc.) • Tell your history with Border Foods • Ask New Hires about themselves: job history, hobbies, goals, ect.
Video 1: Welcome to Border Foods 4:02 10 min	<p>INTRODUCE VIDEO</p> <p>Say: “Our first video is going to share the history of Border Foods, which was started in 1996 by 2 brothers, Lee and Jeff Engler.”</p> <p>Say: “Some of the highlights about our company are:</p> <ul style="list-style-type: none"> • Our owners, Lee and Jeff Engler have over 40 years in the QSR industry. • Border Foods is recognized as one of the top 12 Taco Bell franchisees. • We operate locations in 9 different states, and we are still growing!” <p>Do: Play Video 1: Welcome to Border Foods</p> <p>Say: “With over 240 locations, 6,000+ employees, and continuous growth, it is important to us to have great people such as yourself on our team!”</p>
Talent Reef 20 minutes	<p>Do: Complete the Onboarding Process in Talent Reef.</p> <ul style="list-style-type: none"> • Ensure they are 100% complete with everything before continuing. • Refer to the Talent Reef user guide in Manager Zone with any questions. • Check off the action items on the Orientation Checklist as they are completed.
Video 2: Non-Harassment 7:06 15 min	<p>INTRODUCE VIDEO</p> <p>Say: “Let’s take a minute to speak about Harassment 101. We have a zero tolerance policy when it comes to any kind of harassment in our restaurants, and we want you to be aware of what harassment may look like.”</p> <p>Do: Play Video 2: Non-Harassment</p> <p>Say: “Please remember, Border Foods is committed to providing a work environment that is free from unlawful harassment. We have an open-door policy when it comes to harassment which means you can report anything to anyone and there will not be any retaliation of any kind when it comes to it being reported. Do you have any questions?”</p>

TIMING	CONTENT
<p>Handbook Policy Review</p> <p>Video 3: Policies and Procedures 3:51 15 min</p>	<p>Say: “Next I want to take a moment and review some of our Policies in the Employee Handbook. You should have already reviewed them in Talent Reef, but I want to top-line some of the policies you will need to be most familiar with. I have a quick video regarding some of these policies to share with you.”</p> <p>Do: Play Video 3: Policies and Procedures</p> <p>Do: Turn to the following pages in the Handbook and discuss the policies:</p> <ol style="list-style-type: none"> 1. Dress Code (p. 80) Go through what is acceptable and what is not 2. Work Rules (p. 17) <p>Say: “Please be familiar with these rules as they help us execute the brand standard every day. You will find both procedural and behavioral procedures here. Some examples are:</p> <ul style="list-style-type: none"> • Procedural Violations: food safety, cash violations, dress code • Behavioral Violations: attendance, horseplay, unprofessional conduct” <ol style="list-style-type: none"> 3. Work Schedule/Attendance (p. 10) Go through how to cover shifts, communicate, ect. 4. Meal Policy (p. 78) 5. Food Safety (p. 48) 6. Electronic Devices (p. 42) <p>Say: “Does anyone have any questions on any of the policies mentioned here today?”</p>
<p>Video 4: HR Tools 2:45 15 min</p>	<p>INTRODUCE VIDEO</p> <p>Say: “Border Foods utilizes user friendly platforms to provide easy access to items such as pay statements, W2’s, and even your schedule. Here is a short video explaining these great tools.”</p> <p>Do: • Play Video 4: HR tools • Have job aid cards out for these programs</p> <p>Say: “Here are some job aids that helps explain what each program offers and how to sign up for Kpay, Branch, and Wisely. You need to wait one week before you are able to sign up. (top line summarize each program on each card) Which ones interest you? Do you have any questions on anything so far?”</p> <p>Say: “The video also mentioned we use CREW app. Communication is a huge part of working as a team. Would you like to take a minute to download and join our CREW app? (help get them in crew if they want) Your schedule will be sent out via CREW each week—usually 2 weeks in advance—so you to be able to plan your time accordingly. We want you to be able to have a great work/ life balance! Let’s go into the BOH and I will show you our Communication Hub, our Más to the Max area.” (Cont.)</p>

TIMING	CONTENT
Video 4: HR Tools 15 min	<p>(Cont.) Do: Take them into the BOH to explain what type of information you will find in the Más to Max area, including the TRED Area and any recognition areas. (Now would be a good time to complete the tour and introductions with the team per the orientation checklist.)</p> <p>Say: “Let’s return to the lobby, there are a few more videos for you to see!”</p>
<p>Video 5: AGM/GM 6:38 or 6: TM/SL 2:32 10–20 min</p>	<p>INTRODUCE VIDEO</p> <p>Say: “Border Foods strives to be the Employer of Choice. One of the ways they do this is by offering benefit plans for every position, starting at the Team Member level. Let’s learn what benefits are available to you.”</p> <p>Do: Play appropriate video for position, Video 5: AGM/GM or Video 6: TM/SL</p> <p>(TM/SL only)</p> <p>Say: “So, to recap benefits, Team and Shift Leaders are eligible for the following plans:</p> <p><i>Reliance Plan:</i></p> <ul style="list-style-type: none"> • Eligible after only 30 days of employment • Can work less than 30 hours per week • A plan for part-time employees while they are still in their first year of employment <p><i>Traditional Medical Plan:</i></p> <ul style="list-style-type: none"> • Eligible after 12 months of employment • Must average 30 hours per week for the first year of employment • The store will be notified when employee becomes eligible” <p>Say: “To recap how vacation works:</p> <ul style="list-style-type: none"> • Can earn up to 1 week of vacation after 1 year of employment at the hours average for the first year • Ex. If averaging 30 hours per week for first year, at 1 year anniversary, they will earn 30 hours of vacation • SL – can earn up to 2 weeks of vacation after 2 years of employment • NO CARRYOVER • Based on anniversary date” <p>(AGM and GM only)</p> <p>Say: “So, to recap benefits, AGMs and GMs are eligible after 90 days of employment for medical, dental and 401K plans. On page 1 of your benefit guide it explains how to sign up for your benefits. As a reminder, you have 30 days from your hire date to sign up, otherwise you will need to wait until a qualifying life event (marriage, birth, ect.) or our next open enrollment period. Your 401K will auto enroll at the minimum 3% if you do nothing. But, instructions on how to manage your account are also included in the benefit guide. Do you have any questions regarding your benefits? (Cont.)</p>

TIMING	CONTENT
Video 5: AGM/GM or 6: TM/SL 10–20 min	<i>(Cont.)</i> Say: “To recap how vacation works: <ul style="list-style-type: none"> • You earn 2 weeks of vacation for AGMs and GMS. Not eligible to use until 90 days of employment • May roll over up to 50 hours at end of year • Earn additional weeks every 5 years of employment, up to 5 weeks. • Based on a period calendar year, NOT anniversary date.
Video 7: Educational Support 3:54 5 minutes	INTRODUCE VIDEO Say: “We don’t want you to think that your career stops here! We have GREAT education programs, such as 3 different scholarships, GED programs, and tuition reimbursement!! Lets learn more with a short video.” Do: Play Video 7: Educational Support Say: “Scholarships are open for applications January through March each year. More information can be found on Manager Zone or Borderfoods.com. Check it out!”
Video 8: Additional Employee Support 4:08 5 minutes	INTRODUCE VIDEO Say: “We strive to be the Employer of Choice. With that, we try to offer special benefits to everyone on the team when in need, or those with special life situations. Learn more about how we support each other with this short video.” Do: Play Video 8: Additional Employee Support Say: “Do you have any further questions about any of these great programs at this time?”
Video 9: Recognition 3:02 5 minutes	INTRODUCE VIDEO Say: “I have enjoyed sharing the great things that make Border Foods a great company to work for. I have saved the best one for last, Recognition! I want to share some of the great ways we are recognized at all levels of the organization with this quick and final video.” Do: Play video 9: Recognition Say: “A great recognition culture starts with each one of us. From rewards for achieving a goal set for Speed of Service for the day in the restaurants to the prestigious Heart of Border Foods Award, we strive to celebrate everyone for a job well done!” (This would be a great spot to tell a story of how you have been recognized for something, or any recognition programs you currently have in your restaurant.)

TIMING	CONTENT
BOH 20 min	<p>Say: “Now that you have had an opportunity to learn about who Border Foods is, what we offer, and why we want you to grow your career with us, let’s make sure we have covered everything and answer any questions you may have.”</p> <p>Do: Demonstrate and explain any remaining items on the Orientation Checklist.</p> <ul style="list-style-type: none"> • Discuss the First 2 weeks of schedule and training plan • Uniforms and Shoe options <p>Say: Closing remarks, express excitement for new Team Member! Example: “You should be all set to start on XXXXXX! I am so excited to have you be part of the team! Do you have any final questions for me?”</p>
Paperwork 15 min	

FAQS

Q: How do I sign up for Direct Deposit?

A: After 1 week of employment, you will be able to access Kpay and fill out the direct deposit information.

Q: What website do I use for Benefits?

A: secure.bswift.com for medical/dental benefits

Q: How do I roll over a previous 401K?

A: Contact your Area Coach for assistance

Q: What is the difference between a FSA and HSA?

A: Please refer to the benefit guide on p.5 & 6 for more information

Q: How do I get more information on the scholarships/ GED program?

A: www.borderfoods.com/scholarships or the poster in the Más to Max area

Q: When am I eligible for vacation?

A: Team and Shift leaders working 30+ hours a week earn an average of hours worked on anniversary, AGM & GMs earn vacation hours every pay period and go by the calendar year.

Q: Where can I find my offer letter?


A: Offer letters for external hires can be found in Talent Reef. Internal promotion offer letters were emailed to you. Please contact trainingdept@borderfoods.com with any further questions.

Q: What kind of shoes should I wear on the first day?

A: Black leather or leather like shoes. If they are not nonslip, crew guards can be worn to start.

Q: When Is payday?

A: We get paid in weeks 2 and 4 on Thursday, please refer to the payroll calendar in the Más to Max area for more details.



Employee Name: _____
Orientation Date: _____

Pre-Arrival Checklist

_____ Call New Hire to establish start date and Uniform size, discuss shoe standards- remind to bring IDs to complete I-9 & direct deposit documentation

_____ Inform team of new employee's start date and plan friendly welcome with personal story

_____ Schedule GM off the floor for Orientation (2.5hours)

_____ Have the Leader Guide to Orientation ready

Orientation Paperwork Completion

_____ Complete "Employee details" section in Talent Reef (wage, position, Hire, ect.)

_____ Electronic I-9 and Everify completed

_____ Print Emergency Notification from TR and place in insurance binder

_____ Print off Minor Consent forms if candidate is under 18 and request parent consent and return on second day- file in Insurance Binder

Demonstrate and Explain

<p>Manager and Employee (Initials)</p> <p>_____ Restaurant Tour and Introductions</p> <p>_____ Parking</p> <p>_____ Panic Buttons</p> <p>_____ Hazard Communication Book</p> <p>_____ Illness Policy</p> <p>_____ Medcor</p> <p>_____ Mas to Max Area</p> <p>_____ Envysion Camera & Security</p>	<p>_____ Teach how to punch in and out</p> <p>_____ Pay Dates-identify first pay date via payroll calendar</p> <p>_____ Procedure for Picking Up Paychecks/ direct deposit</p> <p>_____ Telephone Use and Greeting</p> <p>_____ Time Off Requests</p> <p>_____ Smoking</p>
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Items to be uploaded into Employee File immediately following orientation:

☐ PPE Training Acknowledgment
☐ Work Permit (MI minors only)

☐ Completed Orientation Checklist

Employee Signature: _____

Date: _____

TACO BELL UNIFORM GUIDE

MANAGERS: Keep your shirt clean and wrinkle-free



Hair longer than the base of the neck should be swept back with a hair net



Always wear a hair net with your visor



Masks must be solid in color, free of logos, words and graphics*



Shoes need to be black, solid in color, slip resistant and closed toe / heel

MANAGERS TEAM MEMBERS:

Your shirts were designed to be untucked. If you are wearing your shirt tucked in, wear a plain black belt or an approved brand standard belt on the approved uniform website (if available)



Keep your apron clean and without holes or wrinkles

Wear apron unfolded, tied, and full-length

Apron should be worn at the waist



TEAM MEMBERS: Keep your shirt clean and wrinkle-free



Only dark blue denim, black jeans or black pants, solid in color, are approved to wear as your Taco Bell uniform. Pants and jeans should not touch the ground, have holes, fading, embellishments, or light washes

Taco Bell Logo wear from the Taco Shop or any other non-uniform approved vendor is not permitted.

* COVID-19 Specific Guideline. Please reference Safety Procedures to determine when masks must be worn.



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