Manager’s Training Guide and Checklist

Timing Requirements

• IMPORTANT: New hire date is the DATE the new hire will be IN the Store to complete the I-9 and train. If they cannot make this date, YOU must contact HR to change the hire date.

• TEXAS ONLY: The Texas Occupational Injury Plan must be read and the TOIBP IBA Form must be completed before any training starts in Delek Academy and ON the first day in the store. *The hire date MUST be the date they will be IN the store to complete the I-9 and start training.

• TEXAS/NEW MEXICO: See Policy on Training Requirements for New Hires and Training Requirements for Rehired Employees.
  o All Regulatory Training Courses must be completed within 3 days of Date of Hire.
  o The Sales Associate training modules must be complete within 21 days of Date of Hire.

Call Candidate to Schedule Start Date

• Call to discuss welcome email. Instruct them to complete onboarding paperwork at home or in the store.
• If completing at store, schedule time/day to come in to complete onboarding paperwork and begin training that day. TIPS: Do not choose a busy store day. Schedule start time for after 9AM. Plan to work with the trainee all day.
• Review the dress code. Discuss what is NOT acceptable. See Employee Handbook.
• Explain which documents to bring to complete the onboarding process. See Assisting New Hires with New Employee Step in the online Retail Manual. See List of Acceptable I-9 Documents
  • Direct deposit information (routing & account numbers), if completing in store.
• Manager be prepared with uniform and nametag. Ensure computer has internet connectivity.
• Suggest to the trainee that they bring earphones (optional) and a cup for fountain/coffee.
  □ Post Hire Verification Step: See Completing the Post Hire Verification Step.

Day 1 – Onboarding

□ Welcome/Greet employee, offer beverage, restroom facilities, and introduce team (if any present).
□ New Employee Step: Ensure the paperwork is complete. See Assisting New Hires with New Employee Step.
  • TIP: Check on employee every 15 minutes, if they are completing this step at the store.
□ Orientation Step: See Completing the Orientation Step in the online manual.
□ Signature Step: See Completing the Signature Step in the online manual.
□ Hiring the Employee in Employee Central Step: See Hiring the Employee in Employee Central.
□ Provide uniforms and nametags (if applicable).
□ Show the New Hire where the Online Manual is located. Access the Entering Time Daily procedure.
□ Log them into Success Factors and have them change their password (suggest they save password as a contact).
□ Show the Self Service section in the online manual under HRIS to learn about clocking in, approving time, changing personal information, viewing pay statement etc.
□ Log in to Delek Academy. See View Your Learning Path for login instructions.
  • Accessing Delek Academy the first time may take up to an hour.
  • The system uploads about 10 minutes after every hour. Example: 12:10, 1:10, etc.
  • While you wait to access Delek Academy, tour the store, offer a restroom break, and demonstrate how to greet customers and how to make coffee etc.
  • Review Delek Academy instructions and login with new employee. See Take a Delek Academy Course.
Day 1-3 Regulatory Training TX/NM & Yearly – Delek Academy
Must Complete within 3 days

☐ Use the Sales Associate Training Courses (Regulatory) GUIDE to review Regulatory Compliance OJT.
☐ Click and complete ALL courses on the Regulatory Training Module and the Yearly Regulatory Module.
☐ The following must be achieved before an employee can work or use the register:

- **Courses:** Anti-Money Laundering Course and Quiz, Kiosk Financial Services Course and Quiz  
  **IMPORTANT** Alcohol Certification, and Tobacco Regulations Course must be accomplished before any other course in Delek Academy.

- **Forms to be completed - TX/NM:** Food Employee Reporting Agreement; **Texas Only:** TOBIP; Foodborne Questionnaire; Food Employee Reporting Agreement; Cigarette- E-Cigarette and Tobacco Notification; and Blue Rhino Folder.
  - **Manager Sign Offs:** Complete with employee and input password when done as they complete these modules
  - **Texas Occupational Injury Sign-off:** Print and have employee complete the Texas Occupational Injury Form. Show Posters to Nurseline, Steps in Case of Injury posters, and other safety related information before signing off. Ensure your New Hire reads or prints the information in the TOIBP Plan. Send form to your Division office or DM to deliver to the office.

- **Other Texas Forms and Sign-offs:** After Employee fills out Foodborne Questionnaire, and Cigarette & Tobacco Form, sign off on these forms in Delek Academy. Send to Division office or DM to deliver to the office. Keep a copy of the Cigarette and Tobacco Form in store.
  - Note: Manager must completely fill the top portion of Cigarette form.

- **New Mexico Alcohol Certification** – Employees must provide proof of certification (temporary permit is acceptable)
  - Note: If an employee already has his/her alcohol or food handler certification from previous employment, send to the Trainer in your Division.

- **NM Alcohol Certification Sign-off:** Sign off when employee provides proof of alcohol certification on Day 1. Send a photo of the permit to your Division Trainer.
  - Note: If the New Hire does NOT have Alcohol certification, immediately schedule their class.

- As the employee works through the courses, provide 10-minute breaks away from the computer as needed. Breaks mean having the employee shadow you.
- At the end of each day, ask for questions, comments, concerns and discuss the next day’s training activities.
- All regulatory training must be complete within 3 days.

Continue with Sales Associate Operations Training – Complete within 21 days

☐ Delek Academy – Login and click on Sales Associate Operations Module.
  - Use the Sales Associate Training Courses (Operational) GUIDE with new employee to help you determine what course for trainee to start on. At the end of each module, there is an OJT exercise.

☐ Use the 4 step Training Method as a guide on conducting each OJT Procedure.
  1. Click the icon to allow the trainee to view the module and print the procedure: When Module is complete, use these 4 Steps to complete the OJT Procedure with new hire.
  2. Demonstrate the task as the trainee reads the procedure. Tell them why it is important (Why We Do It).
  3. Allow the trainee to demonstrate the task while the manager or experienced Associate reads the procedure.
  4. Allow the trainee to practice. Coach and correct procedures. Use Role Playing for Customer Service OJT.

☐ Certify skill (username, first and last name of Manager) Sign off on the OJT, once complete.
  - The Store Manager, Assistant Manager or Experienced Sales Associate can do some of the on the job exercises with trainee but SM must be the one to certify the skill in Delek Academy. Contact the Training department if you need assistance with this step.

☐ Congratulate on a job well done!
A few things to remember...

☐ Submit Regulatory Forms to your Division Office (via your District Manager or mail).
☐ Submit proof of Food and/or Alcohol Certification to the Trainer in your Division in order to get credit in Delek Academy.
☐ After completing the on-the-job training with employees, sign off on the OJT tasks in Delek Academy.
☐ If you need assistance with the password or any of the procedures above, contact the Training Department.

<table>
<thead>
<tr>
<th>Manager New Hire Checklist</th>
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<tbody>
<tr>
<td><strong>Day 1</strong></td>
</tr>
<tr>
<td>Hire Date in Offer is the DATE new hire will be in the store to complete I-9 and Start Training</td>
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<tr>
<td>Schedule employee to come in to store</td>
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<tr>
<td>Complete Onboarding Paperwork</td>
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<tr>
<td>Employee Clocks in</td>
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<tr>
<td>Manager supplies employee with uniform and name tag</td>
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<tr>
<td>Employee Completes the TOIBP form. (TEXAS ONLY)</td>
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<tr>
<td>Manager Completes TOIBP Sign-off</td>
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<tr>
<td>Employee Completes TABC Training or produces valid certification (send copy to Division Trainer)</td>
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<tr>
<td>Employee completes AML Training</td>
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<tr>
<td>Employee complete Kiosk Training</td>
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<tr>
<td>Employee Completes Tobacco Course</td>
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<tr>
<td>Manager completes E-Cig, Cigarette and Other tobacco Form</td>
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<tr>
<td><strong>Day 2-3</strong></td>
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<tr>
<td>Employee completes all Regulatory and Yearly Regulatory Training</td>
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<tr>
<td>Employee completes Food Safety Certification Course OR produces valid certification (send copy to Division Trainer)</td>
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<tr>
<td>Employee completes all Stand Alone training modules</td>
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<tr>
<td>Employee completes Foodborne Illness and Food Employee Agreement forms</td>
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<tr>
<td>Manager Sign-off on forms</td>
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<tr>
<td>TX Only: After Employee completes Blue Rhino Course, Manager must complete form in Blue Rhino Manual</td>
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<tr>
<td><strong>Day 4-21</strong></td>
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<tr>
<td>Employee Completes a module</td>
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<tr>
<td>Manager practices OJT using the 4 Step training process</td>
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<tr>
<td>Manager Signs-off on OJT</td>
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<tr>
<td>Employee/ Manager or trainer completes the Sales Associate Learning Path in the same manner as above</td>
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