



Orientation Packet

May 2018



Onboarding

- ☐ I9 Complete
- ☐ Federal W4 Complete
- ☐ State W4 Complete (where applicable)
- ☐ Food Handler's Card (if needed)

**All tax forms should be completed & the trainee should be assigned a number in Aloha before Orientation begins.*

Orientation Outline

- ☐ Clock-In
- ☐ Welcome & Introductions
- ☐ Huddle History & Values
- ☐ My Huddle House
- ☐ Eagles & Turkeys
- ☐ Job Description & Uniform Guidelines
- ☐ Policies/Cash Handling
- ☐ Food Safety Overview
- ☐ Team Member Walkthrough/ Restaurant Tour
- ☐ Review Training Schedule
- ☐ Distribute Uniforms
- ☐ Clock Out

Study food safety information! You will be tested on this information.

Clock In

1. Type in your 4 digit code
Manager will give your number or mag card
Tap screen if number pad isn't showing
2. Select the job you will be working that shift
Cook, Server, etc.
3. Press "Clock In"



Welcome to Huddle House!

We are excited to have you huddle-up with us!

At Huddle House we love bringing friends and family together, over delicious food, served from the heart. It is important that we:

- Be friendly to our guests & each other
- Look sharp
- Serve recipe-perfect products — hot food hot, cold food cold
- Ensure guests have a great dining experience

As a member of our team, we expect you to do your part to help us be that place where people can gather for delicious food served from the heart. It will be easy if you approach each table with the desire to give them a great experience. They want quality food served hot and fresh with friendly, attentive service.

Our training is designed to give you the knowledge and skills you need to be successful. We have many tools to help you such as the Recipe Binders & Visual Training Aids (VTAs). Your trainers and managers will be here to help you during and after training. Please don't hesitate to ask if you have any questions.

We want you to feel welcomed and part of the Huddle House team. We've all been new, too! We don't expect you to know everything on your first day. We understand that it takes time, we all make mistakes, and not everyone learns at the same pace. The important thing is that you show improvements each day.

Huddle Values

- We win as a **TEAM**. Together Everyone Achieves More
- We are **support** driven
- We are **results** oriented
- We use **process** for consistency & results
- Our **integrity** guides our decisions & activities
- We practice **candor**; we say what we think
- We **communicate** our plans and **listen** to feedback
- We operate with a **sense of urgency**
- All of our associates' **opinions matter**
- We **measure** progress and re-direct as needed
- We take our work seriously, but we don't take ourselves too seriously. We have **fun**!

Huddle History



Huddle House was founded in 1964 by John Sparks. He came up with the name after he saw a group of friends "huddled up" after football practice in his restaurant in Decatur, GA. They were having fun and laughing together. He decided Huddle House was the perfect name for his restaurants - he wanted people to be able to gather, or "huddle up," and have great food and good times.



John Sparks continued to successfully build the Huddle House brand for many years by sticking to his core values of providing great service and quality food cooked-to-order to ensure it is always fresh, hot, and delicious. When he passed away in 1978, his wife, Pauline, took the lead until Huddle House was sold to a private firm in 1994.

The heart of what made Huddle House successful still continues today. We still have John Sparks' passion to serve quality food in a warm, friendly environment that brings folks together. We have updated the look of many of our restaurants to feel more modern. They look bright and colorful and are reminiscent of America's classic neighborhood diners. The menu has been updated as well and now includes a mix of breakfast, lunch, and dinner entrees along with traditional Huddle House favorites.

Huddle House is proud to have served "Any Meal. Any Time." for over 50 years and look forward to serving great guests for 50 more!



Bringing friends and family together, over delicious food, served from the heart.

The basics are important to us:

- Our food is served hot & fresh
- Our service staff are friendly, personable and enjoy engaging with our guests
- Our kitchen staff takes pride in making a consistent, quality product
- Everyone works to maintain a clean and safe environment for both our guests and our team members

The Huddle House experience expands far beyond our food.

We want to continue to be the place people want to gather to catch up with friends and family. Our restaurants are just the right size to feel a sense of community. Guests should always be greeted with a friendly welcome and always thanked and invited to return. Our restaurants have many regulars from the relationships our team members build with their guests. They love to come to Huddle House not only to eat and grab a cup of coffee, but also because they enjoy the people who work for us.

We always want our guests to be happy and excited to return

Our servers and cooks genuinely care about our guests. When a complaint happens, listen to the guest and try to come up with a solution. We are a restaurant run by humans so mistakes happen. The way we handle those mistakes will make the difference between whether the guest returns or takes their business to another restaurant. Sometimes taking the time to hear how we can help the guest can turn an angry guest into a long time fan.

We help each other out

No one position in the restaurant is more important than any of the others. We all come together for the same goal and when one person gets in the weeds, we all feel it. Sometimes the smallest things can make the biggest difference so always look for ways to help.

Examples:

- Answer phones

*"Good morning (evening), thank you for calling Huddle House, in (location), this is _____.
Would you like to place a TOGO order?"*

- Refill beverages
- Restock TOGO utensils, product, silverware, condiments, ice, etc.
- Clean tables
- Remove dirty dishes from line
- Help clean





Our attitude rolls down to our guests.

We have a family friendly environment that our guests can feel. When you come into work on time, prepared for the shift and do your job according to Huddle House standards, this will be a job you really enjoy. Do the right thing and the rest will take care of itself. Here are some basic guidelines to follow (not all-inclusive) :

Be respectful of others. We want all our employees and guests to feel comfortable.

- We will not tolerate harassment or discrimination of any kind.

Ensure the safety of yourself, our guests and other employees.

- If you see a spill, clean it.
- Use the safety tools provided (cut and heat resistant gloves, anti-splatter face guard, etc.).
- Use caution when working in the kitchen. Our grill, pans, and fryers are hot and our knives are sharp. Always follow our safety procedures and use common sense.
- Don't bring personal items into the restaurant.
- Let your manager know of any suspicious behavior.

Follow all laws set forth by the government and any regulations set forth by your health department.

- Do not steal from Huddle House or its guests. Coupon or discount misuse is considered theft.
- Follow all food safety guidelines.

Respect the brand of Huddle House.

- Follow our standards and procedures.
- Keep confidential information/trade secret information confidential.
- Do not post anything regarding Huddle House on social media that is not in the best interest of Huddle House. If you are unsure or if you think it could be taken negatively, **do not post**.

The previous information should give you a good idea of what is important when working at Huddle House. Our complete policies are included in your restaurant's employee handbook.



My Huddle House Information

Fill in the information below:

Who are the members of our leadership team?

Franchise Partner:

General Manager & Assistant Manager:

Franchise Area Director (FAD) or District Manager (DM):

What is our address?

Phone:

Fax:

Email:

Hours of Operation:

What forms of payment do we accept?

Where can I park?

What is the uniform policy?

When and where can I smoke?

What is the employee meal policy?

How do I request time off?

What do I do if I'm going to be late or sick and unable to make it to work?

When do I get paid?

Do I need to bring a server bank? Is yes, what amount?

Eagles and Turkeys

Huddle House is always looking for Eagles to be members of our team! Are you an Eagle?



Turkeys

- Don't smile
- Have an untidy appearance
- Shun responsibility
- Are a team of 1
- Do the minimum
- Lack communication skills
- Are not sales & results oriented
- Don't know the menu or processes
- Have bad attitudes
- Are late or miss shifts

Eagles

- Smile
- Have a sharp appearance
- Are pro-active
- Are team players
- Go above & beyond
- Are great communicators
- Are sales & results driven
- Know the menu & processes
- Are passionate about delivering a great guest experience
- Always on time & ready to work

Server Job Description

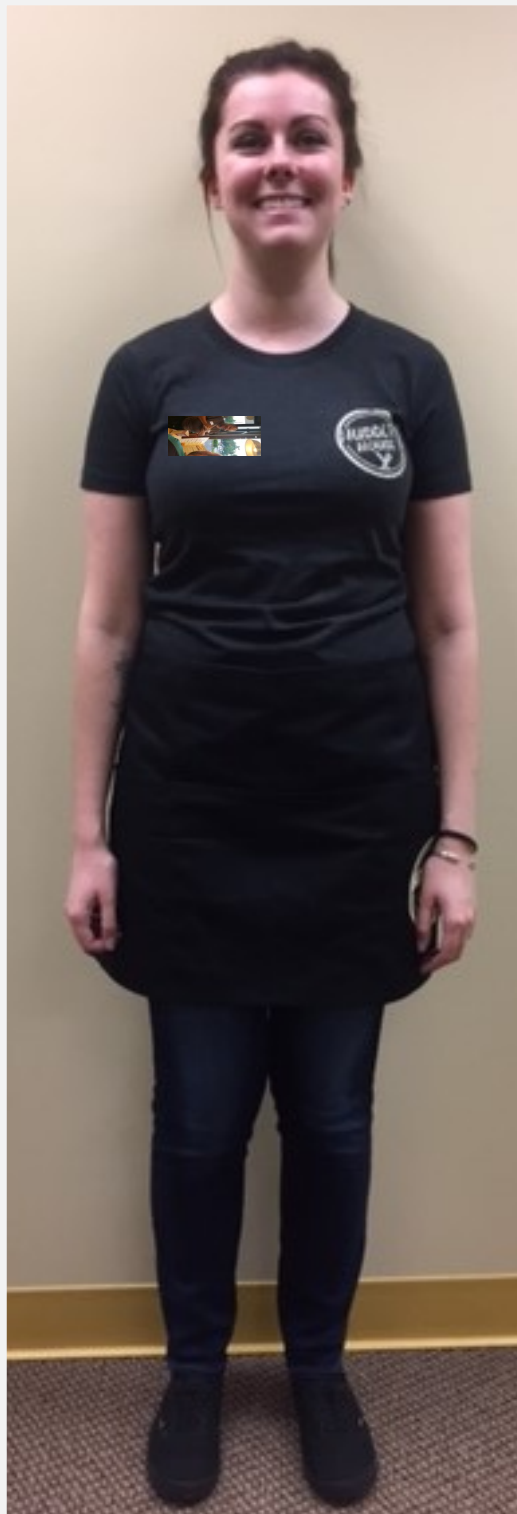
Primary Responsibilities:

- Ensure guests have a great dining experience.
- Report to work on time in a clean, complete, proper uniform with a positive attitude ready to work. Remember a smile is part of the uniform.
- Greet all customers with a smile and a warm welcome.
- Review menu with customers when needed, suggestively sell products, and take an order from each customer at the table.
- Correctly ring in orders and deliver food quickly to the customer when food is cooked.
- Handle money from customers; ring up tickets using the POS system, and make proper change.
- Account for all cash, coupons, and credit cards receipts given by guests and make sure that all tickets have been rung up and closed before shift is over.
- Complete the position checklist while stocking and preparing the unit for the next shift.
- Using all tools provided by the manager keep the store clean at all times, including but not limited to: bussing tables, sweeping and mopping floors, cleaning bathrooms and walls.
- Bring all items of concern to the attention of the manager immediately, especially safety concerns and customer service complaints.
- Know the menu, the daily features when applicable, the limited time offers, which juices, add-ons and desserts to suggestively sell.
- Know and follow the Huddle House steps of service with each and every guest to maximize shift sales.
- Practice all rules for safety, food handling, cash security, and all other restaurant policies.
- Perform all prepping and cleaning duties as detailed or assigned by supervisor.
- Make a difference in food cost by controlling waste and portion control.
- Perform all duties with a sense of urgency.
- Communicate effectively with other team members.
- Have a positive attitude during your shift.

Appearance Guidelines

Your appearance is the first thing our guests notice about you. Take pride in how you look and always come to work looking sharp!

Server



Smile 😊

Hair	Hair must be pulled back not touching their face or shoulders per the Health Department. Neatly trimmed moustaches, beards, and goatees (no longer than ½" in length) are permitted (where allowed by Health Department).
Make-up & Nails	A light application of make-up is acceptable. Nails should be clean and trimmed. No nail polish or false nails. No fragrance or perfume.
Jewelry	One ring per hand, one necklace tucked into shirt, one pair of earrings (studs only). Facial piercings and tongue rings are not permitted.
Name Tags	Huddle House nametag with printed name (not handwritten) worn on the right side of the shirt
Shirt	Wrinkle-free Huddle House T-Shirt
Pants	Dark-colored jeans. Must look professional –no holes . No leggings, cargo pants, or shorts. Pants must fit correctly; not too loose or tight.
Aprons	Clean, wrinkle-free black Huddle House server apron
Shoes	Black non-slip leather/leather like material. Must cover the entire foot. Black socks/hosiery required. Socks must cover ankles.
Tattoos	Tattoos should be covered when working. Tattoos must not display gang related signs, inappropriate language, or offensive symbols, pictures, or words.
Cell Phones	Cell phones are not permitted in view of the guest.

Cook Job Description

- Report to work on time in a clean and complete proper uniform
- Greet all customers with a smile and a warm welcome.
- Prepare food in a timely manner to Huddle House standards, as defined in the Recipe Binders.
- Complete the position checklist while stocking and preparing the unit for the next shift.
- Using all tools provided by the manager keep the work area clean at all times.
- Bring all items of concern to the attention of the manager immediately, especially safety concerns and customer service complaints.
- Know the menu, daily features, and limited time offers when applicable and be sure they are cooked and presented correctly.
- Know your duties and the duties of coworkers to maximize teamwork throughout the day.
- Practice all rules for safety, food handling, and all other restaurant policies.
- Perform all prepping and cleaning duties as detailed or assigned by supervisor.
- Make a difference in food cost by controlling waste and portion control.
- Communicate effectively with other team members.
- Have a positive attitude during your shift.

Cook

Our cooks work in view of our guests. They are not hidden away in the back like other restaurants so it is important that they look as sharp as our servers.



Smile



Hats/Hair	<p>Hair must be pulled back not touching their face or shoulders per the Health Department.</p> <p>Huddle House hat worn facing forward.</p> <p>Neatly trimmed moustaches, beards, and goatees (no longer than ½" in length) are permitted (where allowed by Health Department).</p>
Make-up & Nails	<p>A light application of make-up is acceptable. Nails should be clean and trimmed. No nail polish or false nails. No fragrance or perfume.</p>
Jewelry	<p>One ring per hand, one necklace tucked into shirt, one pair of earrings (studs only). Facial piercings and tongue rings are not permitted.</p>
Name Tags	<p>Huddle House nametag with printed name (not handwritten) worn on the right side of the apron.</p>
Shirt	<p>Wrinkle-free Huddle House T-shirt</p>
Pants	<p>Dark colored-denim. Must look professional—no holes. No leggings, cargo pants or shorts. Pants must fit correctly; not too loose or tight.</p>
Aprons	<p>Clean, wrinkle-free black Huddle House server apron</p>
Shoes	<p>Black non-slip shoes. Must cover the entire foot. Black socks/hosiery required. Socks must cover ankles.</p>
Tattoos	<p>Tattoos should be covered when working.</p> <p>Tattoos must not display gang related signs, inappropriate language, or offensive symbols pictures, or words.</p>
Cell Phones	<p>Cell phones are not permitted in view of the guest.</p>



Policies

All team members are expected to be respectful of Huddle House, its property, our guests, and each other. Rules are in place to protect the well being of Huddle House, our team members, and our guests. If any of our policies are not followed, you will be subject to disciplinary action and potentially termination.

Cash Handling

- You are responsible for all cash you are entrusted with during your shift (both registers and server banking). This also includes credit card transactions.
- A ticket from the Point of Sale (POS) must be provided for all food and beverages—no exceptions.
- Cooks will not cook any items without a ticket from the POS.
- All items you ring into the POS must be paid or voided. If voided, a valid explanation for the void is required. Managers and Shift Leaders are the only people authorized to void items.
- Unauthorized discounting and coupon misuse is considered theft.
- You must give exact change to all guests paying in cash.
- In restaurants with server banking, servers are responsible for turning in all cash owed, credit card slips, void slips, and coupons at the end of each shift.
- Cooks are responsible for shift inventories at all times. Unauthorized giving away or taking food is considered theft.

Security

- The back door should remain closed and locked at all times. It should only be opened by a manager for deliveries and trash runs.
- Do not discuss sales or tips in front of guests.
- Do not make it known if there is no manager in the building.
- Report any suspicious activity to your manager.
- If you are in danger, call the police.
- Do not go outside after dark. If you must, stay in well-lit areas where others can see you.
- Park in well-lit areas. Never walk to your car alone.

Policies and Procedures

See your restaurant's employee handbook for a complete list of policies & procedures.



Food Safety

Following all food safety regulations is crucial to keep our guests safe, prevent contamination, and prevent the spread of foodborne illnesses. Foodborne illnesses can do major damage to a restaurant's reputation and sales. Not following proper food safety regulations has caused many businesses to shut down. We must do everything we can to provide a safe place for our guests to eat and for our Team Members to work.

Everyone is expected to follow all food safety processes and regulations set forth by the Health Department and Huddle House.

I will always (initial each):

- _____ Practice good personal hygiene and come to work in a clean uniform.
- _____ Wash my hands before starting work, after using the restroom, after smoking, and after touching anything else that could contaminate them.
- _____ Properly clean and sanitize all surfaces that come in contact with food.
- _____ Properly store items to prevent cross contamination.
- _____ Use Day Dots and follow all shelf lives.
- _____ Keep food out of the Danger Zone by following proper cook, cool, and holding procedures.

Notify my manager if I have any of the following symptoms:

- _____ Vomiting
- _____ Diarrhea
- _____ Jaundice (yellow skin or eyes)
- _____ Sore throat or fever

Notify my manager if I have been diagnosed with any of the following:

- _____ Typhoid Fever (Salmonella Typhi)
- _____ Shigellosis (Shigella spp.)
- _____ Escherichia coli)157:H7 infections (E. coli O157:H7)

_____ Name (printed) _____ Signature

You will learn proper food safety procedures throughout your training.



Actions That Can Contaminate Food

People often do things that can spread pathogens without knowing it. To keep from causing a foodborne illness, pay close attention to what you do with your hands and avoid the following actions.

- A Scratching the scalp
- B Running fingers through the hair
- C Wiping or touching the nose
- D Rubbing an ear
- E Touching a pimple or an infected wound
- F Wearing a dirty uniform
- G Coughing or sneezing into the hand
- H Spitting in the operation

**Wash hands
immediately after
any of these!**



Sanitize!

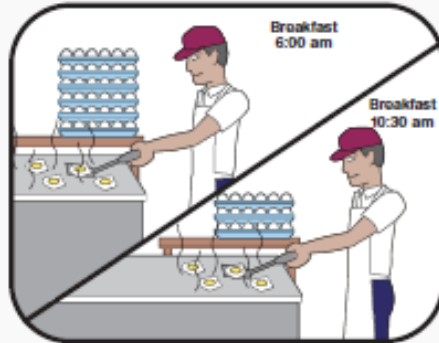
- Sanitize all food surfaces, equipment and utensils before and after every use
- Sanitizer water should be between **50°F-100°F** and should hold that temperature for 7 seconds
- Sanitizer chemical solution should be **200ppm** (parts per million)
- Use ph strips to test the concentration of the sanitizer solution



Don't Cross Contaminate!

- Prevent cross contamination. Raw fruits & vegetables and raw meats should never share a cutting board or knife.

HOW FOOD CAN BECOME UNSAFE



TIME-TEMPERATURE ABUSE

Food has been time-temperature abused any time it has been allowed to remain in the temperature danger zone. Food is in the temperature danger zone whenever its temperature falls between 41°F and 135°F (5°C and 57°C).



CROSS-CONTAMINATION

Cross-contamination occurs when pathogens are transferred from one food or surface to another, carried by utensils, hands, or other food.



POOR PERSONAL HYGIENE

One of the biggest causes of foodborne illness is poor personal hygiene. People who don't wash their hands properly or often enough are the biggest risks to food safety.



IMPROPER CLEANING AND SANITIZING

When equipment, utensils, and surfaces are not cleaned and sanitized, food can easily become contaminated.



Keep in mind Huddle House standard is 40° F to 140° F



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WHEN AND HOW TO WASH YOUR HANDS

You Should Wash Your Hands:

- Before you begin a task
- After you use the restroom
- Before and after you handle raw meat, poultry, and seafood
- After you touch your hair, face or body
- After you sneeze, cough, or use a tissue
- After you smoke, eat, drink or chew gum or tobacco
- After you use chemicals that might affect the safety of food
- After you take out the garbage
- After you clear tables or bus dirty dishes
- After you touch your clothes or apron
- After you handle money
- After you touch anything that may contaminate your hands

The whole process should take approximately 20 seconds.



1. Wet your hands with running water as hot as you can comfortably stand (at least 100°F/38°C).



2. Apply soap. Apply enough to build up a good lather.



3. Vigorously scrub hands and arms for at least 10 to 15 seconds. Clean under fingernails and between fingers.



4. Rinse hands and arms thoroughly under running water.



5. Dry hands and arms with a single-use paper towel or warm-air hand dryer. Use a paper towel to turn off the faucet. Do not use your apron or any part of your uniform. When leaving the restroom, use a paper towel to open the door.



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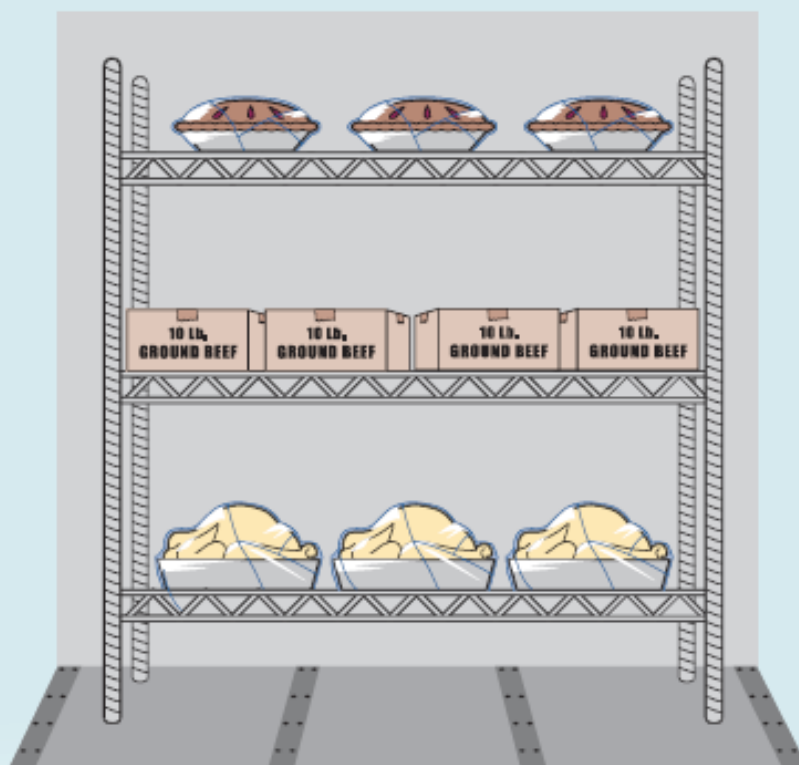
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HOW TO STORE FOOD PROPERLY

Best Practices for Storing Food

- Store raw seafood, meat, and poultry below cooked or ready-to-eat food (food that has been previously cooked and is ready to be served).
- Practice FIFO, the First In First Out method of stock rotation. Store food by use-by-dates so that the oldest product gets used first.
- Label and date all stored food.
- Store dry food away from walls and at least six inches (15 centimeters) off the floor.
- Keep storage areas dry and clean.
- Never store chemicals near food.
- Consult with your manager regarding the proper storage temperature for various foods.
- Regularly check the temperature of foods stored in refrigerators.

Deliveries should be stored immediately after they have been inspected.



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CLEANING vs. SANITIZING

There's a big difference between cleaning and sanitizing. Cleaning removes food and other types of soil from a surface such as a countertop or plate. Sanitizing reduces the number of pathogens on that clean surface to safe levels. To be effective, cleaning and sanitizing must be a 4-step process. Surfaces must be cleaned, rinsed, sanitized, and allowed to air dry.

1



Clean the surface.

2



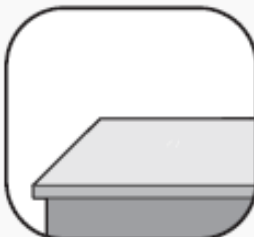
Rinse the surface.

3



Sanitize the surface.

4



Allow to air dry.

When to Clean and Sanitize

Everything in your operation must be kept clean, but any surface that comes in contact with food must be cleaned *and* sanitized.

Surfaces that come in contact with food must be washed, rinsed and sanitized:

- Each time you use them
- When you are interrupted during a task
- When you begin working with a different type of food
- As often as possible, but at least every four hours if items are in constant use



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Restaurant Tour

Take a tour of the restaurant. Be sure to focus on all sections of the restaurant and don't miss any of the details. We must always pay attention to the cleanliness of the restaurant and the appearance of the team!

Exterior

- Parking lot cleanliness
- Sidewalk and ashtray cleanliness
- Dumpster area cleanliness and policies on when trash is taken out

Entrance/Front Windows

- Glass on doors and windows clean
- Floors clean and rugs vacuumed (if applicable)

Team Members

- Greeted immediately upon entry in a friendly upbeat manner
- Huddle House team members tell you seating policy (seat yourself)
- Proper uniform

Dining room

- Greeting within 1 minute of being seated
- Table set up
- Table and seat cleanliness
- Cash register, POS system, back up paper
- Silverware roll ups
- Kid's menus, crayons

Restrooms

- Restroom policy - Check for cleanliness and supplies every 15 minutes and when you use
- Toilet paper & paper towel dispenser keys
- Back up toilet paper, paper towels, soap, garbage bags
- Toilet cleaning and mirror cleaning supplies
- Vents clean

Cook's Line

- Hand sinks & hand washing policy
- Sanitizer bucket and towels
- Back up food storage
- Equipment - Grills, Toasters, Waffle Irons, Fryers
- Cold sandwich station & Expo
- Back up condiments
- Carry out containers

Back of the House (BOH)

- Manager's office
- Commissary
- 3 compartment sink & mop area
- Prep area
- Bag in the box dispenser and back up product
- Ice machine & scoop
- GHS & MSDS sheet (Material Safety Data Sheets; posted in the BOH of all restaurants)
- Chemical dispensing system
- Mops, Mop Bucket, Brooms, Dust Pans, Vacuums
- Trash Cans & back up liners
- Fire Extinguisher & First Aid kit
- Back door & trash policy

Team Member Walkthrough

Every hour we do a "Team Member Walkthrough." When the fryer timers goes off, someone will announce *"Team Member Walkthrough!"* Here's what must be done at that time (more often if needed):

Cooks

- Stir all items held in the steam table
- Check shelf life and temps of hot held items
- Check refrigeration/freezer temps
- Clean & sanitize surfaces
- Change sanitizer & towels in buckets
- Replace utensils & pans if needed
- Re-stock plates, pans, food items
- Wash hands & replace gloves
- Sweep and mop floor (green handle)

Servers

- Check restrooms
- Sweep and mop floor (blue handle)
- Clean & sanitize work areas
- Clean any dirty tables & reset
- Change sanitizer & towels in buckets
- Clean windows
- Look outside cleanliness
- Wash hands
- Restock cups, silverware, ice, etc.