



HEY, HAAS!

FREE TRAINING TEMPLATE

Ice Cream Shop Training Checklist

A complete training path for new scoopers — from Day 1 orientation to solo close clearance.

14 Training Steps

New Hire Onboarding

Trainer Sign-Off Required

PHASE 1 — ORIENTATION

- ☐ 01 **Shop orientation and first-day setup** TRAINER-LED
- Tour of dipping cabinets, back freezer, topping station, and wash station. New hire leaves Day 1 knowing the layout, their trainer's name, and the two-week plan.

- ☐ 02 **Food safety and hygiene basics** SAFETY
- Glove rules, hand washing, scoop-rinse standards, and food handler requirements — demonstrated at the station, not just acknowledged.

- ☐ 03 **POS, sizes, and sampling policy** SKILLS
- Ringing sizes, flavors, and add-ons; the sampling policy; handling a line with a smile. Register first — it teaches the menu at the lowest stakes.

- ☐ 04 **Dipping cabinet temperatures** SKILLS
- What correct cabinet temperature looks like, how to check it, and what to do when it's wrong. A soft case ruins product; a rock-hard case ruins wrists — both are trainable.

PHASE 2 — CORE SKILLS

- ☐ 05 **Scooping technique** SKILLS
- Rolling vs. digging, protecting your wrist, and producing a clean ball every time. Trainer demonstrates; trainee practices on a fresh tub and a low tub.

- ☐ 06 **Portion standards by size** SKILLS
- Weighed until it's muscle memory. Over-scooping is invisible until you do the math on a thousand cones — this is where margins are trained.

- ☐ 07 **Cones and waffle cones** SKILLS
- Wrapping, anti-drip technique, when a cracked cone is a no, and waffle cone handling including batter, iron timing, and rolling where applicable.

- ☐ 08 **Tub rotation, tempering, and dipper wells** SKILLS
- Tempering a fresh tub, rotating front-to-back, first-in-first-out, and dipper well rules — water changes and when a scoop goes back to wash.

PHASE 3 — ADVANCED SKILLS

- ☐ **09 Shakes, sundaes, and signature builds** **SKILLS**
Blended drinks, sundaes, and top-five signature builds — step by step, with machine operation and cleaning between uses.

- ☐ **10 Allergen and cross-contact protocol** **SAFETY**
Which flavors contain nuts, dedicated scoop rules, and exactly what to do when a customer says "allergy" — including when to hand it to the manager. Trained before first solo interaction. No exceptions.

PHASE 4 — LIVE PRACTICE

- ☐ **11 Shadow shift with assigned trainer** **TRAINER-LED**
A full shift alongside the trainer with a written list of skills to introduce: line pacing, remakes without drama, and keeping the case clean mid-rush.

- ☐ **12 Closing the shop** **SKILLS**
Case cleaning, topping breakdown, dipper well shutdown, freezer checks, and the closing walkthrough — completed independently to standard.

PHASE 5 — CERTIFICATION

- ☐ **13 Reverse shadow — running the counter** **TRAINER-LED**
New hire runs the counter through a real line while the trainer watches and scores. Clean scoops at pace with a smile is the test.

- ☐ **14 Trainer sign-off and solo clearance** **MILESTONE**
Trainer confirms every item was demonstrated, dated, and recorded. No sign-off, no solo shift — especially not a solo close.

TRAINEE NAME

TRAINER NAME

TRAINER SIGNATURE

DATE CLEARED

Print clearly

Print clearly

Sign only when all 14 steps
complete

MM / DD / YYYY

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