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, activites, 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*