

Team training questions & answers

A practical guide for new starters and existing team members

Outlet: _____ | Emirate: _____

Training lead: _____ | Effective date: _____

Manager setup — complete before circulation

Required field	Approved local arrangement
Platform name / sign-in URL	_____
Training lead / support contact	_____
Paid training slots / time-recording method	_____
Primary-role modules / completion date	_____
Assessment standard / retraining process	_____
Device / internet access and language support	_____

Use the answers below after completing these fields. The template does not imply that GGB provides a learning platform or that your outlet has already adopted these policies.

Why are experienced team members doing this?

Training creates one shared way of working. It refreshes food safety, guest service and role skills, and helps experienced colleagues coach new starters. Bring your practical experience and flag any instruction that does not match the outlet's approved procedure.

What will I learn?

Your assigned plan covers your primary role, outlet standards, food safety, allergens, safe equipment use and guest service. Your manager will show you the exact modules and practical demonstrations required.

Your training, step by step

How long will it take?

Your training lead will give you module durations and a completion date. Tell them early if you need more time or language support; do not rush a safety-critical module.

When and where do I complete it?

Use the scheduled training slots and approved device/location listed on page 1. The manager must confirm how required training time is recorded and paid. Do not assume that compulsory training must be done unpaid at home.

What if I do not have a smartphone or reliable internet?

Ask for a shared outlet device and an allocated session. Do not share passwords or use a colleague's account.

How do I sign in?

Use only the approved platform URL on page 1. Follow the activation instructions from your training lead. Keep passwords private and use the approved reset process if access fails.

What if the language or format is difficult?

Tell your manager. Request an explanation, demonstration or approved learning support. Ask before acting on any safety instruction you do not understand.

I work in several roles. Which training comes first?

Complete your primary-role plan first unless the manager assigns safety-critical cross-training sooner. Each additional role needs its own practical sign-off.

What happens if I do not pass?

Review the topic with your trainer, practise and repeat the assessment under the approved process. Do not perform restricted tasks alone until signed off.

Can I start work once I finish the online modules?

Your manager must also observe the required practical skills and confirm readiness. Food-handler approvals and work authorisation are separate requirements.

Support, safety & follow-up

What if the training differs from our actual procedure?

Pause and ask the trainer or food-safety PIC to resolve the difference. Never improvise allergen advice, food-safety limits or equipment procedures.

How do Ramadan or public holidays affect training?

The manager will publish the relevant roster and training slots in UAE time (GST, UTC+4), applying the rules relevant to the employer. Training must be planned within the applicable working-time arrangements.

Who can see my progress?

Authorised managers and training administrators use completion and assessment records to plan support. Keep health, ID and bank information out of training comments and group chats.

Who pays recruitment and employment fees?

MOHRE guidance places recruitment and employment costs on the employer. Raise a request to pay such fees with HR through the confidential channel; confirm the applicable authority for your employer.

Does completing training promise a promotion?

Completion supports readiness and development. Any promotion or pay decision follows the employer's separate review process.

Where do I raise an unresolved concern?

Start with your training lead. For safety, contact the PIC or duty manager immediately. For a confidential concern, use the HR route completed below.

Support route	Contact / next action
Training / technical support	_____
Food safety / urgent operational concern	_____
HR / confidential concern	_____

Employer approval: _____ Date: _____

HR must check employer-specific terms and jurisdiction before issue; DIFC and ADGM have separate employment regimes.

Reference: MOHRE employer responsibilities

<https://www.mohre.gov.ae/assets/download/c2f061f5/awareness-package-for-new-employers-en.aspx>