The Gravity Employee Training & Certification System

A controlled path from onboarding to demonstrated competency, certification, retraining, and renewal.

SYSTEM FAMILY	GRV-T01-GRV-T30
DOCUMENT	Operating Manual
EDITION	Founding Year Release 1.0 | August 2026

TRUTH -> COST -> SYSTEM

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1. Purpose and Operating Promise

Creates one controlled path from hiring readiness to onboarding, station training, competency verification, trainer calibration, retraining, reviews, certification, and renewal.

Truth	Use controlled evidence to establish what is actually happening.
Cost	Name the operational, financial, safety, guest, or people consequence of leaving the gap uncorrected.
System	Assign ownership, frequency, evidence, decision rules, corrective action, and verification.
Renewal	Retest the result, update the controlled standard when needed, and set the next review date.

2. The Gravity Control Standard

- Every active tool has one official ID, one named owner, one stated frequency, and one current version.
- Every management conclusion points back to a defined source, period, and limitation.
- Forms and workbooks organize evidence; they do not become the legal, accounting, payroll, health-department, or other source record unless the applicable authority says they do.
- A failed check produces a decision: correct, escalate, accept with documented authority, or stop.
- No metric may be improved by quietly weakening safety, legality, quality, hospitality, or approved operating standards.
- Local copies must not drift from the controlled master without documented approval and version change.

3. Architecture and Boundaries

This system owns a specific operating subject. It references neighboring Gravity systems without rebuilding their records.

Connected system / authority	Boundary
GRV-M Manager Development	Develops management and leadership capability. GRV-T controls employee, position, station, and trainer qualification evidence.
SOP Library / GRV-S	Defines approved tasks and procedures. GRV-T verifies that employees learn, demonstrate, and renew those standards.
GRV-C Labor & Workforce Control	Uses certification and cross-training evidence to plan coverage. GRV-T owns training records and competency status.
GRV-FS Food Safety & Sanitation	Owns food-safety source requirements and food-

Connected system / authority	Boundary
	safety competency standards. GRV-T records delivery and demonstrated competency where the role requires it.
HR / qualified employment review	GRV-T documents learning and competency; it does not replace personnel files, legal review, protected-class analysis, wage decisions, or disciplinary process.

4. Roles, Authority and Escalation

Role	Control responsibility
Owner / Executive Sponsor	Approves the system objective, authority boundaries, high-risk exceptions, resources, and quarterly priorities.
System Owner	Maintains the active system, source map, tool versions, dashboard, review cadence, and open corrective actions.
Manager on Duty / Department Owner	Uses the required records, acts within approved authority, escalates exceptions, and verifies shift-level completion.
Record Owner / Trainer / Specialist	Creates accurate evidence, follows the current standard, corrects known errors, and flags uncertainty.
Qualified Reviewer	Handles matters requiring legal, accounting, payroll, food-safety, HR, insurance, regulatory, or other specialized judgment.

ESCALATION RULE: When authority, source validity, safety, legality, or required evidence is unclear, pause the affected decision when feasible and route the issue to the appropriate qualified owner rather than inventing a local rule.

5. Source Control and Evidence Quality

- Record the source system or document, report name, period/as-of time, owner, and whether the information is preliminary or final.
- Preserve corrections rather than silently overwriting material history. Note what changed, why, by whom, and when.
- Use one approved definition for every recurring metric. If a definition changes, mark the effective date and do not compare unlike periods without disclosure.
- Retain supporting evidence according to the restaurant's approved records policy and any applicable legal or regulatory requirements.
- Do not collect sensitive personal or health information merely because a form has space for it. Record only what the approved process needs.

6. Operating Cycle

Step	Management question	Output
1	What is the approved rule?	Authority / target
2	What actually happened?	Source-backed record
3	What is missing or outside control?	Exception list
4	What must change now?	Decision
5	Who will do what by when?	Owned action
6	Did it work and what changes?	Closed evidence / next review

7. Training Governance & New-Hire Readiness

TOOLS: GRV-T01 through GRV-T05

Management questions

- Is the role and training path defined before the employee arrives?
- Are trainers, materials, access, and expectations ready?
- Are required source standards current?

CONTROL RISK Hiring readiness failures become a bad first day and inconsistent expectations.

Tool	Owner / frequency	Operating use
GRV-T01 | New Hire Readiness Checklist	Hiring Manager Before each new hire	Confirms the role, job information, schedule expectations, trainer, first-day materials, system access, uniform/equipment, required documents, and training plan are ready before arrival.
GRV-T02 | First Day Welcome Checklist	Manager / Trainer First shift	Creates a consistent first-day experience with introductions, expectations, logistics, safety basics, culture, schedule, training path, and questions.
GRV-T03 | Employee Information & Position Setup	Manager At onboarding	Records the employee's assigned role, department, trainer, start date, approved schedule/availability references, system access, and required qualification path.
GRV-T04 | Restaurant Tour Checklist	Trainer First shift	Introduces the employee to work areas, emergency routes, employee spaces, sanitation areas, storage, guest areas, manager contacts, and role-

		specific boundaries.
GRV-T05 | Safety & Sanitation Introduction	Trainer / Safety Lead First shift	Confirms the employee received the location-approved introductory safety and sanitation information and knows where to find required procedures and reporting routes.

Area exit test: the current records are complete enough to support a decision, material exceptions have owners, overdue actions are visible, and the next review date is scheduled.

8. Onboarding & Role Introduction

TOOLS: GRV-T06 through GRV-T10

Management questions

- Does onboarding explain how the restaurant actually works, not just policies?
- Are service culture, safety, and role boundaries clear?
- Are unresolved questions carried forward?

CONTROL RISK Orientation without role practice gives information but not capability.

Tool	Owner / frequency	Operating use
GRV-T06 | Service Culture Introduction	Manager / Trainer First week	Teaches the restaurant's guest promise, respect standard, communication expectations, recovery philosophy, escalation, and role in the Gravity System.
GRV-T07 | First Week Training Plan	Trainer First week	Schedules the first training sequence by shift, station, trainer, task group, observation goal, and review point.
GRV-T08 | New Hire Onboarding Completion Page	Manager End of onboarding	Verifies that required onboarding topics, acknowledgments, access, orientation, training assignments, and unresolved items are complete.
GRV-T09 | Server Training Tracker	FOH Trainer During training	Tracks server learning across menu knowledge, POS, sequence of service, communication, payment, allergy escalation, side work, and guest recovery boundaries.
GRV-T10 | Host Training	FOH Trainer	Tracks host learning across

Tracker	During training	greeting, seating, wait management, phone, reservations, guest notes, accessibility awareness, communication, and handoff.

Area exit test: the current records are complete enough to support a decision, material exceptions have owners, overdue actions are visible, and the next review date is scheduled.

9. Station Training & Task Mastery

TOOLS: GRV-T11 through GRV-T15

Management questions

- Does station training require demonstration?
- Are task standards tied to current SOPs?
- Can managers tell what the employee can do independently?

CONTROL RISK Training trackers that measure attendance instead of demonstration create false readiness.

Tool	Owner / frequency	Operating use
GRV-T11 | Cook Training Tracker	BOH Trainer During training	Tracks cook learning across station setup, recipes, equipment, timing, safety, sanitation, labeling, communication, quality checks, and closing.
GRV-T12 | Dishwasher Training Tracker	BOH Trainer During training	Tracks dish-area learning across flow, warewashing, chemicals, safety, storage, trash, equipment, sanitation, and closing standards.
GRV-T13 | Manager Training Tracker	GM / Owner During manager training	Tracks manager operational training requirements without duplicating the deeper leadership-development records owned by GRV-M.
GRV-T14 | FOH Task Mastery Sheet	FOH Manager Before certification	Requires observation and demonstration of defined front-of-house tasks before independent qualification.
GRV-T15 | BOH Task Mastery Sheet	Kitchen Manager Before certification	Requires observation and demonstration of defined back-of-house tasks before independent qualification.

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10. Competency, Trainer Calibration & Certification

TOOLS: GRV-T16 through GRV-T20

Management questions

- Are trainers authorized and calibrated?
- Are observations evidence-based and repeatable?
- Does certification expire or get reviewed when the standard changes?

CONTROL RISK Uncalibrated trainers teach different versions of the same standard.

Tool	Owner / frequency	Operating use
GRV-T16 | Guest Recovery Mastery Sheet	FOH Manager Before independent handling	Verifies the employee can recognize, communicate, escalate, document, and resolve guest problems within approved authority.
GRV-T17 | Opening & Closing Task Mastery Sheet	Shift Manager Before certification	Verifies the employee can complete assigned opening/closing controls accurately and explain escalation when conditions are abnormal.
GRV-T18 | Position Task SOP Template	Department Manager For each position task	Creates a training-ready task page tied to the approved SOP, required tools, safety points, sequence, quality check, and demonstration standard.
GRV-T19 | Trainer Authorization & Calibration Form	GM Before trainer authorization and quarterly	Confirms the trainer understands the approved standard, teaches consistently, observes fairly, documents evidence, gives feedback, and escalates uncertainty.
GRV-T20 | Employee Training Sign-Off Page	Trainer / Manager At task completion	Records training date, standard version, demonstration evidence, trainer decision, employee acknowledgment, limitation, and follow-up.

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11. Certification, Coaching & Review

TOOLS: GRV-T21 through GRV-T25

Management questions

- Are coaching and retraining separated from punishment?
- Do 30-day and department reviews surface support needs?
- Are station certifications current?

CONTROL RISK Retraining without a defined gap and retest becomes repetitive coaching.

Tool	Owner / frequency	Operating use
GRV-T21 | Station Certification Page	Department Manager At station certification	Documents that required tasks, observations, checks, and prerequisites are complete before the employee is certified for independent station work.
GRV-T22 | Coaching Conversation Log	Manager After coaching	Records the observed behavior, expected standard, employee perspective, agreed action, support, follow-up date, and outcome without turning every coaching event into discipline.
GRV-T23 | Retraining Assignment Log	Manager / Trainer When retraining is assigned	Defines the performance gap, standard to relearn, trainer, practice, deadline, verification method, and final status.
GRV-T24 | 30-Day Employee Review	Manager 30 days after hire	Reviews early performance, understanding, support needs, attendance context, training completion, strengths, questions, and next-development priorities.
GRV-T25 | Department Training Scorecard	Department Manager Monthly	Summarizes training completion, certification, overdue retraining, trainer capacity, cross-training depth, and unresolved qualification risks.

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12. System Health, Cross-Training & Renewal

TOOLS: GRV-T26 through GRV-T30

Management questions

- Can the restaurant see qualification depth by employee and station?
- Are training gaps ranked by risk?
- Do recertification and corrective action close with evidence?

CONTROL RISK A restaurant cannot schedule confidently when qualification status is scattered or stale.

Tool	Owner / frequency	Operating use
GRV-T26 | Certification Status Matrix	Training Owner / Department Managers Weekly or monthly	Maintains current qualification status by employee, position, station, effective date, expiration/review date, and evidence reference.
GRV-T27 | Cross-Training Coverage & Qualification Map	GM / Training Owner Monthly	Shows where the restaurant has or lacks qualified backup coverage and routes staffing decisions to GRV-C.
GRV-T28 | Training Gap & Risk Priority Review	GM / Training Owner Monthly	Ranks training gaps by service, safety, compliance, quality, staffing, and guest impact so resources go to the highest-risk needs first.
GRV-T29 | Training Corrective Action & Recertification Log	GM / Training Owner Weekly	Closes failed or expired competency with assigned retraining, observation, retest, recertification decision, evidence, and system correction.
GRV-T30 | Monthly Training Health Scorecard & 90-Day Plan	Owner / GM / Training Owner Monthly and quarterly	Combines onboarding, certification, cross-training, trainer capacity, overdue actions, competency failures, and recertification needs into the next 90-day plan.

Area exit test: the current records are complete enough to support a decision, material exceptions have owners, overdue actions are visible, and the next review date is scheduled.

13. Digital Control Center

The workbook is the live management control center. It should summarize approved source data and active decisions; it should not become a shadow POS, payroll system, accounting ledger, health-department record, or personnel file.

Editable input cells are intentionally separated from formula and control cells. Managers should resolve failed checks before interpreting dashboard results.

The dashboard is designed to answer five questions: What changed? Where is the largest exposure? Which control failed? Who owns the correction? Has the result been verified?

14. Forms, Record Handling and Version Control

- Use the editable DOCX forms only for controlled customization. Preserve the official tool ID and system meaning.
- Use the fixed PDF forms for normal printing and blank-field distribution.
- File completed records in one named location by period or subject so review evidence can be found without searching personal folders.
- Archive replaced versions and clearly identify the effective version. Do not keep several unlabeled "final" copies in active use.
- Restrict sensitive records to the minimum people who need them and follow applicable privacy, employment, health, and records rules.

15. Management Review Rhythm

Rhythm	Required management use
Shift / event	Complete event-based records, correct immediate failures, escalate safety/legal/authority issues.
Daily	Check required logs, exceptions, unresolved actions, and handoff items.
Weekly	Review patterns, key variances, open actions, overdue items, and one to three priority corrections.
Monthly	Review system scorecard, source quality, recurring causes, training needs, and cross-system effects.
Quarterly / 90 days	Retest priorities, update pars/targets/coverage/standards as applicable, close stale actions, and approve the next improvement plan.
Annual / major change	Reconfirm source authority, ownership, system boundaries, document versions, major assumptions, and required qualified review.

16. 90-Day Installation Plan

Days 1-30 | Stabilize

Assign the system owner. Confirm sources and definitions. Launch only the highest-risk five to eight tools. Train record owners. Remove uncontrolled duplicate forms. Establish the weekly review.

Days 31-60 | Standardize

Expand the tool set, validate the workbook, correct weak fields, calibrate managers, document exceptions, and begin monthly scorecard review.

Days 61-90 | Verify & Renew

Audit evidence quality, measure outcomes, close failed checks, confirm cross-system handoffs, approve the next 90-day priorities, and freeze Release 1.0 local configuration.

17. Complete Tool Directory

ID / Tool	Owner	Frequency	Purpose
GRV-T01 New Hire Readiness Checklist	Hiring Manager	Before each new hire	Confirms the role, job information, schedule expectations, trainer, first-day materials, system access, uniform/equipment, required documents, and training plan are ready before arrival.
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			where to find required procedures and reporting routes.
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Mastery Sheet			opening/closing controls accurately and explain escalation when conditions are abnormal.
GRV-T18 Position Task SOP Template	Department Manager	For each position task	Creates a training-ready task page tied to the approved SOP, required tools, safety points, sequence, quality check, and demonstration standard.
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GRV-T30 Monthly Training Health Scorecard & 90-Day Plan	Owner / GM / Training Owner	Monthly and quarterly	Combines onboarding, certification, cross-training, trainer capacity, overdue actions, competency failures, and recertification needs into the next 90-day plan.

18. Official Sources and Use Limitations

The sources below support the control design. The restaurant must still use its own verified operating records and the current authority applicable to its location. Source pages and laws can change; verify them before relying on a legal, regulatory, health, payroll, tax, or compliance conclusion.

Reference	Official source / use
Restaurant source records	Job descriptions, approved SOPs, station standards, training plans, observation records, sign-offs, certifications, and manager reviews.
U.S. Department of Labor - Restaurant Employment Toolkit	https://www.dol.gov/agencies/whd/compliance-assistance/toolkits/restaurant
OSHA - Recommended Practices for Safety and Health Programs	https://www.osha.gov/safety-management
FDA Retail Food Protection training resources	https://www.fda.gov/food/retail-food-industryregulatory-assistance-training

FINAL OPERATING STANDARD Use trustworthy evidence, face the cost of the gap, make one controlled decision, assign the correction, and verify the result before calling the system healthy.