



# MAKELINE SKILL DRILL



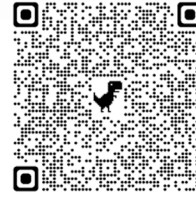
EXERCISE:

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## CLEARING THE SCREEN & LOADING THE OVEN



- Step 1. Give the Trainee an overview of the Bump Bar then have them clear items as they are made (*while calling out load times!*).
- Step 2. Show the Trainee how Snake Loading works and discuss why it is so important to keep things in order.
- Step 3. For about 10 items, have the Trainee tell you which spot in the oven each should be loaded.



SNAKE LOADING  
PROCESS- VIDEO



BUMP BAR CHEAT  
SHEET- DOCUMENT

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## PREPARING FOR THE NEXT RUSH



- Step 1. Walk the Trainee through refilling the makeline bins from the cabinets and the cabinets from the walk-in/reach-in. Show the Trainee which items have an 8 hr expiration date. Explain what to do when these are expired (*toss*) and where the back ups are stored.
- Step 2. Set up a 2 minute race with the Trainee to pick the pits. Explain how this not only saves food cost, it also helps to keep product at the proper temperature, and can help with their dexterity.
- Step 3. Have the Trainee sort through screens at the oven and restock on the makeline. *Make sure they are cooled down.*

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## SLIDE METHOD, COMMUNICATION, & HTA



- Step 1. Provide an overview of the way your makeline slides during rush. Demonstrate how jumping around on the line can add seconds and increase drop risk. Have the Trainee practice sliding items down the line as the first itemizer\*.
- Step 2. Show the Trainee where to see the load time, have them practice calling out load times for at least 5 items.
- Step 3. Provide the Trainee with a list of scenarios where communication breakdown can cause bottlenecks in the store. (*i.e. Special Requests, Remakes, Canceled Orders, Timed Orders, Payment Change, Address change, Shoulder Surfing*)

**\*Pro Tip:** Your line's slowest TM should be in the middle so that the quicker TMs are both pushing and pulling them to go faster.



SLIDE METHOD  
PIZZA FLOW- DOCUMENT



SLIDE METHOD,  
SIDE FLOW- DOCUMENT

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## TECHNOLOGY AT THE MAKELINE



- Step 1. Show the Trainee the DSS screen, how to read it, and how to scroll further down.  
\*Make sure you show them how to click back on the makeline screen after so we can manage live orders.
- Step 2. Give an overview to the Trainee on how to communicate DSS orders to the rest of the store.
- Step 3. Cover with the Trainee what we do with DSS orders that never turn into a live order.



DIGITAL SHOULDER  
SURFING (DSS)- MACIPEDIA



PIEPASS-  
MACIPEDIA