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|  |  |  |  |  |  |  |
|  | **STAFF** | |  |  | **Staff Training Plan** is a key strategic tool for companies interested in retaining their employees and having a competent team to serve their customers.  It is very important for your team development. |  |
|  |  |  |  |  |  |
|  | TRAINING PLAN | | | |  |
|  |  |  |  |  |  |  |
|  | **JUN 09** |  |  | **JUN 12** |  |  |
|  | **MON** |  | **THU** |  |
|  |  |  |  |  |
|  | 09:00 - 12:30 |  |  | 08:00 - 11:00 |  |  |
|  | **Michael White (Store Manager)** | |  | **Brenda Walsh (CFO)** | |  |
|  |  |  |  |  |  |  |
|  | **Schedules and communication** | |  | **Using the payment system** | |  |
|  |  |  |  |  |  |  |
|  | How to create your schedule, and how to distribute it to your employees. The way you communicate your schedule matters as much as the schedule itself. | |  | Customers are not only interested in what they buy, how much items cost, but also how they pay. Implementing the right payment strategy to process payments in stores is very important. | |  |
|  |  |  |  |  |  |  |
|  | **JUN 09** |  |  | **JUN 13** |  |  |
|  | **MON** |  | **FRI** |  |
|  |  |  |  |  |
|  | 14:00 - 15:00 |  |  | 10:00 - 11:30 |  |  |
|  | **Video Training** | |  | **Brenda Walsh (CFO)** | |  |
|  |  |  |  |  |  |  |
|  | **The timekeeping system and time-off requests** | |  | **Counterfeit-bill detection** | |  |
|  |  |  |  |  |  |  |
|  | Our company has an online system for recording working hours through the use of ID cards. We will show how to enter leave requests digitally. | |  | Counterfeit bills have long been a problem for businesses, negatively impacting profits. Learn how we fight against it. | |  |
|  |  |  |  |  |  |  |
|  | **JUN 10** |  |  | **JUN 16** |  |  |
|  | **TUE** |  | **MON** |  |
|  |  |  |  |  |
|  | 09:00 - 10:00 |  |  | 08:00 - 10:00 |  |  |
|  | **Video Training** | |  | **Victor Dunston (Chief Supervisor)** | |  |
|  |  |  |  |  |  |  |
|  | **History of the company** | |  | **Shift supervisor training** | |  |
|  |  |  |  |  |  |  |
|  | How did our company come about? What are the main values we nurture? What are our mission and vision and how each individual can best contribute to the growth of the company. | |  | A consistent, comprehensive training experience that creates a foundation for success for all new Shift Supervisors in the areas of leading people, cleanliness, food quality, and great service. | |  |
|  |  |  |  |  |  |  |
|  | **JUN 11** |  |  | **JUN 17** |  |  |
|  | **WED** |  | **TUE** |  |
|  |  |  |  |  |
|  | 08:00 - 10:30 |  |  | 09:00 - 11:00 |  |  |
|  | **Health and Safety Officer** | |  | **Michael White (Store Manager)** | |  |
|  |  |  |  |  |  |  |
|  | **Occupational health and safety training** | |  | **Customer complaint-management** | |  |
|  |  |  |  |  |  |  |
|  | Occupational health and safety are a specialized branch of medicine that focuses on the physical and mental wellbeing of the employees in the workplace. | |  | Customer complaint management involves managing, reacting to, and reporting on complaints received through various channels. | |  |
|  |  |  |  |  |  |  |
|  | **JUN 11** |  |  |  |  |  |
|  | **WED** |  |  |  |
|  |  |  |  |  |
|  | 12:00 - 13:30 |  |  |  |  |  |
|  | **Michael White (Store Manager)** | |  | **MORE INFORMATION** | |  |
|  |  |  |  |  |  |  |
|  | **Supermarket opening and closing** | |  | Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna. | |  |
|  |  |  |  |  |
|  | Turning off the lights, lowering the thermostat, and making sure all electronics have been shut down are only some items on the procedures checklist. | |  |  |
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