

# ZeBi Orientation Training Leader's Guide

**ZeBi** by *sodexo*  
**Zest Bistro. Fueling your body. Preserving your world.**

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# Culinary Training Schedule – ZeBi

## 2.5 hour training

Time	Training Topic	Needs/Handouts
5 minutes	Lets make some food <ul style="list-style-type: none"> <li>Review Station Set Up</li> <li>Flatbread/deli sandwiches</li> <li>Salads</li> <li>Soups Desserts</li> <li>Merry chef oven</li> </ul>	
15 minutes	Prepare/Assemble ZeBi Products <ul style="list-style-type: none"> <li>Follow recipes and build cards</li> <li>Have each team member prepare flatbread /deli sandwiches, beverages, salads, soup and desserts.</li> <li>Merry chef oven menu function</li> <li>Execution and Timing - Demo how to cut sandwiches and package</li> <li>Have all team member roll play Execution and Timing, taking orders, firing food, delivery and customer service</li> </ul>	<ul style="list-style-type: none"> <li>ZeBi recipes</li> <li>Food Products</li> <li>Correct packaging</li> </ul>
15 minutes	Everyone prepares and samples the food. Review execution and delivery Feed back on training material and expectations.	
30 minutes	Systems <ul style="list-style-type: none"> <li>Review FMS and P-mix w/ team supervisors and chef</li> <li>Review prep and portion control</li> <li>Review requisition system</li> <li>Review menu boards and how to load new features</li> </ul>	
	Wrap up and Questions	


Time	Training Topic	Needs/Handouts
5 minutes	<ul style="list-style-type: none"> <li>Aspretto barista -2 hours to the program. This would include the training and the mechanics of operating and cleaning the Tiger machine.</li> </ul>	
15 minutes	Prepare/Assemble ZeBi Products <ul style="list-style-type: none"> <li>Follow recipes and build cards</li> <li>Have each team member prepare flatbread /deli sandwiches, beverages, salads, soup and desserts.</li> <li>Merry chef oven menu function</li> <li>Execution and Timing - Demo how to cut sandwiches and package</li> <li>Have all team member roll play Execution and Timing, taking orders, firing food, delivery and customer service</li> </ul>	<ul style="list-style-type: none"> <li>ZeBi recipes</li> <li>Food Products</li> <li>Correct packaging</li> </ul>

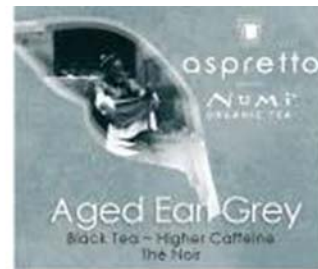
# Culinary Training Schedule – ZeBi

## 2.5 hour training

Time	Training Topic	Needs/Handouts
	Continental Breakfast	
15 minutes	Welcome and Description of ZeBi Food Program.	
30 minutes	<p>Food Safety</p> <ul style="list-style-type: none"> <li>• Review all HACCP regulations</li> <li>• Hand washing and Gloves</li> <li>• Temperature control</li> <li>• Product Shelf life</li> <li>• Review opening and closing check list</li> </ul> <p>Review the following: This must happen in Front and back house</p> <ul style="list-style-type: none"> <li>• Recipes</li> <li>• Prep work</li> <li>• Build cards</li> <li>• Core Menu offer</li> <li>• Features</li> <li>• M3s</li> <li>• Packaging</li> <li>• Merry Chef oven and all other Equipment</li> <li>• Demo importance of measuring and following recipes and build cards</li> </ul>	<ul style="list-style-type: none"> <li>• HACCP Hand outs</li> <li>• Hand washing</li> <li>• Recipe Handout</li> <li>• Build cards</li> <li>• M3s</li> <li>• Sample recipes</li> <li>• Menu and Features Merry chef operation and cleaning instructions</li> </ul>
15 minutes	<p>Station Flow</p> <ul style="list-style-type: none"> <li>• Execution and delivery</li> <li>• Station assignments</li> <li>• Customer flow</li> </ul>	<ul style="list-style-type: none"> <li>• Plan-O-grams and station flow</li> </ul>
30 minutes	<p>How to zone and set ZeBi stations</p> <ul style="list-style-type: none"> <li>• Desserts – portion size</li> <li>• Pastry</li> <li>• Soup</li> <li>• Deli case – review mix it up and combinations.</li> <li>• Back cooler/backups</li> <li>• Proper utensils and small wares</li> <li>• Product rotation and labeling</li> <li>• Merchandising</li> <li>• Customer journey</li> </ul>	

# Aspetto Barista Training Schedule – ZeBi 2.5 hour training

Time	Training Topic	Needs/Handouts
2 hrs	<ul style="list-style-type: none"> <li>Aspetto barista -2 hours to the program. This would include the training and the mechanics of operating and cleaning the Tiger machine.</li> </ul>	
.5 hr	<ul style="list-style-type: none"> <li>Numi Tea Training</li> </ul>	



# Cashier/Cash Handling Training Schedule – ZeBi

1 or 2 hours training

Time	Training Topic	Needs/Handouts
1 hr	<ul style="list-style-type: none"><li>• One hour for cash handling</li></ul>	
2 hrs	<ul style="list-style-type: none"><li>• If the unit is moving to the Halo system with bar code readers.</li></ul>	



# Customer Service Training Schedule – ZeBi

2—3 hours training

Time	Training Topic	Needs/Handouts
30 minutes	<ul style="list-style-type: none"><li>• Getting to know each other</li></ul>	
2.5 hrs	<ul style="list-style-type: none"><li>• Sodexo History</li><li>• ZeBi History and Philosophy</li><li>• Customer Service</li><li>• Incentive Programs</li></ul>	

# KEY

The manager's orientation guide contains all of the components you need to conduct a successful training or re-training for ZeBi front-line employees.

The guide will tell you what needs to be completed at various stages of the training.

## Key Training Symbols



**Toolbox Symbol** - Lets you know what tools you will need for the section.



**Notepad Symbol** - Lets you know this is a section where you make notes for yourself or write questions for the group.



**Employee Symbol** - Lets you know there will be a role play in the current section.



**Key Symbol** - Indicates a key point that needs to be made.



**Ice Symbol** - Indicates this is an icebreaker.



# GET READY



## Supply List

Before training you will need to make sure you have the following items:

- Manager's Guide
- Note pads for the class
- ZeBi pen (Summit Marketing)
- Overhead (LCD) projector and screen (or blank wall)
- Flip charts and markers
- Nametags
- "Getting to Know You"
  - Employee print out (page 18)
  - Markers, colored pencils, and/or crayons
  - Bulletin board with pushpins and/or clothesline and clothespins to hang prints
- "Going to Grandma's House"
  - Tables
  - Basket game pieces printed (full color)
- Digital or instant print camera

### Optional Items

- Balloons for room
- Table toys (i.e. play dough, jacks, hand games)
- Frames for group photo
- Color printer, photo paper for digital photos for group
- Music and speakers

# GETTING YOUR TRAINING STARTED



## Setting up the room

Remember, the sessions are designed to train the new employee, however they are also designed to have fun. Make sure of the following:

1. Training room should be in a location that allows minimal to no interruptions.
2. Room should be set up should be festive. It should speak fun as the employees walk in.
3. If possible, have the room set up the evening before the training begins. This will allow time the day of training if something is overlooked.
4. Make sure you are on time.

Use the section below to list any items you will need to help to help you with set-up.



## Trainer:

- **Make the employees feel welcome.** Reinforce the excitement about ZeBi coming to the location and how this is going to be a very interactive.
- **Confirm the job decision.** The employee should finish his first day feeling that they have made the right choice and has joined just the type of company they wants to work for.
- **Reduce training time.** Don't spend the whole day doing paperwork and procedures.
- **Put new employees at ease.** The experience should make them feel comfortable with their workplace and with their colleagues.

# TRAINING

## WHAT YOU NEED TO DO



- Make sure you have read through the entire training and have reviewed the Power Point presentation.
- Review the Manager's Guide thoroughly to ensure you have all the materials needed for the session.

*Let's get to know each other!*

## Getting to Know Zou! The ZeBi Employee Icebreaker and team builder



- Photocopies of stick person (1 per employee)
- Magic markers, felt-tip pens or crayons
- Can work from desk or table they are training
- A bulletin board or hang a clothesline and use clothes pins (see completed example on next page)

### Scenario:

Getting to know your employees and co-workers other goes a long way to cementing the team concept. Let's take a few minutes to get to know the person behind the face sitting next to you or across the room.

### Trainer:

Hand out a copy of the stick person and a felt-tip marker or crayon to each employee.

Have them take five minutes to fill in their profile.

Have each one talk about their own profile and then hang it up on the clothesline (or bulletin board).

Leave profiles up all through training ... maybe even take to the unit. When a new employee comes on board, why not have him/her fill out a profile and add it to the bulletin board.

Finish up with leading questions like:

Why is it important to know the strengths and weaknesses of your teammates?

How can this knowledge benefit the team?

Why is knowing your team important? How will this aid in communication?

(see appendix for complete icebreaker)

# zest

Fueling your body. Preserving your world.

by *sodexo*\*

## Getting to Know Zou!

### Team Member:

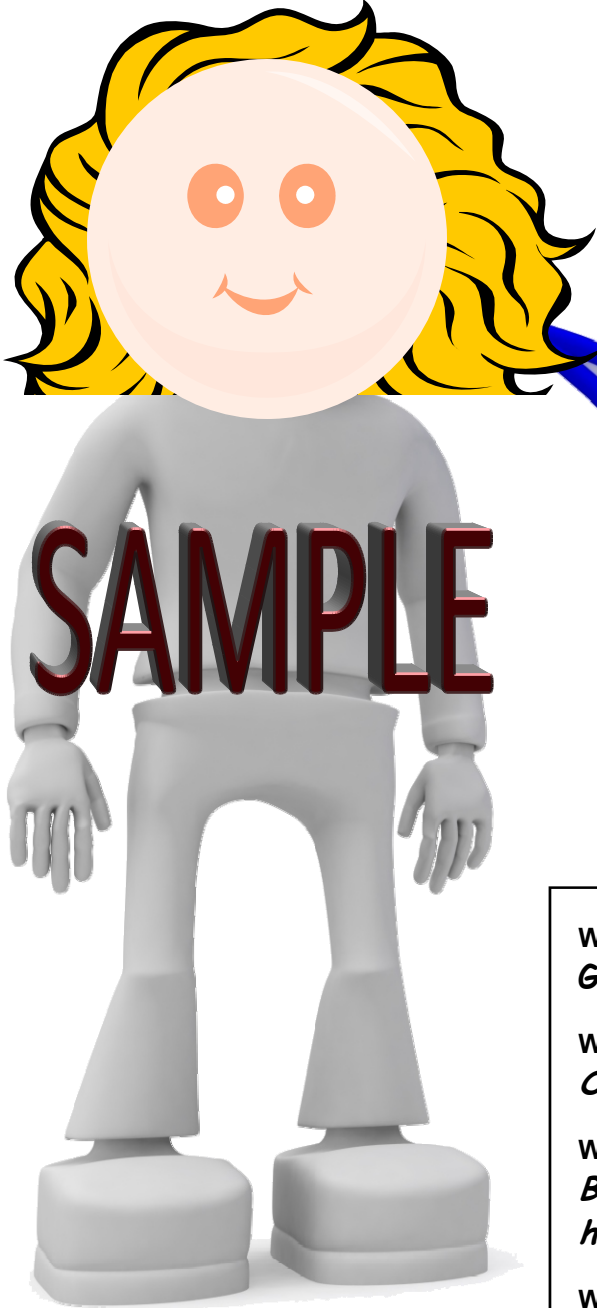
Cynthia

← Draw in face and expression

what is your favorite saying



"Well alrighty then" or "Well, now I know"



What are you looking forward to while working at ZeBi?  
**Getting to be in on a cutting edge format.**

What is a strength you will bring to the ZeBi Team?  
**Organization**

What is a weakness you have?  
**Better work back or the house than front of the house.**

What is your biggest pet peeve?  
**Disorganization or Dishonesty**

What makes you feel good about yourself?  
**A happy customer**

What is the one thing you want your teammates to know about you?  
**Sometimes I do not do well showing I care but I do!**



# Oh! Oh! SODEXO



Now that you know your team—let's get to know Sodexo!

Make sure to discuss the Sodexo Mission and how it ties in with *ZeBi*.

"Sodexo's mission is to offer services that contribute to a more pleasant way of life for people of all ages, whenever and wherever they come together."

This statement, based on the input of more than 6,000 employees across the Company, defines our mission and values in a way that is brief, clear, and easy to relate to and remember. It also positions our clients and customers first.

Our greatest challenge is to give meaning to these simple words and make them a reality by living them every day.

## Sodexo History

- In 2008, our company name changed from "Sodexho" to "Sodexo" and a new company logo was introduced. These changes stemmed from Sodexho's Ambition 2015 to move from being known primarily as a food service company to being recognized as the leading global expert in Quality of Life services, including facilities management.
- 1966 Sodexho was established in Marseilles, France by Pierre Bellon
- 1970's Sodexo expanded internationally
- 1980's Sodexo entered the US market
- 1995 Sodexho formed alliances with Gardner Merchant (UK) and Partena (Sweden)
- 1998 Sodexho merged with Marriott to form Sodexho Marriott Services
- 2001 Sogeres (France) and Wood Dining Services (US) join Marriott Services
- June 2001: Sodexho Marriott Services becomes Sodexho, Inc
- 2008: Sodexho changes it's name to "Sodexo" and adopts a simpler, more modern logo
- Present Sodexo continues to grow and make every day a better day for its employees, partners and the company.
- The Sodexo Alliance:
  - ◆ Is the leading provider of outsourced contract management services worldwide.
  - ◆ Has over 332,000 employees.
  - ◆ Operates in 28,300 sites in 80 countries, generating \$16.9 billion in annual sales.

# Oh! Oh! SODEXO



## Sodexo North America:

- ◆ Is part of the Sodexo Alliance.
- ◆ Sodexo's President and Chief Executive Officer is George Chavel
- ◆ Is the leading provider of food and facilities management services in North America – enjoying more than 50% market share of the outsourced food, facilities, and vending market.
- ◆ Has more than 125,000 employees, over 6,000 accounts, and \$6.7 billion in annual sales.

## Sodexo Business Segments

- Corporate Services
- Education
  - ◆ Lorna Donatone-Market President Education Group
  - ◆ Campus Dining Services
  - ◆ School Services
  - ◆ Educational Facilities
- Health Care
- Support Services
- Canada, Mexico and Governmental Services
- Sports and Leisure



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# JUST SAY ZEBI!

## ZeBi Core Training Values



- ZeBi is sustainable
- ZeBi gives back to the community



- ZeBi Pep Rally
- Interactive video
- ZeBi Uniform and Name Tag



- Really make the participants identify with ZeBi as a concept, not just another unit.
- When and why was ZeBi developed
- Other ZeBi locations



- You want to make the participants first entrance into the unit something special
- Make sure all employees participate in a Taste ZeBi



- Make sure all tools and equipment needed for the operation are in place and ready for use





# CUSTOMER ZATISFACTION!



## Key Points

- Make sure to discuss Exceptional Sodexo Experiences
- Student insights
- Health and wellness
- Environmentally focused
- Customer service
- Culinary innovations

## What is customer service

- Two types of customer—internal / external
- You never have a second chance to make a first impression
- G.U.E.S.T.—Give Us Extra Special Treatment
- Circle of life—the journey of a customer through a unit
  - 3 Ms (Must, May and Must Not) and 5 Ps (People, Product, Placement, Price and Promotion)
- ZeBi gives back to the community

## The ZeBi Look

- Uniforms
- Smile
- Right Attitude (red slash in X in Sodexo represents a smile)
- Your ZeBi Enzowerment Pen (you will learn soon about the power of this pen)

## Share Your Experiences



•Have the group share identify some of their internal and external customers. Write them down on the flip chart or board.

•Think of your experiences with customer services both good and bad – What examples would you like to share? How do you think they could have been

handled better?

If you had all the power in the world how would you have

# CUSTOMER ZATISFACTION!

## Have you been Zowed today!



- What is the Zow factor (refer back to magic wand)
- Making everyday a ZOW day

## You have the ZOW power!

- Why you were chosen
- Empowering you to give the ZOW factor = magic wand
- With ZOW Power comes responsibility
- ZOW Power structure and procedures



Sorry we did not meet your expectations.

**Have your next meal on us!**  
(up to \$8.00)

No cash value. Expires \_\_\_\_\_



**THANK YOU**  
Have a snack on us!

**\$5.00** Valid thru \_\_\_/\_\_\_/\_\_\_



**MAKE 10 PURCHASES\* AND RECEIVE YOUR 11TH PURCHASE FREE!**  
A minimum of \$5 per purchase required. No cash value.



# EMPLOYEE PROGRAMS



## Employee Communication Board

- Keep updated on Sodexo news
- Keep updated on HASUP, policies, menus etc
- Keeping up on your fellow employees good and maybe not so good time (birth, graduations, soccer game champs, surgery updates, etc)

24x48 Entire Sign

**june**  
**'TAKE ME OUT TO THE BALL GAME'**  
zest

Customer Service  
Monthly Focus

Safety  
Monthly Focus

Employee Zows!

Product  
Knowledge

HR Info

**BE THE FIRST TO SIGN UP 10 CUSTOMERS FOR THE ZEST LOYALTY PROGRAM  
WIN TWO TICKETS TO A MAJOR  
LEAGUE BASEBALL GAME!**

**1** **2** **3**

**HOW TO PLAY**  
Sign up 10 customers to move to each base. The person to achieve a home run first will be the winner. Each front of the house person will have a back of the house partner chump! (YIP!) (SOD)

# EMPLOYEE PROGRAMS



## Employee Engagement and Reward Programs

- Monthly Zazzle Contests
- Quarterly Employee Celebrations
- Appealing ZeBi Birthday Celebrations
- ZeBi Cares Community Events



## Employee Website

- Information about benefits
- Customer Services Tip of the Day
- Training Videos
- ZeBi Award Winners
- Happy Birthday!
- ZeBi Rewards
- <http://xxxxxxx.sodexo.com>

# TEAMBUILDING EXERCISE



## Final Team Builder “*Going to Grandma’s*”

(see appendix for complete icebreaker)

- Need 4 tables ... one team at each and the “store” at the fourth. Can easily be tables used during the training time.
- Need one trainer to be the storekeeper and one to oversee the activities (observing the team’s behavior). If only one trainer, make a supervisor -in-training the store keeper.
- Basket game pieces. (see attached – great if you can print in color but black and white works too)

# Making Every Day a Better Day

## Overview Of The Day

- Overview of the day—interactive
- Give group pictures out (if able to take them and get them processed in time)
- Sign the Sodexo Experience Poster

**ZeBi**  
by *sodexo*

*Go Forth and Spread the ZEBI—final speech  
from the trainer!*





# Follow Up Training



One or two months into operation, follow up with a “huddle” or workshop (during fall or spring break could be ideal times) to re-enforce the ZeBi concept.

- Go over new menu items, LTOs, new equipment etc
- Highlight successes
- Share revenue snapshot
- Discuss customer service



Role Playing:  
**Handling the Angry Customer**  
(see appendix for complete role play)



Jot down things you have observed in your unit that you would like to address in the follow-up training.

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# Appendix Training Guides

## In this Section

### **Icebreaker:**

Getting to Know Zou! The ZeBi Employee ....27

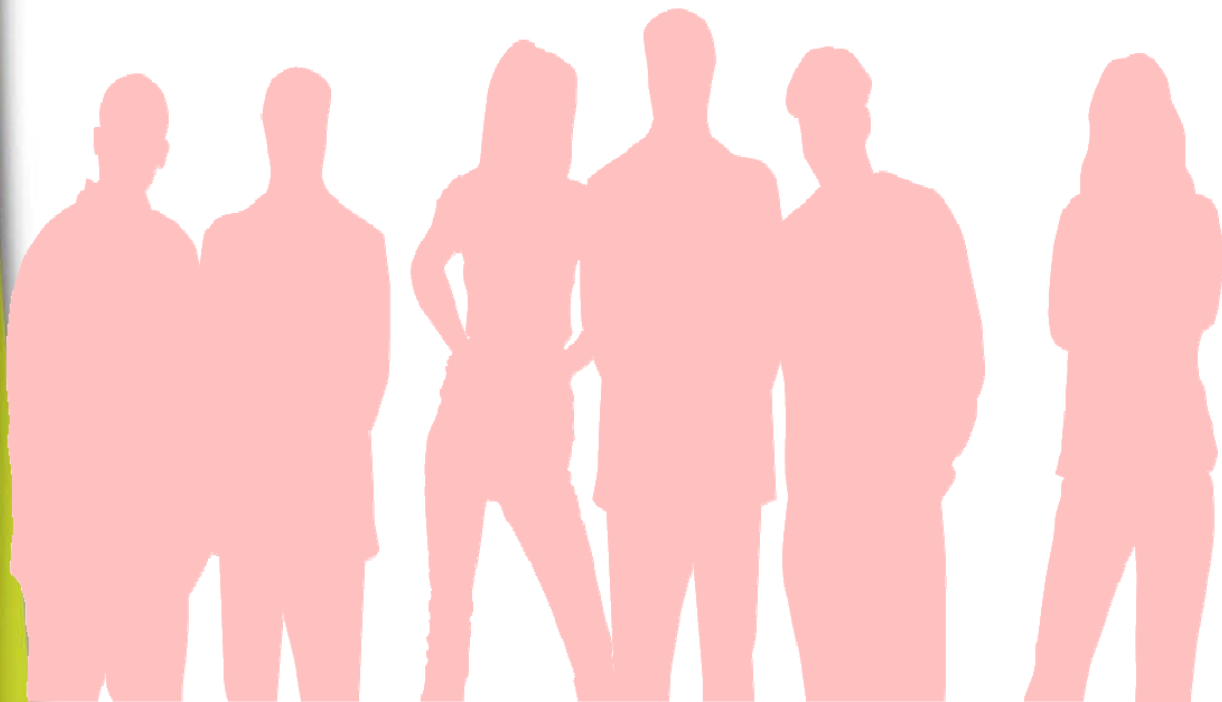
### **Team Builder:**

Going to Grandma's House ..... 34

## *Follow Up Training in 1 month*

### **Role Playing:**

Handling the Angry Customer .....30



# Getting to Know Zou! The ZeBi Employee

## Icebreaker and Team Builder

### Items needed:

- Photocopies of stick person (1 per employee)
- Magic markers, felt-tip pens or crayons
- Desk, clipboards or table for writing
- A bulletin board or hang a clothesline and use clothes pins.

### Scenario:

- Getting to know your employees and co-workers other goes a long way to cementing the team concept.
- Let's take a few minutes to get to know the person behind the face sitting next to you or across the room.

### Trainer:

- Hand out a copy of the stick person and a felt-tip marker or crayon to each employee.
- Have each employee take five minutes to complete their profile
- Have each one talk about their own profile and then hang it up on the clothesline (or bulletin board).
- Leave profiles posted through training. Post on employee board at the unit after training, employees are welcome to remove if they are not comfortable with their profile posted.
- When a new employee comes on board, why not have them complete a profile and add it to the bulletin board.

## Getting to Know Zou: Your Teamzates

To start: Have the employee write in their first name only. With duplicate names add a last initial.

### **Talk about the following for each employee:**

- Draw in the face to reflect your personality
- What are you looking forward to while working at ZeBi?
- What is a strength you will bring to the ZeBi Team?
- What is a weakness you have?
- What is your biggest pet peeve?
- What makes you feel good about yourself?
- What is the one thing you want your teammates to know about you?
- *What saying do you say the most often? (Write in speech bubble)*

# ZeBi Getting to Know Zou! Team Member:

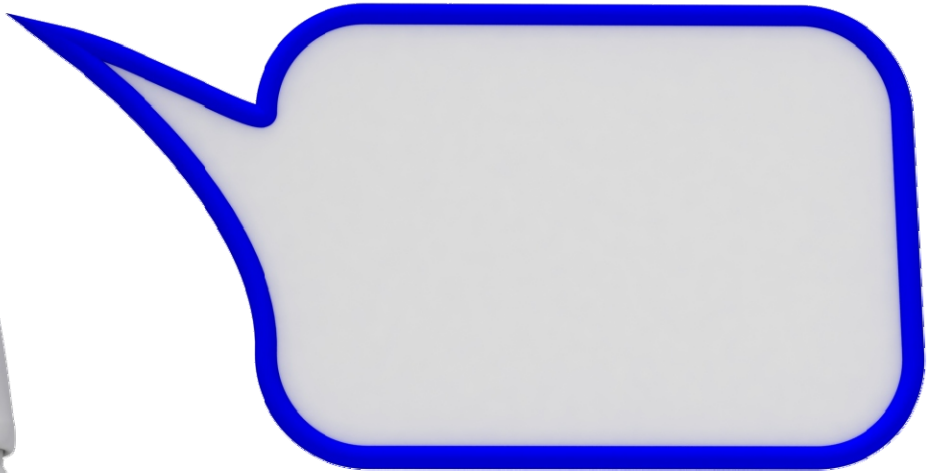
by *sodexo*

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← Draw in face and expression

what is your favorite saying



**What are you looking forward to while working at ZeBi?**

**What is a strength you will bring to the ZeBi Team?**

**What is a weakness you have?**

**What is your biggest pet peeve?**

**What makes you feel good about yourself?**

**What is the one thing you want your teammates to know about you?**

# Handling the Angry Customer

## Role Playing

### Trainer Overview

Understanding anger, and the cycle of anger, is necessary in order for your customer service providers to understand how to work with angry customers. This Skill Sharpener combines group discussion with role-play, which gives your customer service providers practice in defusing angry callers, and helps them identify techniques that will help them handle the situation better.

During this session, participants will learn about anger, identify methods for calming the angry customer; and practice using those methods through role-play.

### Materials Needed

- Flip chart easel and pad.
- Markers for facilitator.
- Index cards for two cards per role-playing team

*To determine number, if your group has 10 or fewer participants, divide total number in group by 2; divide by 3 if your group has more than 10 people.*

### Trainer:

Before the session, prepare two “angry statement” cards, one for role-play 1, one for role-play 2. Make one card for each team; all teams will perform role-play

1 first, then everyone will perform role-play

2. Select from the angry statements below, or write your own.

### Angry statements:

- “I’ve tried to call you 10 times and haven’t gotten through. Now I’ve been on hold for over five minutes! What’s the matter with you people?”
- “You promised me this order would be shipped last week. Now you tell me it won’t be shipped until the end of the month. This is the third time you’ve lied to me!”
- “You cut off my service for no reason! I’m talking to my lawyer!”
- “Your products are no good! They’re shoddy; they break; they’re just no good!”

# Handling the Angry Customer

## Introduction

### Trainer:

Use these words as is, or adapt them to fit your situation.

*The customer may not always be right, but the customer is always the customer, right? And sometimes that customer gets angry.*

First, let's talk about anger. Anger is a physiological phenomenon. When a person gets angry, his or her brain receives a signal that something isn't right. This results in a "flight or fight" reaction — that is, the angry person wants either to run away from or avoid the situation, or fight. We need to know how to handle both of these reactions to diffuse the call.

When a person gets angry, extra blood is pumped through his/her body, the person becomes flushed, and adrenaline flows. The primitive portion of the brain takes charge, which can keep the angry person from acting rationally, thinking clearly or solving problems.

So our role is to take charge of the situation, to help the angry caller calm down and regain control. Your first impulse (and it's a natural one) is to fight back, to defend yourself. What happens when we do that? We lose control of the call, and the caller simply becomes angrier.

Instead, we need to focus on letting the customer blow off steam, to listen to what they're saying, be patient, and never, ever get defensive or angry in return. Think about the times you've talked with an angry customer. What techniques have been successful for you in managing this customer? Think of the words you've said, your attitude, your tone of voice — let's come up with five or 10 different things we can say or do to calm an angry customer down.

# Handling the Angry Customer

## Group Exercise

### Trainer:

On the flip chart, write down the techniques the group identifies. If the group has difficulty getting started, here are some ideas you can use:

- Hear the customer out.
- Listen to what he or she has to say, indicating concern with an occasional “I see,” or “Mm-hmm,” so the caller knows you’re paying attention.
- Express sympathy: “I’m sorry you’re having problems.”
- Agree with their frustration: “I can see how frustrating this must be.”
- Share their concern: “I’d feel the same way if that happened to me.”
- Apologize for the inconvenience, but don’t take blame or blame someone else in the company.
- Speak in a calm and soothing voice, more quietly than you normally would.
- After the customer vents, ask closed-choice questions to get the call under control.
- Thank the customer for bringing the problem to your attention.
- Ask for more information, with specific questions, to help bring the customer back under control.
- Agree about something the customer is saying: For example, agree that the customer is angry, or that the customer has a problem.
- Stop the conversation, if necessary, explaining that you are there to help but that the language and tone are making it difficult for you to do so, and ask, “Could we start over again, please?”

After the list is compiled, divide the group into pairs or trios. Have them go to separate corners of the room, as each team will be working separately from the other teams.



# Handling the Angry Customer

## **Group Exercise:**

Give the first angry-statement card to one person in each group. Explain that this person will be the customer who is calling the ZeBi. Encourage the “customers” to be realistic — to act as if they are truly angry, to embellish the angry statements and to really act the role of the angry customer.

The other person in the pair will be the ZeBi employee, who is to respond to the customer, using one of the techniques outlined on the flip chart.

When all the groups are finished, pass out the second set of angry-statement cards. Individuals in each team should switch roles, so that the person who was the customer becomes either the ZeBi employee or the observer or vice versa. The observer in the first role-play should not be the observer in the second role-play for trios.

- Allow about five minutes for each role-play.
- Circulate around the room during the exercise, encouraging people to stay in their roles, and encouraging customers to act angry.
- Help out as necessary.
- After the second role-play, ask the group which anger-reduction technique worked best.
- Ask for volunteers to demonstrate their techniques before the group.
- Ask for group feedback.
- Lead discussion on how techniques learned in today’s situation can be used during daily operations.

## **Trainer:**

If you’re using trios, select or have the team select one person from the trio to be the observer. It will be his or her job to observe the role-play and give constructive feedback to the person who plays the ZeBi employee role.

# TEAMBUILDING: Going to Grandma's House

## Group Exercise:

- Split the group up into three groups.
- Need four tables - One team at each and the "store" at the fourth table. Can easily be tables used during the training time.
- Need one trainer to be the storekeeper and one to oversee the activities (observing the team's behavior). If only one trainer, make a supervisor-in-training the store keeper.
- Basket game pieces. (on following pages – great if you can print in color but black and white works too!)

## Scenario:

You hear that Red Riding Hood's grandmother is not feeling well and you and your teammates are taking time out of your hectic schedule to bring a basket of goodies to take her. The only problem is your cupboard is bare so you and your fiends are going to the store and bring back all types of goodies to pack in the basket.

- Rule 1: You want the basket to be colorful, so you can only have one item of each color in the basket.
- Rule 2: The storekeeper will only let one person pick up one item at a time. Return policy is the same you can only return one item at a time.
- Rule 3: You cannot have more than one each item and remember they all must be different colors.

# Going to Grandma's House

## Goal:

Goal of this exercise is to get make sure the baskets get completed in the most efficient way.

- You may talk with your teammates but not to other teams.
- Let us know when your team has accomplished the goal.

## Trainer:

What you will often see is one team concentrates so much on getting their items that they do not try and coordinate with others to make sure that their portion of the challenge is going smoothly. They lose focus that the goal is the make sure the BASKETS are completed not just their basket.

If the first time shouts they are completed ... ask them to think back on what the goal is. Encourage them to work together, though no talking between teams, to accomplish the original goal.

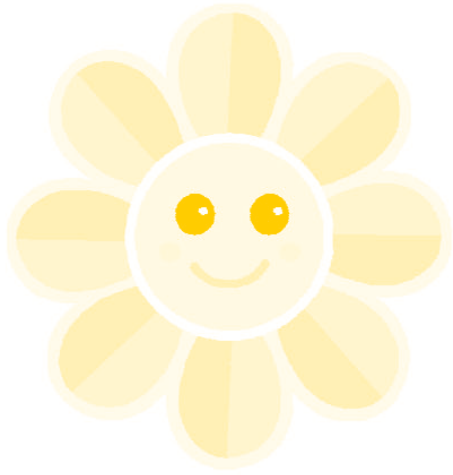
Some points to stress:

- Did you get caught up in your task and lose track of the team objective?
- How did it feel the other teams feel first team said they were finished?
- How easy would this be to do in ZeBi?
- Why is it important to work together?
- Was it hard to work together without talking? Think of the times you may not be able to verbally communicate (shifts, back of the house/ front of the house, etc)
- What were effective ways to communicate today and how would they apply to daily work structures at ZeBi?
- What have you learned from this activity and how does it apply to ZeBi?

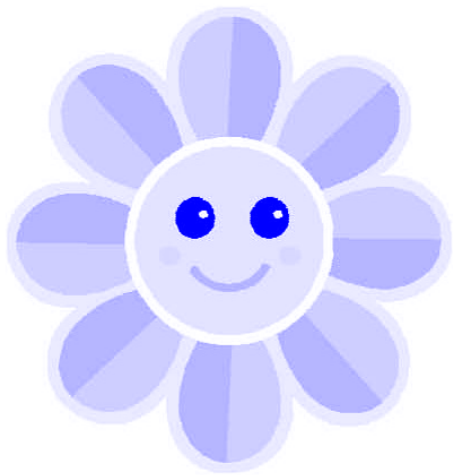
## Grandma's Basket Kit Key:

*It is possible for other combinations to work so that every basket has a different item in different colors:*

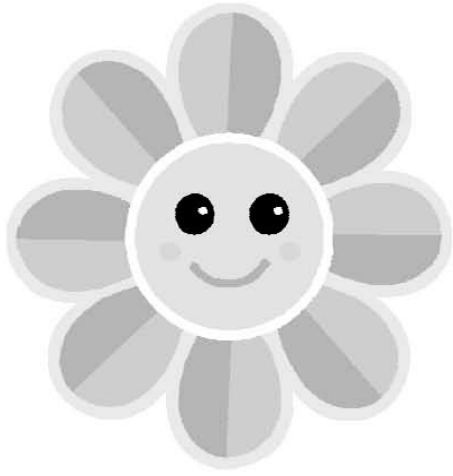
<u>Flowers</u>	<u>Candy</u>	<u>Book</u>	<u>Milk</u>	<u>Apple</u>	<u>Cookie</u>	<u>Napkins</u>	
Yellow	Pink	Green	Brown	Red	White	Blue	#1
Blue	Red	Pink	White	Green	Brown	Yellow	#2



Yellow



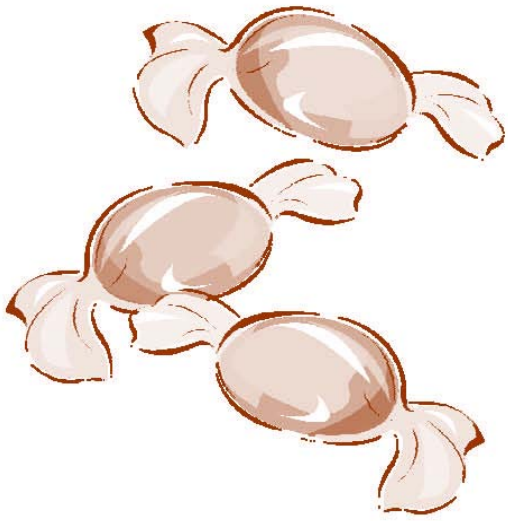
Blue



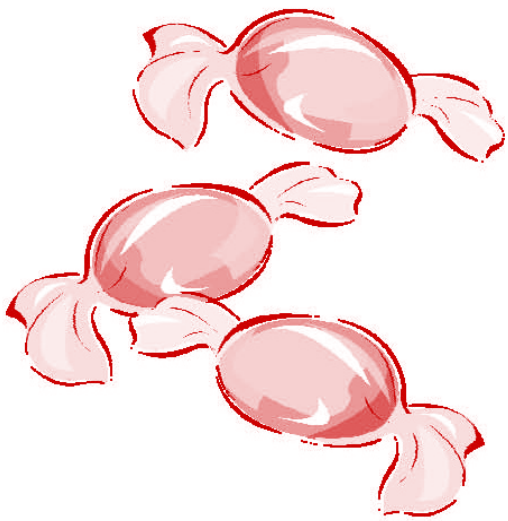
White



Pink



Brown



Red



Green



Pink



Blue



Brown

(Chocolate)





White



Red  
(Strawberry)



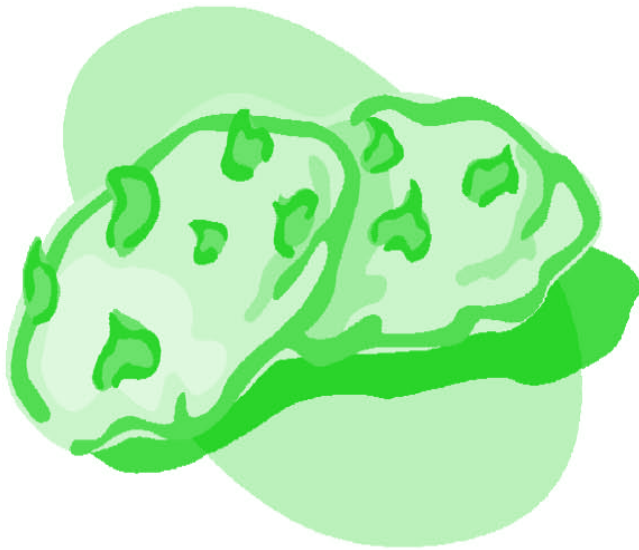
Yellow



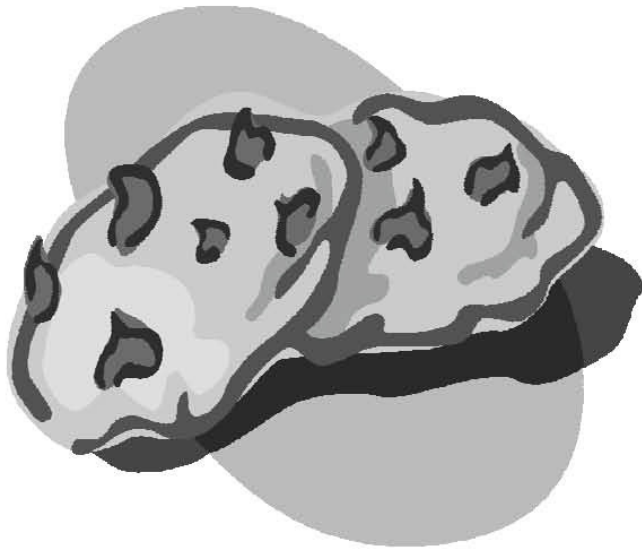
Red



Green



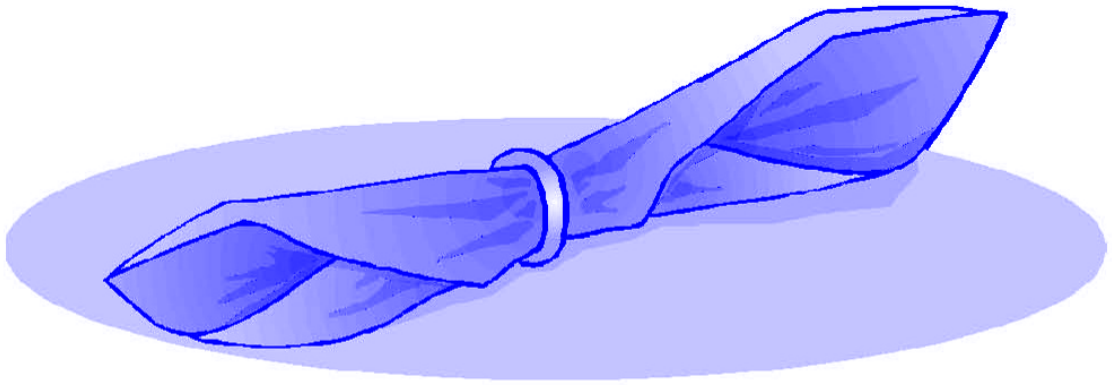
Green  
(Pistachio)



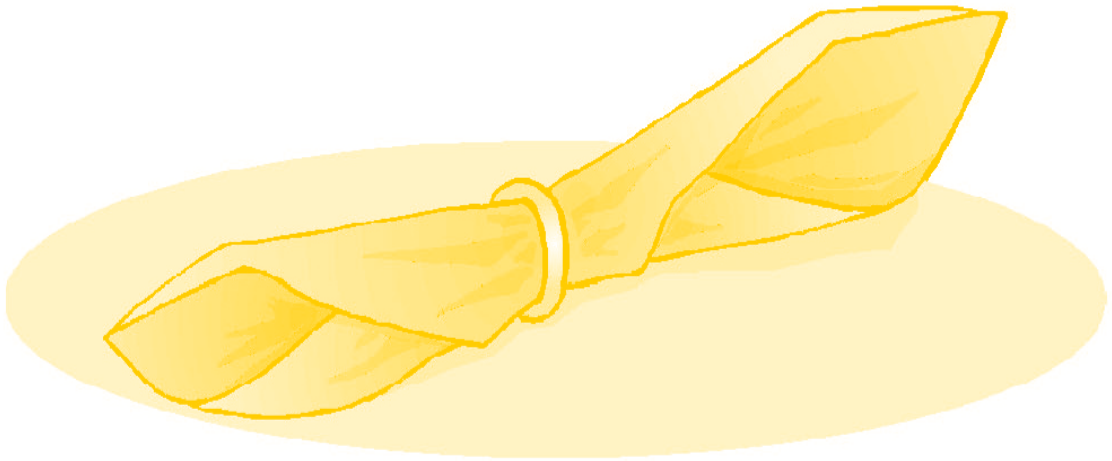
White



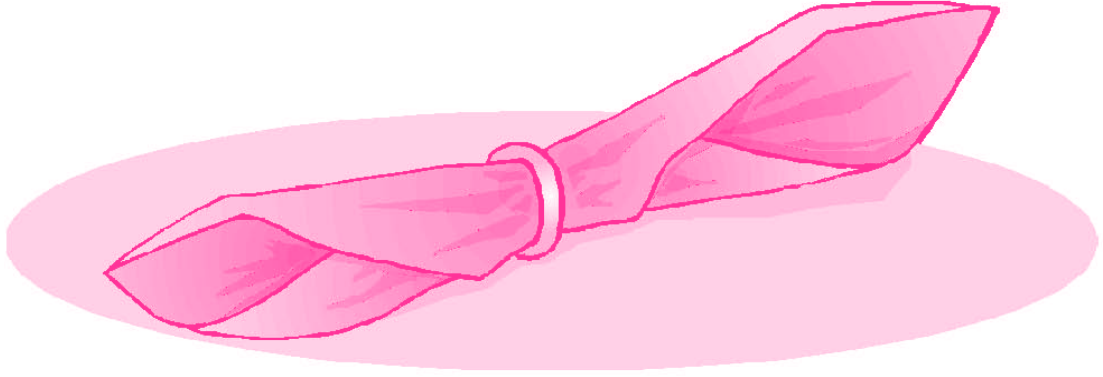
Brown



Blue



Yellow



Pink



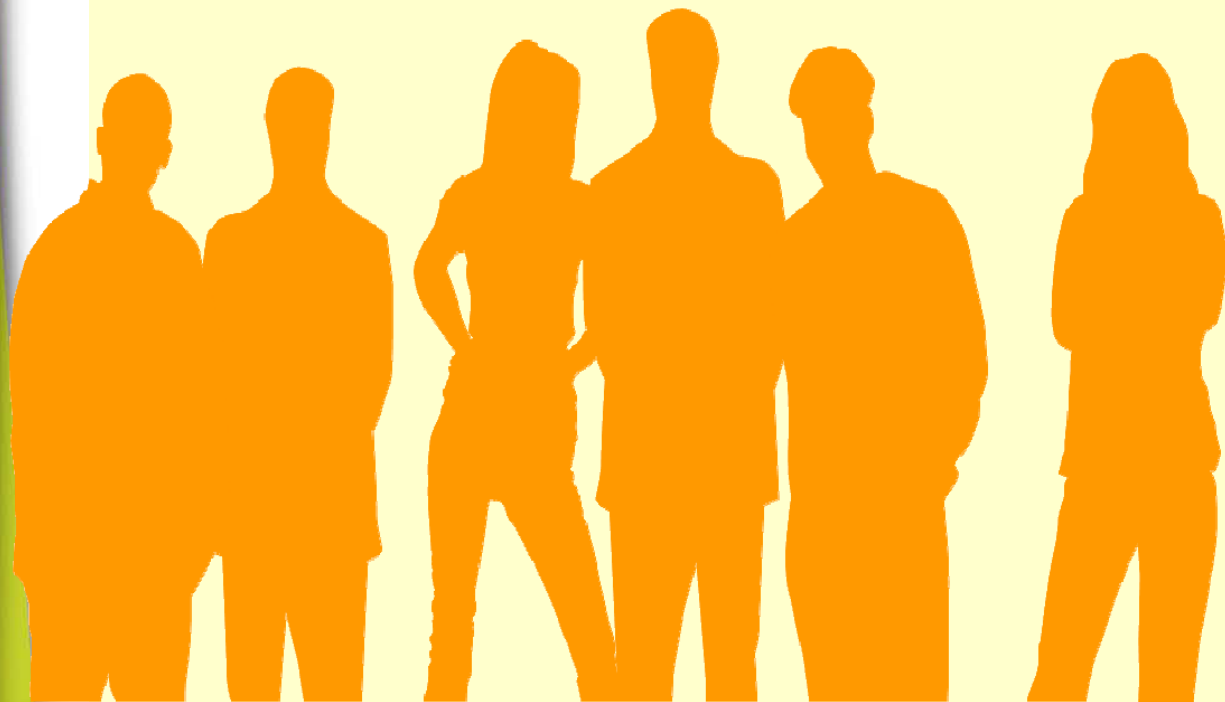
# Employee Engagement Manager's Guide

ZeBi  
by *sodexo*\*

# Employee Engagement and Manager's Guide INDEX

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# KEY

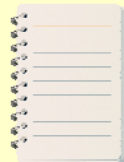
The manager's Employee Engagement and Reward Programs guide contains all of the components you need to conduct a successful "internal" customer satisfaction for ZeBi front-line employees.

The guide will tell you what needs to be completed at various stages of the training.

## Key Symbols



**Toolbox Symbol** - Lets you know tools available for



**Notepad Symbol** - Lets you know this is a section where you make notes for yourself or write questions for the group.



**Employee Programs** - Lets you know these are programs available to promote employee engagement.



**Key Symbol** - Indicates a key point that needs to be made.

# EERP Managers Guide

## OVERVIEW AND GETTING STARTED



### Overview

ZeBi's Employee Engagement Programs were designed to increase sales through heightened customer service standards, increase teamwork and team spirit, and introduce new limited time offers. When implemented, the programs will assist in growing revenues and improving operations while increasing morale.

The goals of the programs will be achieved by implementing several celebrations, awards, and other special events periodically throughout the year. By providing these incentives to employees, our management team will see benefits for both ZeBi's customers and employees. Our employees will be motivated to give 100% every day with strong enthusiasm and spirit. In turn, our customers will see an improved focus on service, higher satisfaction and enjoyment.



### Getting Started

- 1) Review the Manager's Guide and become familiar with all of the programs: ZeBi Employee Communication Board, Quarterly Employee Celebrations, Appealing ZeBi Birthday Celebrations, and ZeBi Cares Community Events.
- 2) Familiarize and excite the employees with the programs; utilize the Power Point during an orientation session
- 3) Take Action! All employees should be engaged and involved in the programs. They can only help your team to enhance motivation, continue to meet the expectations, and receive appreciation

# EERP Managers Guide

## ZEBI EMPLOYEE COMMUNICATION BOARD



The ZeBi Employee Communication Board will be displayed in each location. The board will feature information that will change monthly including: product knowledge, customer service, safety, upcoming events, human resource updates, and there is even a spot for **“Employee Zows”** where managers can highlight special employees’ happenings (i.e. new house, new baby, etc.). The ZeBi Employee Communication Board Kit will be direct shipped from Curtis 1000; managers will receive the entire year to plan accordingly. The board is available to order online at Curtis 1000. The manager must make sure that the information is kept current and change out information monthly.

24x48 Entire Sign

Customer Service Monthly Focus

Safety Monthly Focus

Employee Zows!

Product Knowledge

HR Info

BE THE FIRST TO SIGN UP 10 CUSTOMERS FOR THE ZEST LOYALTY PROGRAM  
WIN TWO TICKETS TO A MAJOR LEAGUE BASEBALL GAME!

1 2 3

HOW TO PLAY  
Sign up 10 customers to move to each base. The person to achieve a home run first will be the winner. Each front of the house person will have a back of the house partner also sign up 10 customers.

The ZeBi Employee Communication Board has five frames for information and a cork board at the bottom. Monthly product knowledge information will be provided in your kit as well. For the other sections, there will be some flexibility. Please display information from Sodexo regarding the monthly safety topic, monthly customer service focus, and human resources. If you wish to create your own information a template has been provided for you. In the Employee Zows section, please highlight special news and happenings of employees. Again, a template has been provided for you.

# EERP Managers Guide

## QUARTERLY EMPLOYEE CELEBRATIONS



“Employee celebrations will be held in the following months: March, June, September, and December. Each employee celebration will feature an entrée, sides, and “Play With Your Food” item for dessert. For the “Play with Your Food” dessert managers will need to supply items for employees to decorate their dessert with (i.e. frosting, sprinkles, Candy, etc.) The budget for each event is \$100. Please use proper cash handling and expense reimbursement procedures. Also, be sensitive to team members that have special diet needs and/or food allergies. Menu suggestions are as follows:

### Celebrate Spring! (March)

Suggested Menu:

- Entrees: Georgia Peach Grilled Chicken, Pasta Primavera
- Sides: Twice Baked Potatoes, Asparagus
- Play with your Food Dessert: Decorate Shamrock Cupcakes

### Indoor Picnic (June)

Suggested Menu:

- Entrees: Burgers, Hot Dogs, Marinated chicken
- Sides: Pasta Salad, Corn on the Cob, Watermelon
- Play with your Food Dessert: Make your own Worms and Dirt

### Back to School Bash (September)

Suggested Menu:

- Entrees: Different kinds of pasta (pesto, vodka, etc.), Meatballs
- Sides: Tossed Salad, Garlic Bread
- Play with your Food Dessert: Make your own caramel/candied apples

### Celebrate the Holidays (December)

Suggested Menu:

- Entrees: Turkey, Roast Beef
- Sides: Green Beans, Mashed Potatoes, Chestnuts
- Play with your Food Dessert: Decorate your own Ginger bread people



# EERP Managers Guide

## BIRTHDAY CELEBRATIONS

### COMMUNITY EVENTS



### Appealing ZeBi Birthday Celebrations

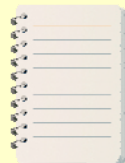
Birthdays call for celebrations! ZeBi will celebrate all employee birthdays by giving employees a card with a certificate for ten (10) bakery treats and beverages and a balloon to kick off their birthday celebration.



### ZeBi Cares Community Events

ZeBi takes a lot of pride in being able to help out those who help others. That's why we've made it easy for organizations to turn fundraising opportunities into memorable events right in our locations. ZeBi will donate 10% of their sales during fundraiser events booked with local community organizations up to \$150. In addition, ZeBi values corporate citizenship and regularly makes in-kind donations to local community events such as silent auctions, runs and walks, trivia nights and raffles.

To apply for either opportunity, interested parties should fill out an online request at [www.ZeBi.com](http://www.ZeBi.com).



**Jot down some ideas that may be unique to your ZeBi unit that you would like to request as a community event:**

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# EERP Managers Guide

## 3 M's: MUST, MAY, MUST NOT



### **MUST**

- Read and follow the Employee Engagement Manager's Guide
- Meet with the employees to provide proper knowledge about the programs
- Continuously review the effectiveness of the programs and encourage involvement
- Communicate with the employees in a timely manner



### **MAY**

- Include employees in planning or celebrations and fundraisers
- Ask for feedback from employees
- Share results with other ZeBi managers



### **MUST NOT**

- Conduct less than the minimum program requirements (must not skip a celebration, etc)
- Leave out information or fail to update bulletin board each month