

Recommended Training Program

The Original FlatwareSaver®



Implement as much of the following program as possible to ensure maximum savings from your Original FlatwareSaver and maximum profits to your business!

Prior to Use

1. Laminate the Original FlatwareSaver Infographic Cards, then post them by the trash can. They are especially effective when posted before the employees see the FlatwareSaver – even days before. This will create a curiosity that causes the employees to pay extra attention in the training session.
2. All managers should read the User Reference Card as well as this Training Program.

Initial Employee Training

1. Keep track of who has received the training so that no one is missed.
2. Begin with the description of how important saving silverware is to the business and to the employees. Connect the dots for the employees: how saving silverware saves money for the restaurant, which increases profits, which benefits the employees themselves. (E.g., profit sharing, bonuses, less chance of layoffs, better Christmas parties, etc.)
3. Go over the points on the User Reference Card as well as those below.
4. Prepare and introduce a Cost Graph of the monthly cost to replace silverware and ramekins. Let the employees know the management is tracking the costs and is expecting great results.

Operation

1. If the plastic trash bag is trapping air between the bag and the inside of the trash can, drill 3 small (3/8") holes in the sides of the trash can to let the air out.
2. When placing the FS on the can, orient the handle away from where the user will usually stand. This way, the user's face will be drawn toward the tray as they reach for the handle, helping ensure that they scan the waste as they should.
3. As the trash can fills up, the FlatwareSaver tray will begin to hit the top of the trash underneath when it's flipped. At that point, rotate the FlatwareSaver 180° while holding the trash can still. This will allow you to utilize more of the trash can's capacity.
4. If possible, have an empty, bagged trash can ready for when the trash can becomes full. ("Full" is when the tray cannot flip completely, even after rotating the can as in #3 above.) Then the FS can just be transferred from 1 to the other with no hiccup in operations and without having to set the FS down somewhere while the can is bagged. This is the best technique for high volume operations.

5. Note that the FS reduces the effective volume of the trash can by 20 - 25%. Your employees and lawyers will be happy about the lighter trash bags, but you must expect to take out the trash more frequently. If this is unacceptable, you can switch from 32 to 44-gallon trash cans.
6. During use, NEVER leave the tray in the upright or flipped position. Always return it to the horizontal, latched position.
7. The FS can be used by up to 3 people at the same time.
8. Employees should flip the tray after every use unless others are using it at the same time. This way, the trash on the tray won't build up so much that valuable items could be hidden from view. Encourage employees and managers who are passing the trash can to flip the tray if they see waste on it.
9. Once your dishwashing personnel get accustomed to washing the FS, it will take less than 10 seconds to spray down the body and tray. It's a good idea to wash the unit several times a day to help keep it clean.
10. The goal is zero valuables in the trash can! Numbers close to this can be and have been achieved with the Original FlatwareSaver. Good training, high expectations, and periodic reminders during employee meetings are the key.

Ongoing Employee Training

1. Update the Cost Graph monthly. Post it where everyone can see it.
2. At all pre-shift meetings during the 1st month, then monthly after that, talk about saving silverware and review the graph. Address any concerns and offer or encourage suggestions. Here are some common issues:
 - Does anyone feel that this is slowing them down? It takes 2 to 3 seconds to dump the trash on the FS tray, scan the trash, and flip the tray. Removing silverware adds 2 seconds. This should not slow anyone down once they get used to the process. Flipping the tray after each use ensures that the next person can complete the process quickly, too.
 - Is everyone returning the tray to the horizontal position after flipping it? It should never be left up.
 - Is food and trash left on the tray after use? Flip the tray after each use unless it's being used by others. In that case, the last one should flip it.

Call our staff at FlatwareSaver if you have any questions or comments.
1-877-366-4655.