

### 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*

