



Document Title	Flippy Team Member Training (Post-Install)
Document Summary	This document provides an overview of how the Miso team will train your team members on how to use Flippy immediately after installation

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OVERVIEW:

User Training is a critical step in user adoption of Flippy. Proper training guarantees better performance, results, and familiarity with Flippy. Miso offers onsite training after install, and we provide detailed documentation and training videos to supplement content for new employees who join after the install date.

POST-INSTALL ONSITE TRAINING CURRICULUM:

The Flippy Team Member Training Curriculum includes the following:

- **Safety:** Flippy has built in safety mechanisms to prevent team members from harm. We'll teach your team best safety practices when it comes to cleaning and operating Flippy
- **Flippy Operation:** Learn how Flippy is operated through the touchscreen, how to load and refill food, and how components are removed and replaced daily for cleaning.
- **Subsystem & Component Identification:** Learn about the different components of Flippy and how they function.
- **What To Do When You Need Help:** Learn how to troubleshoot common issues, or contact the 24/7 Miso Support Center to request assistance

NEW TEAM MEMBER TRAINING:

If you have team members that join beyond the install date, you can utilize our training materials to onboard new team members:

Training Video: Miso provides a detailed training video with instructions on how to operate Flippy. This training video is accessible from the touchscreen.

Job Aids: Miso provides detailed job aids that illustrate how to operate and clean Flippy for standard use.

Miso recommends that all training materials be incorporated into your restaurant's onboarding process or Learning Management System to train new team members.