

Proposal for Bakery Employee Training Manual

Prepared for
Costco Wholesale #684
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Executive Summary

Costco Wholesale is a company that uses an on the job learning method of training, however, the Costco bakery currently has no Training Manual specifically made for its employees and the bakery is often unproductive, provides poor quality products, and the employees have limited information. A training manual specifically designed for the bakery employees will correct these problems. I can have this manual completed by May 3. The total cost for creating this manual will be approximately \$197.09. I can complete this manual because I am a student of the University of North Texas enrolled in a Technical Communications course. I look forward to working with you on this manual to help ensure that Costco bakery is performing to its full capability.

Introduction to Proposal on Bakery Employee Training Manual

To improve the training process and information used in the Costco Wholesale bakery, I would like to prepare a manual for new and current employees. The manual would explain the responsibilities that come with each position in the bakery, the safety procedures to be followed, and how to clean and operate the bakery appliances. I would consult with the bakery manager to come up with a single way of how to properly operate and clean the appliances, so that all current and future employees get consistent information. I can complete this manual by May 3 for a total cost of \$197.09.

Problems for Costco Wholesale # 684 Bakery Employee Training

Prior to constructing this proposal, I visited the Costco #684 bakery and talked to 5 of the current bakery employees, so they could provide me with insight concerning the problems encountered most frequently in the bakery. After conducting my research, I found that Costco Wholesale has the following problems:

- Limited information
- Little training and experience
- Wasted product
- Products of poor quality

The Costco bakery currently relies heavily on “on the job training” and gives little emphasis to one-on-one training of new employees to ensure that they fully understand how to work all equipment prior to beginning to work in the bakery. As a result, employees have little information about working in an environment such as a bakery and this increases the chances of dangerous situations. Little information leads to miscommunication among employees. Training new employees gets even more confusing because more experienced workers are responsible for explaining the daily tasks of the new employees. This often results in miscommunication and/or lack of information because every new employee is trained by a different person and therefore provided with different information than other new employees. For example, one of your current employees, Grace, told me that when she first started working in the bakery, the employee who trained her failed to inform her that only warm water is used when cleaning the Muffin Depositor machine, the first time she went to clean the muffin depositor, she started using hot water and was luckily stopped by the bakery manager before she ruined the Muffin Depositor machine.

Wasted product is another major concern that also results in a loss of profit. Although training through working is a good way to learn and grow as an employee because learning through experience is usually very effective, this form of training is unsuitable for an area such as a bakery. Unlike most other departments such as appliances or clothing, the bakery produces fresh products, made for consumption by customers. A minor mistake can lead to harm to customers, leaving little room for error. With little training information, new employees are constantly making mistakes, caught by the more experienced employees most of the time. Mistakes result in loss of product large quantities of product, since the bakery bakes large batches of each product and has limited supplies and ingredients.

As mistakes occur, the bakery manager and other employees have to stop what they are doing and fix the problem at hand. A loss in productivity and the other bakery employees falling behind on their tasks, occur as a result. All of these problems combined often result in selling poor quality products. When mistakes take place without being caught, the bakery sells the products as is, meaning that customers purchase baked goods of poor quality, below Costco quality standards. Costco is a business built on providing its members with the best quality products for reasonable prices and these poor quality bakery products make the company look bad since it results in complaints by unsatisfied customers and may possibly prevent the customers from making future purchases from Costco bakeries.

Solution to Costco Bakery Employee Training Problems

My manual on Bakery Employee Training will help solve the following problems:

- Uninformed employees
- Wasted productivity
- Wasted product
- Products of poor quality

A Bakery Employee manual is necessary because the staff consists of only one manager, and currently has 8 employees. The manager is too busy to constantly train new employees or re-train existing employees while also providing all the reference information needed to properly perform each task in the bakery. This manual will include very specific directions on how to perform each task. Employees could use this manual to help train new employees in the bakery as well as serve as a quick reference guide for all the staff in future situations. Instead of always asking for help with very minor things, employees would refer to the manual for answers to their questions and eliminate mistakes. The bakery could keep a copy of this manual in a cabinet in the bakery where all employees would be able to access it when needed. New and existing employees would also each receive their own copy.

Outline for Bakery Employee Training Manual

- Introduction to Bakery Employee Training Manual
- Tasks performed by each employee
 - Baker Position Duties
 - Cake decorator Position Duties
 - Wrapper Position Duties
 - Bakery Stocker Position Duties
- Overview of the Daily Workflow in the Bakery
- Operating the Equipment
 - How to Operate Mixer
 - How to Operate Oven
 - How to Operate Muffin Depositor
 - How to Operate Wrapping Machine
- Cleaning the Equipment

- How to clean the Mixer
- How to Clean the Oven
- How to Clean the Muffin Depositor
- How to Clean the Wrapping Machine
- Safety In the Bakery
 - General Safety in the Bakery
 - Safety While Using the Mixer
 - Safety While Using the Oven
 - Safety While Using the Muffin Depositor
 - Safety While Using the Wrapping Machine

Work Plan for Bakery Manual

I plan on beginning this proposal on April 15, to have a rough draft done by April 22, and the final product completed by May 3. For this manual, white letter size 8.5x11 in. paper will be used. Since color pictures will be used throughout the manual to explain specific quality expectations, all copies of the manual will be printed in color. Employee copies will be tape bound with a clear cover while the copy that will be kept in the bakery be kept in a 3-ring binder and have sheet protectors to ensure that the pages can be cleaned as needed.

My Qualifications for Writing the Proposed Bakery Manual

I am currently a student at the University of North Texas working on receiving a B.A. in Biology. I am currently enrolled in a Technical Communications course that has provided me with the proper information and education needed for the construction of a manual. My interest in the continuing success of this company has grown for personal reasons because I have hopes of one day working as a pharmacist for Costco Wholesale upon completing my education.

Budget for Bakery Manual

I will donate my time to create and prepare the manual with no labor cost and by doing so your total cost for the manual will be approximately \$197.09 for supplies and materials. The total cost includes the price of printing and binding the manual. The color printing of the manuals will cost \$1.17 a page and the employee manuals will cost \$1.29 to be tape bound. The Bakery copy of the manual will be placed in sheet protectors and placed in a 3-ring binder to minimize wear and tear.

The following table reflects the estimated cost of writing and printing the manual:

Items	Time and Supplies	Cost (dollars)
Double-sided color printing	Approximately 15 pages at \$1.17 a page x 10 manuals	\$175.50
Tape binding	\$1.29 each x 9 manuals	\$11.61
½ ", 3-ring white binder	\$2.99 each x 1 manual	\$2.99
Sheet protectors	1 pack of 25 at \$6.99	\$6.99
Total		\$197.09

The table provided above outlines all the costs for the creation of this manual. It will cost approximately \$175.50 for the printing; this includes the cost of the double-sided color printing of 10 manuals at \$1.17 per page. Tape binding will be used for the employee copies of this manual. The total cost for binding is \$11.61; the individual price per manual is approximately \$1.29. The copy of the manual that will be kept in the bakery will be bound in a 3-ring binder, costing a total of \$2.99 for the binder and \$6.99 for the protector sheets to place the pages of the manual in. The total cost for the creation of this manual comes out to approximately \$197.09.

Conclusion to Proposal on Costco Wholesale #684 bakery manual

I look forward to the possibility working with you and preparing this much-needed manual for your company. This manual will resolve your ongoing problem with training and informing your new and future employees.