Focus Training Skills Checklist

Franchisee Name	Franchisee Phone	Franchisee E-mail

Store #	Street Address	City	State	Zip

Trainer Name		

— INSTRUCTIONS —

1. AD Trainer conducts the first of three Focus training sessions for Franchisee prior to store opening. AD is required to dedicate no less than 6 hours to the first training session.
2. AD Trainer conducts two follow-up sessions one to two weeks after store opening to ensure all unanswered questions and issues are resolved and that the Franchisee has a reasonable level of comfort with the Focus system.
3. AD or Franchisee checks off each skill as it is CERTIFIED—that is, after AD has explained and demonstrated the skill and provided feedback while the franchisee practiced the skill and asked questions to ensure their understanding of the specific skill.
4. AD and Franchisee sign the bottom of this Focus Training Skills Checklist, indicating their agreement that Focus training has been provided in full.
5. AD faxes this completed form to (480) 362-4796 Attn: Greg Poindexter to initiate payment to the AD (Focus training fees are included in the POS Equipment invoice).

BACK OFFICE	CERTIFIED
Toolbars	☐
Shortcut Icons	☐
nFocus	☐
Miscellaneous	☐
System Alerts	☐
Close of Day	☐
Run Close of Day	☐
Cat Batches – Check for Successful Batch	☐
Cat Batches – Re-Submit Failed Batch	☐
Employees – Personal Data	☐
Employees – Options	☐
Employees – Jobs	☐
Employees – Pay Rate	☐
Employees – Skill Level	☐
Employees – Status - Active, Inactive, & Terminated	☐
Skill Levels	☐
Timekeeping – Overtime Options	☐
Timekeeping – Grace Periods	☐
Timekeeping – Break Options	☐
Timekeeping – Shortcuts	☐
Scheduling – Creating	☐
Scheduling – Copying	☐
Scheduling – Shift Shortcuts	☐
Scheduling – Availability	☐
Time Cards	☐
Messages	☐
Tax Rates	☐
Menu Items Pricing	☐
National Offers	☐

POS	CERTIFIED
Clock In/Clock Out	☐
Sign on/Signing off a cashier/or at $0.00	☐
Break In/Break Out	☐
Eat In/To Go (if applicable)	☐
Messages	☐
Availability	☐
Schedules	☐
Hours	☐
Training Mode	☐
Open Drawer	☐
Ring Items	☐
Multiple Quantities	☐
Hold Order	☐
Recall Order	☐
ID Lookup (if applicable) (local coupons)	☐
Delete/Void Item	☐
Open Coupon	☐
Discounts	☐
Discount ID Lookup (national offers)	☐
Tender Order – Cash	☐
Tender Order – Gift	☐
Tender Order - Credit	☐
Activate Gift Card	☐
Reload Gift Card	☐
Balance Inquiry Gift Card	☐
Manual Authorization – Credit	☐
Verify a credit card is processing (ICC only)	☐
Manual Authorization – Gift	☐
Refund Item – Cash	☐
Refund Item – Credit	☐
Refund Item – Gift	☐
Void – Cash	☐
Void – Credit	☐
Void – Gift	☐
Add/Edit Tips	☐

		CERTIFIED
	If has KDS, show software running in tray & advise needs to stay	☐
	Re-open/edit closed check	☐
	Ring a Fundraiser Order	☐
	Fundraiser Donation	☐
	Reprint a Check	☐
	Modify Pricing	☐
	Tax Exempt Order	☐
	Paid In	☐
	Paid Out	☐
	Drops	☐
	Check for open checks	☐
	Closing Procedure	☐
	Show www.POSHelpNow.com & Focus SelfHelp section	☐
REPORTS	Daily Sales (to balance drawer)	☐
	Concept (co-brand stores)	☐
	Register	☐
	All w/ Labor	☐
	Hourly Sales	☐
	Voids	☐
	Discounts	☐
	Paid In/Paid Out	☐
	Drawer Report	☐
	CC Batches	☐
	Period Sales	☐
	Attendance	☐
	Payroll	☐
	Labor %	☐
	Overtime	☐
	Employee Performance	☐
	Daily, Weekly, Period Item	☐
	Manually run email reports	☐

Focus Training has been provided in full by the AD to the Franchisee

Sign to indicate training completed	Trainer	

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