

Online Training University of Subway

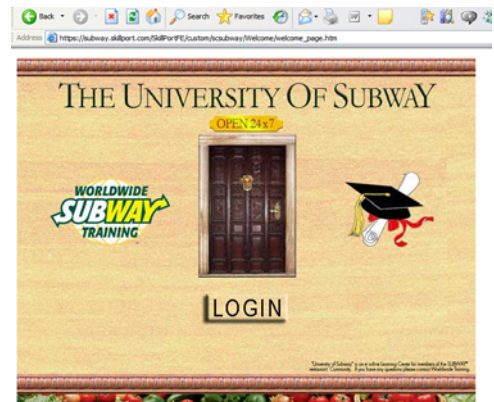
Employee: _____

Unit # _____

User ID: *Unit # –first name* (example: 38117-sam) Password: *last name* (small caps)

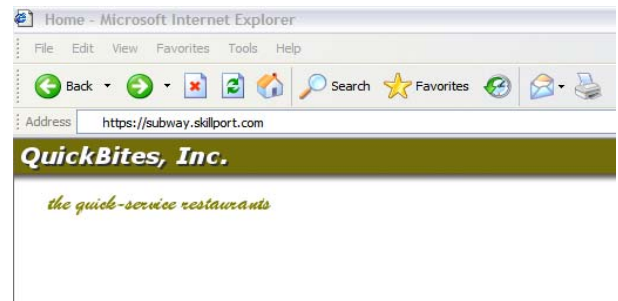
Using one of QuickBites, Inc. Training Units:

- 1) Turn on the computer. If it is on already, press enter to awake the computer.
- 2) Press the University of Subway Icon.
- 3) “THE UNVERSITY OF SUBWAY - LOGIN” screen will popup as shown to the right >>>>>
- 4) Follow the attached login instructions.



Using your own computer at home, library ...etc.:

- 1) Follow the attached login instructions from start as shown to the right >>>>>
- 2) Please note that on your first login you may be required to install a special “Java”. Please follow the on screen instruction for automatic test of your system to determine which “Java” is required and upgrade, accordingly. **It’s strongly recommended** that you contact a Skillport representative either by phone or “Livechat” for assistant and proper upgrade.



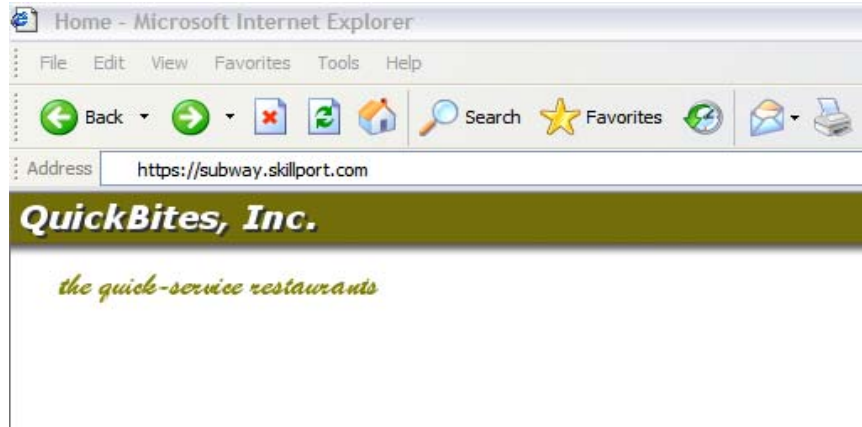
Some Rules for us to live by:

- 1) Keep your login ID and password in a safe place. Do not share with others
- 2) If using any of QuickBites, Inc. Training Units **YOU must call that Unit and reserve a date/time to use the training room.**
- 3) The training room is available daily from 7am – 10:30am, 2pm to 4:30pm and 7pm to 9pm
- 4) Do not call the Training Unit during lunch (11am-2pm) and dinner (5pm-7pm) rush
- 5) When you are at the Training Unit you must:
 - a. arrive the Training Unit not more than 15 minutes before your scheduled training
 - b. let the manager/shift Manager know that you are here for the online training.
 - c. give the Manager/Shift Manager your name, Unit no. and scheduled training time (Training Unit Manager/Shift Manager will verify that you are on the schedule)
 - d. proceed to the training room without distracting ongoing operation.
 - e. sign in. Sign out when finished
 - f. keep the training room clean and organized
 - g. let the Training Unit Manager/Shift Manager know that you are finished
 - h. leave the Training Unit immediately after you complete your training.
 - i. inform your Unit Manager of course completion so he/she can update your training list
- 6) Must complete and pass all courses (assigned curriculum) by the completion date provided.
- 7) This training will be done at employees' own time, but **as soon as you complete and pass all courses a performance evaluation will be conducted by your Unit Manager and an increase up to \$.25/hour maybe granted.** Contrary to this is a violation that can lead to termination.
- 8) No date extension will be granted. Therefore, the sooner you finish the course the sooner you'll receive your pay increase.
- 9) Good Luck and Have Fun Learning ...

Knowledge is Power!

Login Instructions University of Subway

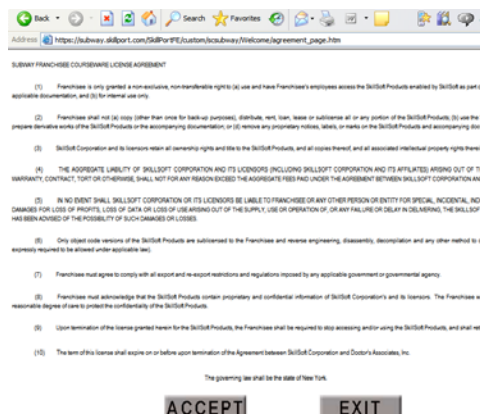
Open Internet Explorer. Type <https://subway.skillport.com> and press “Enter”. Note: If you’re using company computer click on the University of Subway Icon found on the Desktop.



Click “LOGIN”:



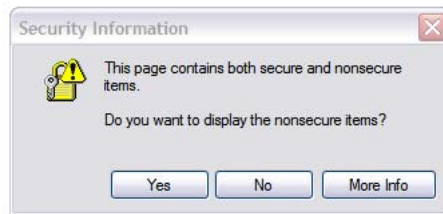
Click “ACCEPT”:



Enter “User ID”, “password” & Click “Login”:



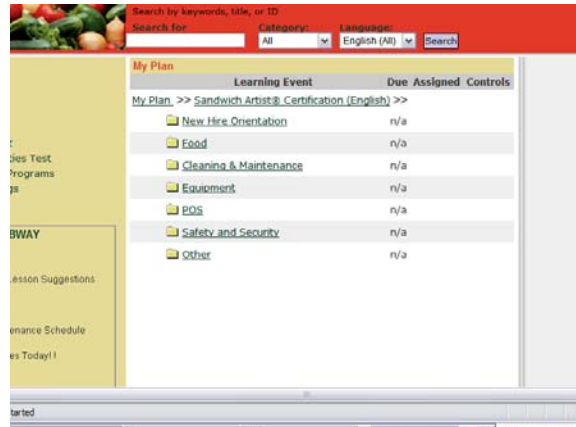
If you get this Security Information Message, Click “Yes”:



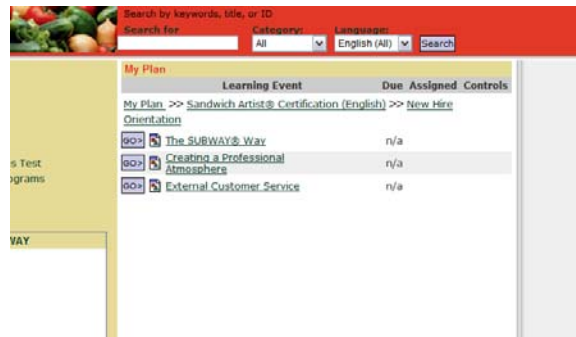
Click Desired Curriculum. Note completion date:



Click Desired Course Group. Follow same order:



Click desired Course. Follow same order:



Click “Play the Course”:



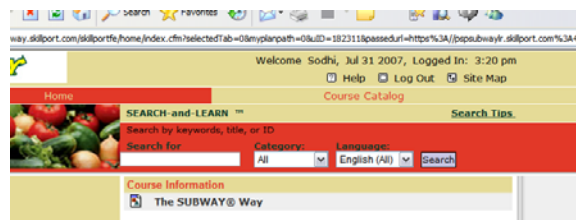
Click “Right Arrow” to begin Course:



Click “Right Arrow” to move to the next screen. Follow on-screen Instructions carefully and take the test. GOOD LUCK!:



When finished Click “LOGOUT”:



Unit Manager		
Communication		8:00:00
Communication Skills for the Workforce		4:30:00
Difficult People in the work Place		3:30:00
Customer Service		9:50:00
Fundamental of Exceptional Customer Service		3:30:00
Serving Customer with Disabilities		0:20:00
Overcoming Challenging Service Situation		6:00:00
Human Resources		14:30:00
Effective Interviewing		3:30:00
Facilitating Effective Hiring		2:30:00
Retention		3:00:00
Improving Problem Performance		5:30:00
Management		2:10:00
Becoming a Manager		6:00:00
Sexual Harassment Awareness for ..		2:00:00
University of Subway - Manager Admin Tasks		0:10:00
Team Building		11:30:00
Effective Team Building Strategies		4:00:00
Energizing and Empowering Employees		2:30:00
The Manager as Coach & Counselor		5:00:00
Finance/Paperwork		0:50:00
Counting Weekly Inventory		0:05:00
Expanded WISR Analysis		0:15:00
Interpreting the WISR and Control Sheet		0:30:00
Sales Skills		0:10:00
Suggestive Selling		0:10:00
Marketing		1:20:00
Creating Party Platters		0:10:00
Fresh Fit Introduction		0:20:00
Local Store Marketing		0:30:00
Subway Scrabble Promotion		0:20:00
POS		1:00:00
POS - Manager Tasks Files		n/a
POS - Manager Tasks - Weekly		0:30:00
POS - Manager Tasks Other		n/a
POS - Manager Tasks Reports		0:30:00
Total Curriculum		48:00:00

Area Director/Director of Operation		
Communication Skills		8:33:00
Communication Skills for Leadership		5:30:00
Fundamental Component of a Business Case		3:03:00
Customer Service		9:59:00
Fundamentals of Exceptional Customer Service		3:30:00
Overcoming Challenging Serve Situation		6:00:00
Serving Customers with Disabilities		0:20:00
Subway, English to Spanish		0:09:00
Human Recourses Practices		14:45:00
Effective Interviewing		3:30:00
Facilitating Effective Hiring		2:30:00
Improving Problem Performance		5:30:00
Management Retention Through Incentive		0:15:00
Retention		3:00:00
Management		2:01:00
Sexual Harassment Awareness		2:00:00
University of Subway - Manager Admin Tasks		0:01:00
Team Building		11:30:00
Effective Team-Building Strategies		4:00:00
Energizing and Empowering Employees		2:30:00
The Manager as Coach and Counselor		5:00:00
Sales Skills		1:25:00
Suggestive Selling		0:10:00
The Grand Opening Sale		0:15:00
The Subway Cash Card program		0:36:00
Trade Area Survey		0:07:00
Understanding Site Review for Franchisees		0:17:00
Marketing		10:00:00
Analyzing the Market		2:30:00
Creating Party Platters		0:10:00
Elements of Marketing Strategy		3:00:00
Fresh Fit Introduction		0:20:00
Local Store Marketing		0:30:00
Office Plattering		0:04:00
Sub of the Day		0:06:00
Subway Scrabble Promotion		0:20:00
Surpassing the Competition		3:00:00
POS		1:00:00
POS - Manager Tasks Files		n/a
POS - Manager Tasks - Weekly		0:30:00
POS - Manager Tasks Other		n/a
POS - Manager Tasks Reports		0:30:00
Finance/Paperwork		13:06:00
Accounting Fundamentals		3:30:00
Accounting Fundamentals		3:30:00
Break-even Analysis Review & Utilization		0:30:00
Counting Weekly Inventory		0:05:00
CPC		0:05:00
Expanded WISR Analysis		0:15:00
How to Use www.HelpMMM.com		0:35:00
Interpreting the WISER and Control Sheet		0:30:00
Principles of Financial Management		4:00:00
Relative Profitability		0:06:00
Total Curriculum		70:54:00

Multi Unit Owner		
	Business Partnering	5:30:00
	Building Relationships to Get Results	2:30:00
	Getting Results Through Communications	3:00:00
	Communication Skills	8:33:00
	Communication Skills for Leadership	5:30:00
	Fundamental Component of a Business Case	3:03:00
	Customer Service	9:59:00
	Fundamental of Exceptional Customer Service	3:30:00
	Overcoming Challenging Serve Situation	6:00:00
	Serving Customers with Disabilities	0:20:00
	Subway, English to Spanish	0:09:00
	Human Resources Practices	11:15:00
	Effective Interviewing	3:30:00
	Facilitating Effective Hiring	2:30:00
	Improving Problem Performance	5:30:00
	Management Retention Through Incentive	0:15:00
	Retention	3:00:00
	Leadership	3:00:00
	Dynamics of Leadership	3:00:00
	Management	5:10:00
	Managing the Delegated Environment	5:00:00
	University of Subway - Manager Admin Tasks	0:10:00
	Team Building	6:30:00
	Effective Team-Building Strategies	4:00:00
	Energizing and Empowering Employees	2:30:00
	Sales Skills	1:25:00
	Suggestive Selling	0:10:00
	The Grand Opening Sale	0:15:00
	The Subway Cash Card program	0:36:00
	Trade Area Survey	0:07:00
	Understanding Site Review for Franchisees	0:17:00
	Marketing	10:00:00
	Analyzing the Market	2:30:00
	Creating Party Platters	0:10:00
	Elements of Marketing Strategy	3:00:00
	Fresh Fit Introduction	0:20:00
	Local Store Marketing	0:30:00
	Office Plattering	0:04:00
	Sub of the Day	0:06:00
	Subway Scrabble Promotion	0:20:00
	Surpassing the Competition	3:00:00
	POS	1:00:00
	POS - Manager Tasks Files	n/a
	POS - Manager Tasks - Weekly	0:30:00
	POS - Manager Tasks Other	n/a
	POS - Manager Tasks Reports	0:30:00
	Finance/Paperwork	5:36:00
	Basic of Budgeting	3:30:00
	Break-even Analysis Review 7 Utilization	0:30:00
	Counting Weekly Inventory	0:05:00
	CPC	0:05:00
	Expanded WISR Analysis	0:15:00
	How to Use www.HelpMMM.com	0:35:00
	Interpreting the WISR and Control Sheet	0:30:00
	Relative Profitability	0:06:00
Total Curriculum		67:58:00

University of



QuickBites, Inc. HiDesert Units
Training Center

University of



QuickBites, Inc. LA Units

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