

The Original FlatwareSaver®

Recommended Training Program



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 Arrival of your FlatwareSaver(s)

1. Post the FlatwareSaver Training Poster near the trash can or in the employee break room. It is 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. (The Training Poster can be downloaded from www.FlatwareSaver.com, SUPPORT > DOCUMENTS. When the FlatwareSaver(s) arrive, replace the Poster with the laminated version that is shipped with each FlatwareSaver.)
2. All managers should read the User Reference Card as well as this Training Program.

When the FlatwareSaver(s) Arrive

1. Provide orientation to all employees at, for example, the pre-shift meetings. The following are suggestions of points to make to the employees:
 - 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.)
 - The FlatwareSaver also prevents running out of silverware during busy shifts, resulting in better customer service and higher gratuities.
2. Go over the points on the User Reference Card as well as those below.
3. Let the employees know the management will be tracking the costs month-by-month and is expecting great results.
4. Keep track of who has received the training so that no one is missed.

Operating the FlatwareSaver(s)

1. When placing the FlatwareSaver on the can, orient the handle away from where the user usually stands. 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.
2. If air is getting trapped in your plastic trash bag, causing it to billow out, drill 3 or 4 small holes ($\frac{1}{8}$ ") in the side of the trash can near the top to allow the air to escape.
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. It's important that employees do not bypass the FlatwareSaver by using an unprotected trash can that might be nearby. A spare trash can, already bagged and ready is a good idea for a quick swap when the main trash can becomes full, but be sure to place it under a counter or further away so no one will be tempted to use it instead of the can with the FlatwareSaver.
5. Note that the FlatwareSaver 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. NEVER leave the tray in the upright or flipped position. Always return it to the horizontal, latched position.
7. The FlatwareSaver 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. If the FlatwareSaver becomes messy while in use, take it off briefly and ask the dishwasher to spray it down. This takes less than 10 seconds. Be sure to return the FlatwareSaver to the trash can immediately.
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

At all pre-shift meetings during the 1st month, then monthly after that, talk about your progress in reducing silverware loss. 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 FlatwareSaver tray, scan the trash, and flip the tray. Removing silverware adds 2 seconds. This should not slow anyone down. 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.
- Are food and trash left on the tray after use? Flip the tray after each use unless it's being used by others. Food doesn't normally stick to the tray, but if it does, scrape it quickly with whatever item is handy (plate, fork, etc.).

Call or email FlatwareSaver LLC if you have any questions or comments.

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