

dunkin donuts training manual

dunkin donuts training manual serves as an essential resource for new and existing employees at Dunkin' Donuts, designed to provide comprehensive guidance on the brand's operational standards, customer service protocols, and product preparation techniques. This manual is central to maintaining consistency, quality, and efficiency across all Dunkin' Donuts locations. It outlines detailed procedures from store opening to closing, safety measures, food handling, and equipment operation, ensuring that staff deliver the signature Dunkin' experience to every customer. Moreover, the training manual incorporates company values, best practices for teamwork, and strategies for handling customer feedback effectively. This article explores the core elements of the Dunkin' Donuts training manual, how it supports employee development, and its role in upholding brand excellence. The following sections will provide an overview of the manual's structure, key training components, and practical applications in day-to-day store operations.

- Overview of the Dunkin' Donuts Training Manual
- Employee Onboarding and Orientation
- Operational Procedures and Standards
- Customer Service Excellence
- Food Safety and Hygiene Protocols
- Equipment Usage and Maintenance
- Performance Evaluation and Continuous Improvement

Overview of the Dunkin' Donuts Training Manual

The Dunkin' Donuts training manual is a structured document designed to ensure uniformity in employee performance and store operations. It acts as both a reference guide and a training tool for staff members at all levels. The manual covers a wide range of topics including company history, mission, and core values, which help employees understand the brand's identity and goals. It also provides clear instructions on daily tasks, safety regulations, and customer interaction standards. By standardizing training practices, the manual helps maintain product quality and service consistency across all franchise locations.

Purpose and Importance

The primary purpose of the Dunkin' Donuts training manual is to equip employees with the knowledge and skills necessary to perform their duties efficiently and to uphold the brand reputation. It reduces the learning curve for new hires and minimizes operational errors. Additionally, the manual supports compliance with health and safety regulations, which is critical in the food service industry.

Structure and Content

The manual is organized into clearly defined sections that cover all aspects of store operations. Each section is designed to be user-friendly and easy to understand, often supplemented with diagrams and step-by-step instructions. This structured approach facilitates self-paced learning and ensures that crucial information is easily accessible.

Employee Onboarding and Orientation

The onboarding process at Dunkin' Donuts is guided heavily by the training manual to ensure that new employees are properly introduced to the company culture and operational expectations. Orientation includes an overview of the brand's history, values, and customer service philosophy. The manual outlines specific training modules for various roles such as baristas, cashiers, and shift supervisors.

Initial Training Modules

New employees undergo a series of training sessions covering fundamental topics such as product knowledge, cash handling procedures, and hygiene standards. The manual details each module with objectives and key takeaways, enabling trainers to deliver consistent instruction across locations.

Mentorship and Support

The training manual encourages a mentorship approach whereby experienced staff support new hires during their initial days. This hands-on training complements the written material and helps reinforce practical skills and workplace behavior.

Operational Procedures and Standards

A critical section of the Dunkin' Donuts training manual focuses on the store's daily operational procedures. It provides detailed instructions on tasks such as opening and closing checklists, inventory management, and cash register operation. Standardizing these procedures ensures operational efficiency and reduces the risk of errors.

Opening and Closing Protocols

The manual specifies step-by-step processes for opening the store, including equipment checks, stocking supplies, and preparing the service area. Closing procedures cover cleaning, cash reconciliation, and securing the premises to maintain safety and readiness for the next business day.

Inventory and Stock Management

Proper inventory control is vital for minimizing waste and ensuring product

availability. The manual outlines methods for receiving deliveries, rotating stock, and tracking inventory levels, which support cost control and operational smoothness.

Customer Service Excellence

Exceptional customer service is at the core of Dunkin' Donuts' brand identity, and the training manual dedicates substantial content to this area. It provides employees with communication techniques, conflict resolution strategies, and guidelines for creating a welcoming environment.

Communication Skills

The manual emphasizes the importance of friendly, clear, and efficient communication with customers. It includes examples of appropriate language and tone to enhance the customer experience and foster loyalty.

Handling Customer Complaints

Employees are trained to address customer concerns promptly and professionally. The manual offers step-by-step approaches for resolving issues while maintaining customer satisfaction and brand integrity.

Food Safety and Hygiene Protocols

Maintaining high standards of food safety and hygiene is a non-negotiable component detailed extensively in the Dunkin' Donuts training manual. Employees receive comprehensive guidelines on proper handwashing, sanitization, and safe food handling practices to prevent contamination and ensure compliance with health regulations.

Sanitation Procedures

The manual specifies cleaning schedules for equipment, surfaces, and utensils, along with the use of approved cleaning agents. Regular sanitation helps prevent foodborne illnesses and maintains a safe environment for both staff and customers.

Health and Safety Compliance

Employees are instructed on protocols for reporting illnesses, wearing appropriate uniforms, and using protective gear when necessary. These measures protect the wellbeing of all individuals in the store.

Equipment Usage and Maintenance

The Dunkin' Donuts training manual includes detailed instructions on

operating and maintaining the various machines and tools used in the store, such as espresso machines, fryers, and point-of-sale systems. Proper usage extends equipment lifespan and ensures consistent product quality.

Operating Procedures

Step-by-step guidance helps employees correctly prepare coffee, donuts, and other menu items using the designated equipment. This consistency is key to delivering the signature Dunkin' taste customers expect.

Routine Maintenance

The manual outlines daily, weekly, and monthly maintenance tasks to prevent breakdowns and costly repairs. Employees are trained to identify early signs of equipment issues and report them promptly.

Performance Evaluation and Continuous Improvement

The training manual supports ongoing employee development through regular performance evaluations. It encourages continuous learning and adaptation to enhance service quality and operational efficiency. Supervisors use standardized criteria to assess employee skills and provide constructive feedback.

Feedback Mechanisms

Structured feedback sessions help employees understand their strengths and areas for improvement. The manual recommends goal-setting and action plans to foster professional growth.

Training Updates and Refreshers

To keep pace with evolving business needs and industry standards, the manual suggests periodic refresher courses and updates to the training content. This approach ensures that all staff remain knowledgeable and skilled over time.

- Clear operational guidelines for daily store functions
- Emphasis on customer service and communication skills
- Detailed safety and hygiene protocols
- Comprehensive equipment handling instructions
- Support for continuous employee development and quality improvement

Frequently Asked Questions

What is the purpose of the Dunkin Donuts training manual?

The Dunkin Donuts training manual is designed to provide employees with standardized procedures, operational guidelines, and customer service protocols to ensure consistent quality and efficient store operations.

Where can new employees access the Dunkin Donuts training manual?

New employees can typically access the Dunkin Donuts training manual through the company's official employee training portal or receive a physical copy during their onboarding process.

Does the Dunkin Donuts training manual cover food safety guidelines?

Yes, the training manual includes comprehensive food safety guidelines to ensure all products are prepared, stored, and handled in compliance with health regulations.

How often is the Dunkin Donuts training manual updated?

The training manual is regularly updated by Dunkin Donuts corporate to reflect changes in procedures, menu items, technology, and health and safety regulations.

Is there a digital version of the Dunkin Donuts training manual available?

Yes, Dunkin Donuts provides a digital version of the training manual accessible through their online employee training platform for easy access and updates.

What topics are typically included in the Dunkin Donuts training manual?

The manual typically covers topics such as customer service, food preparation, equipment operation, cleaning procedures, safety protocols, and company policies.

Can franchise owners customize the Dunkin Donuts training manual?

Franchise owners usually follow the standardized training manual provided by Dunkin Donuts, but they may supplement it with additional procedures relevant to their specific location.

How does the Dunkin Donuts training manual help improve customer service?

The manual provides employees with clear guidelines on communication, order accuracy, and hospitality to ensure a positive and consistent customer experience.

Are there assessments or quizzes included in the Dunkin Donuts training manual?

Yes, many training manuals include assessments or quizzes to test employee understanding of the material and ensure they are prepared to perform their duties effectively.

Is the Dunkin Donuts training manual available for managerial staff?

Yes, there are sections or separate manuals designed specifically for managerial staff focusing on leadership, inventory management, scheduling, and compliance oversight.

Additional Resources

1. Dunkin' Donuts Employee Handbook: Mastering Customer Service and Operations

This comprehensive guide covers the essentials of working at Dunkin' Donuts, focusing on delivering excellent customer service and efficient store operations. It includes step-by-step procedures for food preparation, cash handling, and maintaining store cleanliness. The handbook is designed to help new employees quickly become confident and skilled team members.

2. Barista Basics: Training for Dunkin' Donuts Coffee Excellence

A detailed manual that trains employees in the art of coffee making, from espresso shots to specialty drinks. This book emphasizes quality control, proper equipment usage, and maintaining consistency in every cup. It also explores customer interaction tips to enhance the coffee experience.

3. Food Safety and Sanitation at Dunkin' Donuts

This book delves into the critical practices of food safety and sanitation necessary for Dunkin' Donuts employees. It explains hygiene protocols, allergen management, and proper storage techniques to prevent contamination. The manual is essential for maintaining health standards and customer trust.

4. Leadership and Team Management in Dunkin' Donuts Stores

Designed for shift supervisors and managers, this book focuses on effective leadership skills within the Dunkin' Donuts environment. It covers team motivation, conflict resolution, and scheduling, ensuring smooth daily operations. Readers will learn how to build a productive and positive workplace culture.

5. Inventory Control and Supply Chain Essentials for Dunkin' Donuts

This guide explains the processes involved in managing inventory and supplies in a Dunkin' Donuts store. Topics include ordering, receiving deliveries, stock rotation, and minimizing waste. Proper inventory control helps stores maintain profitability and meet customer demand efficiently.

6. Cash Handling and Point of Sale Training at Dunkin' Donuts

Focused on the financial side of operations, this book teaches employees how to accurately handle cash, operate the POS system, and perform end-of-day reconciliation. It also addresses security measures to prevent theft and errors. This training ensures smooth and trustworthy transactions.

7. Effective Communication Skills for Dunkin' Donuts Employees

This book aids employees in developing strong interpersonal and communication skills tailored to the Dunkin' Donuts workplace. It provides strategies for handling difficult customers, teamwork, and clear information exchange. Enhancing communication helps improve customer satisfaction and internal collaborations.

8. Marketing and Promotions Training Manual for Dunkin' Donuts Staff

A resource that educates staff on current marketing campaigns, seasonal promotions, and loyalty programs at Dunkin' Donuts. It teaches how to effectively inform and engage customers about ongoing offers to boost sales. Employees learn to contribute actively to the brand's marketing success.

9. Health and Wellness Policies at Dunkin' Donuts: Employee Guide

This manual outlines Dunkin' Donuts' health and wellness policies, including employee benefits, workplace safety, and mental health resources. It encourages a balanced work-life environment and promotes awareness of health standards. The guide supports employees in maintaining their well-being on and off the job.

Dunkin Donuts Training Manual

Dunkin' Donuts Training Manual: Master the Art of the Perfect Pour & Beyond

Ready to become a Dunkin' Donuts superstar? Are you struggling to keep up with the fast-paced environment, consistently produce high-quality drinks and food, or master the intricacies of customer service in a busy Dunkin' location? Do you find yourself feeling overwhelmed by the sheer volume of information required to excel in your role? Perhaps you're new to the team and feeling lost, or a seasoned employee looking to refine your skills and boost your performance. This comprehensive training manual provides the answers and empowers you to thrive.

This ebook, "The Dunkin' Donuts Domination Guide," by [Your Name/Company Name], will equip you with the knowledge and skills to become a top performer.

Contents:

Introduction: Welcome to the Dunkin' Family! Setting the stage for success.

Chapter 1: Mastering Dunkin' Beverages: From the perfect pour to customized creations.

Chapter 2: Food Preparation & Presentation: Ensuring consistent quality and appealing displays.

Chapter 3: Exceptional Customer Service: Building rapport and exceeding expectations.

Chapter 4: Operational Efficiency & Teamwork: Streamlining processes and collaborating effectively.

Chapter 5: Health & Safety Regulations: Maintaining a safe and hygienic work environment.

Chapter 6: Cash Handling & POS Systems: Accuracy, speed, and security in transactions.

Chapter 7: Problem-Solving & Conflict Resolution: Handling challenges with grace and efficiency.

Conclusion: Your Journey to Dunkin' Excellence Continues!

The Dunkin' Donuts Domination Guide: A Comprehensive Training Manual

Introduction: Welcome to the Dunkin' Family! Setting the Stage for Success

Welcome to the world of Dunkin'! This manual is your passport to success within one of the most recognizable and beloved coffee and donut chains globally. Whether you're a fresh recruit eager to learn or a seasoned employee seeking to refine your skills, this guide provides a comprehensive overview of everything you need to know to excel in your role. We'll cover everything from the perfect coffee pour to exceptional customer service, ensuring you're equipped to contribute meaningfully to the Dunkin' team. Remember, your success is our success! Let's begin your journey to Dunkin' excellence.

Chapter 1: Mastering Dunkin' Beverages: From the Perfect Pour to Customized Creations

This chapter delves into the heart of Dunkin': its beverages. Mastering the art of crafting each drink perfectly is paramount. We'll cover:

Coffee Fundamentals: Understanding coffee bean types, brewing methods (drip, espresso), and maintaining optimal equipment. This includes detailed instructions on grinding, brewing ratios, and achieving the perfect temperature and extraction for each coffee type. Troubleshooting common coffee-making issues will also be covered.

Espresso Mastery: Pulling the perfect shot, understanding milk steaming and texturing techniques (latte art!), crafting various espresso-based drinks (lattes, cappuccinos, macchiatos), and handling customer customizations. This section will include visual aids and step-by-step instructions for each drink.

Iced Beverages: Perfectly chilled drinks, from iced coffees and teas to Frappés. We'll cover proper ice handling, dilution ratios, and ensuring consistent flavor profiles.

Other Beverages: Mastering the preparation of hot chocolate, tea varieties, smoothies, and other specialized beverages offered by Dunkin'.

Customization and Modifications: Handling special requests (e.g., extra shots, sugar-free syrups, alternative milk options) efficiently and accurately. Understanding dietary restrictions and allergies will also be discussed.

Chapter 2: Food Preparation & Presentation: Ensuring Consistent Quality and Appealing Displays

Dunkin' offers more than just beverages. This chapter focuses on the food offerings, ensuring consistent quality and attractive presentation:

Donut Handling: Proper storage, handling, and display techniques to maintain freshness and appearance.

Breakfast Sandwiches: Efficient preparation methods, including assembly, cooking times, and maintaining food safety standards.

Other Food Items: Preparing and handling other food items offered, like bagels, muffins, and pastries, with an emphasis on proper procedures and food safety protocols.

Food Safety and Hygiene: Adhering to strict hygiene standards, preventing cross-contamination, and maintaining a clean and organized work environment. This section includes details on proper handwashing, food storage, and waste disposal.

Display and Presentation: Creating visually appealing displays that highlight the freshness and quality of the food items. This includes understanding visual merchandising techniques for maximum appeal.

Chapter 3: Exceptional Customer Service: Building Rapport and Exceeding Expectations

Exceptional customer service is the key to Dunkin's success. This chapter emphasizes building positive relationships with customers:

Greeting and Ordering: Creating a welcoming atmosphere, actively listening to customer requests, and handling orders efficiently and accurately.

Handling Complaints: Addressing customer concerns with professionalism, empathy, and effective problem-solving skills.

Building Rapport: Creating a positive interaction by engaging in friendly conversation, providing recommendations, and making customers feel valued.

Upselling and Cross-selling: Suggesting additional items to enhance customer experience and increase sales, while always being mindful of not being pushy.

Handling Difficult Customers: Developing strategies for dealing with challenging situations and de-escalating conflicts calmly and professionally.

Chapter 4: Operational Efficiency & Teamwork: Streamlining Processes and Collaborating Effectively

This chapter focuses on the operational aspects of Dunkin' and the importance of teamwork:

Workflow and Efficiency: Understanding and optimizing the workflow within the store to ensure smooth operations and minimize wait times.

Teamwork and Collaboration: Working effectively with colleagues, communicating clearly, and supporting each other to achieve common goals.

Inventory Management: Understanding inventory control procedures, including stock rotation, ordering, and preventing waste.

Opening and Closing Procedures: Following established protocols for opening and closing the store, including cash handling and security procedures.

Maintaining a Clean and Organized Workplace: Adhering to cleanliness standards and maintaining a well-organized workspace for efficiency and safety.

Chapter 5: Health & Safety Regulations: Maintaining a Safe and Hygienic Work Environment

Maintaining a safe and hygienic work environment is paramount:

Food Safety Regulations: Understanding and adhering to all relevant food safety regulations, including handwashing, food storage, and temperature control.

Workplace Safety: Following safety procedures to prevent accidents, including proper use of equipment and handling of hazardous materials.

Emergency Procedures: Knowing and following emergency procedures in case of fire, medical emergencies, or other unexpected events.

Personal Protective Equipment (PPE): Understanding the importance of using appropriate PPE, such as gloves and aprons, to ensure safety and hygiene.

Reporting Accidents and Incidents: Knowing the procedures for reporting any accidents or incidents that occur in the workplace.

Chapter 6: Cash Handling & POS Systems: Accuracy, Speed, and Security in Transactions

Accurate and efficient cash handling is crucial:

POS System Operation: Mastering the Dunkin' point-of-sale (POS) system, including processing transactions, handling payments, and issuing receipts.

Cash Handling Procedures: Following procedures for counting cash, making deposits, and balancing the till.

Credit Card and Debit Card Processing: Processing credit and debit card transactions securely and efficiently.

Security Procedures: Adhering to security protocols to protect cash and prevent theft.

Reconciling Transactions: Balancing the till at the end of the shift and resolving any discrepancies.

Chapter 7: Problem-Solving & Conflict Resolution: Handling Challenges with Grace and Efficiency

Effective problem-solving and conflict resolution are essential skills:

Identifying Problems: Recognizing and identifying problems or issues that may arise in the workplace.

Developing Solutions: Brainstorming and developing solutions to address problems effectively.

Conflict Resolution: Handling conflicts with colleagues and customers in a professional and respectful manner.

Decision-Making: Making informed decisions based on available information and considering potential consequences.

Seeking Assistance: Knowing when to seek assistance from supervisors or managers when facing challenging situations.

Conclusion: Your Journey to Dunkin' Excellence Continues!

Congratulations on completing this comprehensive training manual! You are now equipped with the knowledge and skills to excel in your role at Dunkin'. Remember that continuous learning and improvement are key to long-term success. Stay updated on new products, procedures, and customer service best practices. Embrace teamwork, strive for excellence, and enjoy your journey as a valuable member of the Dunkin' family!

FAQs:

1. What if I don't understand a section of the manual? Reach out to your manager or supervisor for clarification.
2. How often will the manual be updated? The manual will be updated periodically to reflect changes in Dunkin' products, procedures, and policies.
3. Is this manual suitable for all Dunkin' roles? While much of the content is applicable across roles, some sections might be more relevant to specific positions.
4. Are there any visual aids included in the manual? Yes, the manual incorporates images, diagrams, and step-by-step instructions to aid understanding.
5. Can I print this manual for easier access? Yes, you are welcome to print the manual for your convenience.
6. What if I have a question not addressed in the FAQ section? Please contact your manager or supervisor directly.
7. Is there a quiz or test at the end of the manual? While there is no formal test, actively applying the information in your daily work is the best assessment.
8. What are Dunkin's core values? Dunkin' prioritizes quality, customer satisfaction, teamwork, and continuous improvement.
9. Where can I find further resources for training and development? Check your internal Dunkin'

resources, such as the company intranet or online learning platforms.

Related Articles:

1. Dunkin' Donuts Coffee Brewing Techniques: A deep dive into various brewing methods and achieving the perfect cup.
2. Dunkin' Donuts Customer Service Best Practices: Advanced strategies for handling diverse customer interactions.
3. Mastering Dunkin' Donuts Espresso Drinks: Advanced latte art techniques and customized espresso drink recipes.
4. Dunkin' Donuts Food Safety and Hygiene Procedures: Detailed explanation of food safety regulations and best practices.
5. Optimizing Workflow Efficiency at Dunkin' Donuts: Strategies for streamlining operations and reducing wait times.
6. Effective Teamwork and Communication at Dunkin' Donuts: Building strong team dynamics and effective communication.
7. Cash Handling and POS System Mastery at Dunkin' Donuts: Advanced techniques for accurate and secure cash handling.
8. Problem Solving and Conflict Resolution for Dunkin' Donuts Employees: Strategies for handling challenging situations gracefully.
9. Dunkin' Donuts Menu Knowledge: A Comprehensive Guide: In-depth knowledge of all Dunkin' menu items and ingredients.

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dunkin donuts training manual: Instructor's Manual to Accompany The Psychology of Work and Human Performance Robert D. Smither, 1988

dunkin donuts training manual: The Donut Steve Penfold, 2008-01-12 In Canada, the donut is often thought of as the unofficial national food. Donuts are sold at every intersection and rest stop, celebrated in song and story as symbols of Canadian identity, and one chain in particular, Tim Horton's, has become a veritable icon with over 2500 shops across the country. But there is more to the donut than these and other expressions of 'snackfood patriotism' would suggest. In this study, Steve Penfold puts the humble donut in its historical context, examining how one deep-fried confectionary became, not only a mass commodity, but an edible symbol of Canadianness. Penfold examines the history of the donut in light of broader social, economic, and cultural issues, and uses the donut as a window onto key developments in twentieth-century Canada such as the growth of a 'consumer society,' the relationship between big business and community, and the ironic qualities of Canadian national identity. He goes on to explore the social and political conditions that facilitated the rapid rise and steady growth of donut shops across the country. Based on a wide range of sources, from commercial and government reports to personal interviews, The Donut is a comprehensive and fascinating look at one of Canada's most popular products. It offers original insights on consumer culture, mass consumption, and the dynamics of Canadian history.

dunkin donuts training manual: Complete Guide to Human Resources and the Law, 2023 Edition (IL) Shilling, 1998

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dunkin donuts training manual: Cost Accounting Thomas R. Dyckman, Harold Bierman, Dale C. Morse, 1994 Written for the cost accounting course at the third level, this book should appeal to professors who see cost accounting as a cost information process to make more informed managerial decisions. This book features extended examples of cost techniques used by real companies, and real world examples which demonstrate a balance among manufacturing companies, service firms and non-profit firms.

dunkin donuts training manual: Welcome to the Writer's Life Paulette Perhach, 2018-08-14 Learn how to take your work to the next level with this informative guide on the craft, business, and lifestyle of writing With warmth and humor, Paulette Perhach welcomes you into the

writer's life as someone who has once been on the outside looking in. Like a freshman orientation for writers, this book includes an in-depth exploration of all the elements of being a writer—from your writing practice to your reading practice, from your writing craft to the all-important and often-overlooked business of writing. In *Welcome to the Writer's Life*, you will learn how to tap into the powers of crowdsourcing and social media to grow your writing career. Perhach also unpacks the latest research on success, gamification, and lifestyle design, demonstrating how you can use these findings to further improve your writing projects. Complete with exercises, tools, checklists, infographics, and behind-the-scenes tips from working writers of all types, this book offers everything you need to jump-start a successful writing life.

dunkin donuts training manual: The Unofficial Guide to Opening a Franchise Jason R. Rich, 2007-03-22 The inside scoop... for when you want more than the official line! So you dream of escaping the 9-to-5 rat race, starting your own business, and becoming your own boss, but you don't have a clue where to start. Opening a franchise-based business can lower your start-up costs and reduce the time, hassle, and risk associated with getting a new business operational. A franchise offers training, support, a proven business model, and the closest thing possible to a turnkey solution for achieving success. There are more than 3,000 different franchise opportunities in more than seventy-five industries, including packaging and shipping, tax preparation, maid service, fitness, car care, and more. Featuring exclusive, in-depth interviews with a wide range of franchising experts, this book gives you a first-hand perspective plus valuable tips and strategies for success. It provides the guidance you need to choose the right franchise, select a prime location, market your business, and get it up and running efficiently. You'll learn all about financing, essential business skills, hiring and managing employees, working with suppliers, and even preparing for your grand opening. This guide includes: Vital Information on things to look for when evaluating franchise opportunities--and where to look Insider Secrets from successful franchisors, franchisees, and franchise consultants Money-Saving Techniques such as using a franchise attorney to help you review the UFOC (Uniform Franchise Offering Circular) and finalize your Franchise Agreement The Scoop on the latest trends, plus profiles of the top twenty-five franchises in America Handy Worksheets to help you examine your goals and opportunities, evaluate financing options, develop a realistic business plan, and more

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dunkin donuts training manual: Franchising & Licensing Andrew J. Sherman, 2004 Annotation. For more than a decade, this book has been the definitive guide to franchises and licensing programs. In this third edition, author and prominent attorney Andrew J. Sherman expands his in-depth coverage to include international franchising initiatives. In addition, every chapter has been thoroughly updated to reflect new information on market responsiveness, compliance, and other key issues. The result is a truly global reference that will prove indispensable to companies and entrepreneurs alike. If you're involved in any aspect of franchising and licensing, you can't afford to be without the latest edition of this book. It became the industry standard immediately upon its original publication, opening up enticing opportunities for entrepreneurs as well as presenting new strategic options for corporations. Now the third edition gives it truly global reach. Expanded to include international as well as domestic (U.S.) franchising and licensing, it comprehensively covers the strategic, legal, financial, and operational aspects of these complex but highly profitable business structures.

dunkin donuts training manual: Complete Guide to Human Resources and the Law, 2017 Edition Shilling, 2016-10-21 The Complete Guide to Human Resources and the Law will help you navigate complex and potentially costly Human Resources issues. You'll know what to do (and what not to do) to avoid costly mistakes or oversights, confront HR problems - legally and effectively - and understand the rules. The Complete Guide to Human Resources and the Law offers fast, dependable, plain English legal guidance for HR-related situations from ADA accommodation, diversity training,

and privacy issues to hiring and termination, employee benefit plans, compensation, and recordkeeping. It brings you the most up-to-date information as well as practical tips and checklists in a well-organized, easy-to-use resource. The 2017 Edition provides new and expanded coverage of issues such as: The Supreme Court held in March 2016 that to prove damages in an Fair Labor Standards Act (FLSA) donning/doffing class action, an expert witness testimony could be admitted *Tyson Foods, Inc. v. Bouaphakeo*, 136 S. Ct. 1036 (2016). Executive Order 13706, signed on Labor Day 2015, takes effect in 2017. It requires federal contractors to allow employees to accrue at least one hour of paid sick leave for every 30 hours they work, and unused sick leave can be carried over from year to year. Mid-2016 DOL regulations make millions more white-collar employees eligible for overtime pay, by greatly increasing the salary threshold for the white-collar exemption. Updates on the PATH Act (Protecting Americans From Tax Hikes; Pub. L. No. 114-113. The DOL published the fiduciary rule in final form in April 2016, with full compliance scheduled for January 1, 2018. The rule makes it clear that brokers who are paid to offer guidance on retirement accounts and Individual Retirement Arrangements (IRAs) are fiduciaries. In early 2016, the Equal Employment Opportunity Commission (EEOC) announced it would allow charging parties to request copies of the employer's position statement in response to the charge. The Supreme Court ruled that, in constructive discharge timing requirements run from the date the employee gives notice of his or her resignation not the effective date of the resignation. *Certiorari* was granted to determine if the Federal Arbitration Act (FAA) preempts consideration of severing provisions for unconscionability.

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