



## Empower your RSRs with the **Skills to Thrive**



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Below is a complete list of the video training sessions, totaling 135 minutes, included in the RSR Quick Start Training Program. This comprehensive program is designed to quickly onboard new team members and provide a solid foundation for success within the organization. We are confident that this training will equip your new RSR with the knowledge and skills needed to excel in their role.

- Introduction to Quick Start
- Intro to Caleb
- Why Quick Starts Training
- Purpose of the Training
- RSR Role Responsibility
  - Route Training Partner Part 1
  - Route Training Partner Part 2
  - Route Training Partner Part 3
- **Knowledge Check**
- Start of Day Routine
  - Pre- & Post-Trip Inspection - Exterior of Truck
  - Pre- & Post-Trip Inspection - Cab of Truck
  - Pre- & Post-Trip Inspection - Under the Hood
- Safe Lifting Guidelines
- Going in and out of the Truck - 3 Points of Contact
- Getting Ready for the Day - Pre-route
- Load the Truck - Introduction
  - Load Sheet - Prep
  - Load Truck - Load Sheet & Bulk Sheet
  - Load Sheet- Bulk Sheet
  - Load Truck - Mats
  - Load Truck - Garments
  - Load Truck - Truck loaded with Clean
- Safety in the Truck - Lift Gate
- Safety in the Truck - Cargo Door
- Safety in the Truck - Seat Belt
- **Knowledge Check - Start the Day**
- Carrying Clean & Soil Product - Uniforms & Mats
- Explaining the Invoice - Part 1
- Explaining the Invoice - Part 2
- What is my Service Routine?
- Inventory Management
- Changing Out a Mat
- How to Service a Mat
- How to Service a Wet Mop
- How to Service a Dust Mop
- How to Place a Linen Bag on the Rack
- How to Service Linen
- How to Service a Dispenser - Hand Sanitizer
- How to Measure a Wearer
- Handling Customer Questions and Concerns - Introduction
- Handling Customer Concerns and Questions - Role Play
- **Knowledge Check - On Route**
- Truck - Soil Sort Inside & Out
- Cleaning the Cab of the Truck
- End of Day Routine
- Core Value and Ethics
- Knowledge Check - End of Day
- Wrap up Quick Start Training
- **Overall -Knowledge Check**

Learn More at [Training.Performance-matters.com](https://Training.Performance-matters.com)

