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# Smoothie King Training Manual



By: Reese Gallagher



# 1

## Getting Started

“Big jobs usually go to the men who prove their ability to outgrow small ones.” ~ Ralph Waldo Emerson



Type to enter text So you're an employee at Smoothie King. Inside of this manual will be all sorts of helpful things to make sure that you can be the ideal Smoothie King employee. This first chapter will cover a basic overview of your job here.



# Welcome to Smoothie King



## Introduction

Smoothie King has prepared this handbook to provide you with an overview of the Company's policies, benefits, and rules. It is intended to familiarize you with important information about the company, as well as provide guidelines for your employment experience with us in an effort to foster a safe and healthy work environment. Please understand that this booklet only highlights company policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies, benefits, and regulations governing the employees of the company, and is not intended to be an express or implied contract. The guidelines presented in this handbook are not intended to be a substitute for sound management, judgment, and discretion.

It is obviously not possible to anticipate every situation that may arise in the workplace or to

provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time, so being flexible will allow for maximum efficiency at Smoothie King

No business is free from day-to-day problems, but we believe this manual will help to resolve such problems, and allow for a smoother handling of problems that may come up. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and our customers. If any statements in this handbook are not clear to you, please contact the company president or his designated representative for clarification. This handbook supersedes any and all prior policies, procedures, and handbooks of the company.



# Working at Smoothie King

## You Work For Us

All employees of the company, regardless of their classification or position, are employed on an at-will basis. This means that each employee's employment is terminable at the will of the employee or the company at any time, with or without cause and with or without notice. No officer, agent, representative, or employee of the company has any authority to enter into any agreement with any employee or applicant for employment on other than on an at-will basis. Furthermore, nothing contained in the policies, procedures, handbooks, manuals, job descriptions, application for employment, or any other document of the company shall in any way create an express or implied contract of employment or an employment relationship on other than an at-will basis.

## Attendance and Reporting to Work

Each employee is important to the overall success of a workday. When you are not here, someone else must do your job. You are expected to report to work on time at the scheduled start of the workday. Reporting to work on time means that you are ready to start work at your scheduled starting time.

The company depends on its employees to be at work at the times and locations scheduled. Being excessively absent or tardy could lead to disciplinary action, up to and including termination. Absence from work for three consecutive days without properly notifying your supervisor will be considered a voluntary resignation. After two days' absence, you may be required to provide documentation from your physician to support an injury or illness related absence, and to ensure that you may safely return to work.

## What Is Expected of You

The company believes in maintaining safe and healthy working conditions for our employees. However, to achieve our goal of providing a safe workplace, each employee must be safety conscious. We have established the following policies and procedures that allow us to provide safe and healthy working conditions. We expect each employee to maintain a safe work environment in their own task, report any misbehavior that may be harmful to the workplace, and be professional in all instances.

To present a business-like, professional image to our customers and the public, all employees are required to wear appropriate clothing on the job. When reporting to work employees should wear their issued Smoothie King shirt and hat at all times. Black or khaki pants are acceptable employees should be neatly groomed and clothes should be clean and in good repair. Leisure clothes such as cut-offs or halter tops are not acceptable attire for the business office. The company will provide employees with shirts bearing the Company's logo, which employees are expected to wear as appropriate in the business office.



# 2

## Your Day At Smoothie King

## Job Tasks and What To Do



In this chapter, we will go over the various tasks that you, as an employee are obligated to make sure are complete. Furthermore, this chapter can act as a reference if ever you are in need of a refreshing on job tasks.



# Drinks and Recipes



## The How-To of Smoothies

Smoothies are what we here at Smoothie King are all about. Pay close attention to this next section because this is the core of the job. Making smoothies may seem very easy and effortless, but a lot goes into correctly making the perfect smoothie that will leave the customer smiling.

## The Smoothie Itself

Making the smoothie requires the ingredients that are specified below for each smoothie. Each drink has its own set of special ingredients and you should be able to accurately follow these for optimal results. The directions below will, if followed correctly, provide for a smoothie that is fit for serving to a customer.

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The process stays consistent throughout all of the drinks we have here at smoothie king.

1. **Place** all ingredients besides the ice into the blender.
2. **Blend** until nice creamy mixture is made. (about 1 minute)
3. **Once the mixture** is achieved, put 1 cup of ice into the mixture in the blender.
4. **Blend** mixture again until it becomes a smooth and thick consistency. This should take at least one minute.
5. **Once this is done**, your smoothie is made. Carefully pour out of the blender container and into the Smoothie King cup for serving. (Drink should be given to customer with lid on and sealed straw given directly to the customer.)

This universal smoothie making process allows for you to quickly learn to make smoothies, and get to work as soon as possible. Of course, the only way to really know how to make a smoothie is to make on for yourself.

## Stay Healthy

### Blueberry Heaven

- Blueberry Juice Blend, Bananas, Protein Blend, Soy Protein, Honey

### Hearty Apple

Apple Juice, Bananas, Protein Blend, Nutrient Mix, Soy Protein, Cinnamon

### Immune Builder

- Bananas, Strawberries, Herbal Nutrient Blend, Turbinado, Soy Protein

### Mangosteen Madness

- Mangosteen Juice Blend, Strawberries, Papaya Juice Blend, Kiwi Juice Blend, Turbinado, Soy Protein



### **Orange Ka-BAM**

- Mangosteen Juice Blend, Strawberries, Papaya Juice Blend, Kiwi Juice Blend, Turbinado, Soy Protein

### **Organic Apple Açaí**

- Organic Apple Juice, Organic Açaí, Herbal Nutrient Blend

### **Pomegranate Punch**

- Pomegranate Juice Blend, Bananas, Apple Juice, Blueberry Juice Blend, Turbinado

## **Trim Down**

### **Angel Food**

- Strawberries, Bananas, Non-Fat Milk, Vanilla, Turbinado, Soy Protein

### **Celestial Cherry High**

- Bananas, Black Cherry, Papaya Juice Blend, Turbinado

### **Island Impact**

- Pineapple, Mango Sorbet, Mango Juice Blend, Papaya Juice Blend, Vanilla Protein Blend

### **Island Treat**

- Bananas, Papaya Juice Blend, Turbinado, Soy Protein

### **MangoFest**

- Pineapple, Mango Juice Blend, Orange Juice

## Chapter 2

### **Muscle Punch**

- Strawberries, Bananas, Non-Fat Milk, Vanilla, Wheat Germ, Nutritional Yeast, Turbinado, Soy Protein

### **Passion Passport**

- Bananas, Passion Fruit Blend, Papaya Juice Blend, Mango Juice Blend, Turbinado, Soy Protein

### **Pineapple Pleasure**

- Pineapple, Bananas, Papaya Juice Blend, Turbinado, Soy Protein

### **Raspberry Collider**

- Bananas, Raspberry Sorbet, Raspberry Puree, Orange Juice, Electrolyte Mix

### **Raspberry Sunrise**

- Raspberry Puree, Turbinado, Soy Protein

### **The Shredder - Chocolate**

- Gladiator® Protein Mix-Chocolate, Diet Down Enhancer, Protein Blend

### **The Shredder - Strawberry**

- Gladiator® Protein Mix, Diet Down Enhancer, Strawberries, Protein Blend

### **The Shredder - Vanilla**

- Gladiator® Protein Mix-Vanilla, Diet Down Enhancer, Protein Blend

### **Slim-N-Trim Chocolate**

- Bananas, Protein Blend, Turbinado



### **Slim-N-Trim Orange-Vanilla**

- Bananas, Protein Blend

### **Slim-N-Trim Strawberry**

- Bananas, Strawberries, Protein Blend, Turbinado

### **Slim-N-Trim Vanilla**

- Bananas, Protein Blend, Turbinado

### **Strawberry Kiwi Breeze**

- Strawberries, Kiwi Juice Blend, Papaya Juice Blend, Protein Blend

## **Get Energy**

### **Açaí Adventure**

- Açaí, Apple Juice, Blueberry Juice Blend, Vanilla Protein Blend, Turbinado

### **Coffee Smoothie Caramel**

- Coffee, Protein Blend, Gladiator® Protein Mix, Non-Fat Milk, Turbinado

### **Coffee Smoothie Mocha**

- Coffee, Protein Blend, Gladiator® Protein Mix, Non-Fat Milk, Turbinado

### **Coffee Smoothie Vanilla**

- Coffee, Protein Blend, Gladiator® Protein Mix, Non-Fat Milk, Turbinado

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### Green Tea Tango

- Choice of One Fruit, Vanilla Frozen Yogurt, Vanilla Protein Blend, Turbinado, Soy Protein, Matcha Green Tea

### Instant Vigor

- Strawberries, Pineapple, Lemon Juice Blend, Turbinado, Vanilla Protein Blend, X-Treme Caffeine

### Pep Upper

- Strawberries, Passion Fruit Blend, Papaya Juice Blend, Vanilla Protein Blend, Turbinado, X-Treme Caffeine

### Power Punch Plus

- Strawberries, Bananas, Soy Protein, Non-Fat Milk, Nutrient Mix, Vanilla, Wheat Germ, Nutritional Yeast, Turbinado

### Super Punch Plus

- Strawberries, Bananas, Papaya Juice Blend, Electrolyte Mix

## Shape Up

### The Activator Chocolate

- Bananas, Protein Blend, Gladiator® Protein Mix, Turbinado, Muscle Builder Enhancer, Non-Fat Milk

### The Activator Strawberry



- Bananas, Strawberries, Protein Blend, Gladiator® Protein Mix, Turbinado, Muscle Builder Enhancer, Non-Fat Milk

### **The Activator Vanilla**

- Bananas, Protein Blend, Gladiator® Protein Mix, Turbinado, Muscle Builder Enhancer, Non-Fat Milk

### **Gladiator**

- Your Choice of Two Fruits, Gladiator® Protein Mix

### **High Protein Almond Mocha**

- Whey Protein, Protein Blend, Almonds, Turbinado

### **High Protein Banana**

- Bananas, Whey Protein, Protein Blend, Almonds

### **High Protein Chocolate**

- Bananas, Whey Protein, Protein Blend, Almonds

### **High Protein Lemon**

- Whey Protein, Protein Blend, Almonds, Turbinado

### **High Protein Pineapple**

- Whey Protein, Protein Blend, Almonds

### **The Hulk Chocolate**

- Butter Pecan Ice Cream, Bananas, Weight Gain, Protein Blend, Non-Fat Milk, Turbinado, Wheat Germ, Vanilla

### **The Hulk Strawberry**

- Butter Pecan Ice Cream, Bananas, Strawberries, Weight Gain, Protein Blend, Non-Fat Milk, Turbinado, Wheat Germ, Vanilla

## Chapter 2

### **The Hulk Vanilla**

- Butter Pecan Ice Cream, Bananas, Weight Gain, Protein Blend, Non-Fat Milk, Turbinado, Wheat Germ, Vanilla

### **Lean1 Chocolate**

- Bananas, Almonds, Lean1 Chocolate

### **Lean1 Strawberry**

- Strawberries, Lean1 Strawberry

### **Lean1 Vanilla**

- Bananas, Almonds, Lean1 Vanilla

## **Snack Right**

### **Banana Berry Treat**

- Strawberries, Raspberry Sorbet, Bananas, Protein Blend, Turbinado

### **Berry Punch**

- Strawberries, Blueberry Juice Blend, Raspberry Sorbet, Electrolyte Mix

### **Caribbean Way**

- Strawberries, Bananas, Papaya Juice Blend, Turbinado

### **Cherry Picker**

- Black Cherry, Strawberries, Apple Juice, Soy Protein, Protein Blend, Electrolyte Mix, Turbinado

### **Fruit Fusion**



- Apple Juice, Orange Juice, Mango Sorbet, Vanilla Protein Blend, Non-Fat Milk

### **Grape Expectations**

- Grape Juice, Papaya, Bananas, Soy Protein, Turbinado, Honey

### **Grape Expectations II**

- Strawberries, Bananas, Grape Juice, Papaya Juice Blend, Turbinado, Soy Protein

### **Lemon Twist Banana**

- Lemon Juice, Bananas, Papaya, Soy Protein, Turbinado, Honey

### **Lemon Twist Strawberry**

- Strawberries, Lemon Juice Blend, Papaya Juice Blend, Turbinado, Soy Protein

### **Light & Fluffy**

- Bananas, Strawberries, Orange Juice, Turbinado

### **Peach Slice Plus**

- Peaches, Strawberries, Papaya Juice Blend, Non-Fat Milk, Turbinado, Soy Protein

### **Pineapple Surf**

- Pineapple, Strawberries, Kiwi Juice Blend, Vanilla Protein Blend, Vanilla, Turbinado, Soy Protein

### **Strawberry X-Treme**

- Strawberries, Papaya Juice Blend, Soy Protein

## Chapter 2

# Indulge

### **Banana Boat**

- Bananas, Vanilla Frozen Yogurt, Vanilla Protein Blend, Turbinado

### **Coconut Surprise**

- Bananas, Pineapple, Coconut, Turbinado, Non-Fat Milk, Vanilla, Wheat Germ

### **Mo'cuccino Vanilla**

- Vanilla Frozen Yogurt, Coffee, Protein Blend, Turbinado

### **Mo'cuccino Caramel**

- Vanilla Frozen Yogurt, Coffee, Protein Blend, Turbinado

### **Mo'cuccino Mocha**

- Vanilla Frozen Yogurt, Coffee, Protein Blend, Turbinado

### **Peanut Power**

- Peanut Butter, Bananas, Turbinado, Non-Fat Milk, Soy Protein

### **Peanut Power Plus Chocolate**

- All Natural Chocolate, Peanut Butter, Bananas, Turbinado, Non-Fat Milk, Soy Protein

### **Peanut Power Plus Grape**

- Peanut Butter, Grape Juice Blend, Bananas, Turbinado, Non-Fat Milk, Soy Protein

### **Peanut Power Plus Strawberry**

- Peanut Butter, Strawberries, Bananas, Turbinado, Non-Fat Milk, Soy Protein

### **Pina Colada Island**

- Pineapple, Coconut, Protein Blend, Non-Fat Milk, Vanilla, Turbinado



### **Yogurt D-Lite**

- Vanilla Frozen Yogurt, Choice of One Fruit, Vanilla Protein Blend, Turbinado, Non-Fat Milk, Soy Protein

### **Kid's Kups**

#### **Kids' Kups Berry Interesting**

- Strawberries, Blueberry Juice Blend, Raspberry Puree, Multi-vitamin Enhancer

#### **Kids' Kups Choc-A-Laka**

- Vanilla Frozen Yogurt, All Natural Chocolate, Multi-vitamin Enhancer

#### **Kids' Kups CW, Jr.**

- Strawberries, Bananas, Papaya Juice Blend, Multi-vitamin Enhancer

#### **Kids' Kups Gimme-Grape**

- Grape Juice Blend, Strawberries, Papaya Juice Blend

#### **Kids' Kups Lil' Angel**

- Strawberries, Bananas, Soy Protein, Multi-vitamin Enhancer

#### **Kids' Kups Smarti Tarti**

- Lemon Juice Blend, Grape Juice Blend, Papaya Juice Blend, Multi-vitamin Enhancer

# The Blender

## Vitamix 5200



The number most vital piece of equipment in the smoothie making process is the blender. At Smoothie King, we used top of the line Vitamix 5200 blenders for the best quality smoothies. The Vitamix 5200 is an industrial strength blender made by Vitamix. There are 4 blenders in the store located on the front counter. It is very important that you know how these blenders work to ensure maximum efficiency and safety, seeing as these can be very dangerous if operated incorrectly.



1. **The spill proof lid** makes sure that no ingredients will escape the container during blending. Make sure that during blending, you hold the lid down for safety.
2. **Easy grip handle** is ergonomically designed for control and comfort. This handle allows you to carefully and precisely maneuver the container around without spilling.
3. **The 64oz container** is made from tough plastic to ensure durability and visibility while blending or otherwise. Be careful with the container. While it is considered "shatterproof" there is still a possibility that it could break if dropped.
4. **Variable speed control** allows for user setting of speed of the blades. This setting allows you to set the optimal speed for chopping, grinding, or blending ingredient, all in one container.
5. **The high speed setting** allows for that little extra kick for thicker substances and more quantity of ingredients.
6. **Finally, the 2 horsepower motor** in the Vitamix 5200 propels the blades around at 240 mph, making it one of the most powerful blenders, and meeting our every need here at Smoothie King. This power also causes a very obvious safety concern. Always be careful with the blender blades, whether operating or not.

## Chapter 4

# Keeping Clean



## Intro

In this section, we will show you a couple of tasks that are expected to be completed on the indicated days. These tasks are vital to this operation running smoothly, and, if completed on a timely basis, can make for a painless workday for you and your co-workers.

## Tasks

- **Cleaning the store** is extremely necessary to maintaining sanitary conditions. When prompted to do so, you are expected to thoroughly spray the area with disinfectant spray and wipe with a sanitary rag.
- **Switching out** juice bottles is the most crucial task to the actual operation of the store. By switching the bottles out on schedule, you are making certain that no items are sitting for too long or spoiling. This ensures that sanitary conditions as well as customer satisfaction.

## Monday

- Switch out Apple and Blueberry Juice bottles.
- Clean out all bulk powder lids.
- Clean blender bowls.



## Tuesday

- Switch out mango, Yerba Mate, and Lemon juice bottles.
- Wipe down walls

## Wednesday

- Switch out Grape Kiwi, and Black Cherry juice bottles.
- Clean sneeze guard.
- Check water gauge/filter, should be between 30-70 psi.
- Clean area under powder station

## Thursday

- Switch out Coffee and Papaya juice bottles.
- Clean lid/cup holders.
- Clean hand safe by the sink i the back.

## Friday

- Switch out the Orange and Mangosteen juice bottles.
- Clean inside/outside of all sinks front and back.
- Clean inside prep unit.

## Saturday

- Switch out Pomegranate and Passion Fruit juice.
- Clean entire drink cooler.
- Clean entire sink area up front.

## Sunday

- SCRUB ALL blender lids.
- Wipe down all sides and top of ice cream freezer.
- Windex and wipe down retail fridge.

# Closing Time



## Tasks

- **Clean** metal bowl rack, and clean the floor underneath the rack.
- **Break down** prep unit. This means that the prep unit, which will be shown to you during formal training, should be taken apart and cleaned making sure that no juice or sticky residue is left. Then the prep unit should be stored.
- **Wipe down** the front counter, making sure that **NO** sticky residue is left. Make sure to clean the top, sides, underside, and behind the blenders.
- **Take blender lids** to the back sink and scrub them with soap and water. Make sure that no sticky or white residue is left.
- **Put water containers and pump** in sanitizer water to soak (break down before). **REFILL the water in the sink to make sure it is clean for proper sanitation.** Leave the water container and pump broken down, and keep on metal blender tray on the front counter.
- **Wash all dishes** and dry before putting them away. If dishes can not be dried in time, leave on drying racks.
- **Ice cream scoops need to be scrubbed every night in the back sinks**



# Acknowledgment of Receiving Employee Manual

## Acknowledgement of Receipt of Employee Handbook

I have received the current company employee handbook and have read and understand the material covered. I have had the opportunity to ask questions about the policies in this handbook, and I understand that any future questions that I may have about the handbook or its contents will be answered by the Office Manager or his or her designated representative upon request. I agree to and will comply with the policies, procedures, and other guidelines set forth in the handbook. I understand that the company reserves the right to change, modify, or abolish any or all of the policies, benefits, rules, and regulations contained or described in the handbook as it deems appropriate at any time, with or without notice. I acknowledge that neither the handbook nor its contents are an express or implied contract regarding my employment.

I further understand that all employees of the company, regardless of their classification or position, are employed on an at-will basis, and their employment is terminable at the will of the employee or the company at any time, with or without cause, and with or without notice. I have also been informed and understand that no officer, agent, representative, or employee of the company has any authority to enter into any agreement with any applicant for employment or employee for an employment arrangement or relationship other than on an at-will basis and nothing contained in the policies of the company shall in any way create an express or implied contract of employment or an employment relationship other than one on an at-will basis.

This handbook is the company property and must be returned upon separation.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name (printed): \_\_\_\_\_

# Smoothie

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## Related Glossary Terms

Drag related terms here

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