

Day 1

Start of Shift -All BtS new hires will start at **Outbound** time. Arrive early to prep

Labor Codes -New Hires: **TROR**, Trainers: **LNMISC**

Umbrella courses -"NACF New Hire Welcome Bag"
- "NACF Behind the Smile Onboarding Day 1 All Shifts"
- "NACF TNS/ARNS Safety School"

If an AA leaves early -Remove them from Umbrella
-Keep track of all early departures

Safety School -Labor Track AA's into **FCSCH**
-Safety will run *Safety School*

End of Day 1 -BtS Learning Trainer is to labor track **OUT** of **LNMISC**

End of Shift -BtS Learning Trainer is to complete *EOS Wash*

Day 2

Start of Shift -All BtS new hires will now arrive at their **regularly scheduled time**

Labor Codes -New Hires: **FCSCH**, Trainers: **LNMISC**

Umbrella Courses -"NACF Behind the Smile Onboarding Day 2 All Shifts"

PIT/Process Training -Hand AA's off to their respective PIT/Process Ambassador(s)
-Ensure proper **Labor Tracking** and correct **Umbrella trainings** are recorded

Day 3

Process Training -Day 2 needed for Process Trained AA's
-AA's who were PIT trained on Day 2 should begin/continue their Process training

REMINDER: *Ensure correct Labor Tracking and Umbrella Trainings are completed*

Day 4

Start of Shift Process Training should be complete and AA's should be in path

Trainer Tasks -Print and fill out diplomas
-Communicate with Leadership to ensure AA's attend graduation
-Request as much leadership attendance as possible

Graduation -Final 30 minutes of shift
-Have games, activities, and snacks
-Make it fun

Labor Codes -New Hires: **FCSCH**, Trainers: **LNMISC**

Umbrella Course -"Behind the Smile Graduation"

REMINDER: *Ensure that Ops/Support team members are present*

Week 2

Complete Touchpoint Due between **7 & 14** days of the AA's **Day 1** date

Becomes **non-compliant** after 14 days

7-15 minutes per AA

REMINDER: *Any touchpoints completed BEFORE day 7 will NOT be tracked*