

Fuel your future.

Discover
you.

A blue swoosh line starts from the bottom left, curves upwards and to the right, passing under the word 'Discover' and ending under 'you.'. Several small yellow stars are scattered along this swoosh line.

One Best Way



Hourly Mentoring



Week One

- ☐ Introduce yourself
- ☐ Learn their name
- ☐ Share your passion and your why for working here
- ☐ Ask them to share why they took this job
- ☐ Explain your role
 - Answer questions
 - Help them out
 - Be there



Week Two

- ☐ How are you doing?
- ☐ What have you learned so far?
- ☐ What is your favorite part of the job?
- ☐ What do you think could be done differently?
- ☐ What do you know about our culture?



Week Three

- ☐ What do you think our store does well as a team?
- ☐ What could we improve?
- ☐ What department do you wish you knew more about?
- ☐ What have you seen another retailer do that you think we should try?
- ☐ Be Open to suggestions and let them try new things.



Week Four

- ☐ What do you want to talk about?
- ☐ What are some goals you might have?
- ☐ How can I help you develop those goals?

Listen, and remember you are here to build relationships!

ONE BEST WAY

Hourly Sourcing

Hourly Selection

Hourly Onboarding

Hourly Training

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A teal-colored swoosh line starts from the bottom left, curves upwards and to the right, passing under the word "Discover" and ending under "you.". Several small yellow stars are scattered along this swoosh line.

Hourly Training



Hourly Training

Policy Buckets		
Core Policies – Company – Delivered prior to starting on the floor • Customer service and customer engagement (N/A) CDR training and acknowledgement • Food Safety General Safety • Employee Purchase Policy (N/A) Timeclock Policy • Complaint Procedures and Hotline Policy	Job Specific Policies – examples include • Price Reduction Policy • Department Specific Food Safety Restricted Sales • Bottom of Basket • Guidelines for fresh, safe high-quality food • Return of Perishable Products • HIPAA (Job Specific, e.g., Rx) • Safety	Division Specific Policies (State/Local/CBA) – examples include • Employee Illness Reporting Policy • Lactation Policy • Employee Handbook • Price Accuracy Guarantee • Meal and Rest Break • Sweep Program and Floor Care Guidelines • Employment Work Restrictions (minors) • PPE
Plus Site Specific Work Rules		

ONE BEST WAY

- Hourly Sourcing
- Hourly Selection
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30-Day Follow Ups

Determine basic proficiency in

- Customer Service Standards
- Safety Procedures
- Food Safety
- Equipment Handling
- Sanitation & Cleaning
- Equipment Knowledge
- Product Knowledge
- Sales Floor Presentation
- Coding and Rotation
- Coolers and Freezers
- Food Preparation
- Packaging and Labeling Products
- Taking Special Orders

Things to Ask

Has your team been supportive in helping you learn new things?

Do you feel like your training has helped you be successful?

Have you had any complaints that you feel weren't addressed?

Has your supervisor encouraged you to serve your customers?

Do you have any suggestions for things we can do better?

How can I be of more help to you?

ONE BEST WAY

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