



Beginner Shaver Training Program Outline

Day 1:

8:30 AM

Welcome breakfast and program overview

Instructor Introductions

Individual Participant Introductions – where are you at?

Ululani's History & Company Profile – What qualifies us to teach this class?

What we expect of you and what you should expect from us

Team assignments (teams of 2)

Participant Lunch Selection (for the week)

Participant T-Shirt Size Selection

10:15-10:30AM Break

10:30 AM-12:00 PM

Service Area Requirements

Counter area

Necessary Equipment and placement to ensure efficiency

Storage requirements

Ice

Syrups

Dry goods

Review

Personal Hygiene and sanitation

Operator safety / Customer safety

Ice production – the value of ice

Shaver equipment set-up

Shaver adjustments & controls

“Just in case” tools to have handy

12:00 -1:00 PM Lunch (Provided at Marriott Conference Room)

1:00 – 1:15 PM Transport to Training Facility

1:15 – 3:30 PM Instructor Shaving Demonstration

Shave Ice Tasting (This is your target) – The Difference - the reason you are here

Discuss and show – Introduction to Shaving and Pouring:

Ice Selection

Ice Placement on Machine

Locking Ice in Place

Shaving

Packing

Flavor Channels

Syrup Mechanics

Bottle & Spout

Cooler & layout

Different syrups require different pours

The ideal pour – **too much vs too little**

Practice pouring

What can go wrong?

3:30-3:45 PM – Break

3:45-5:30 PM – Assign practice stations (2 per shaver), Begin Shaving & Pouring

Adjust shaver controls, on/off

Ice Selection

Ice Placement & Locking

Shaving, Packing, and Pouring

Day 2:

8:30-8:45 AM Review prior day activities (Training center conference room)

Fine points of shaving and pouring

8:45-10:00 AM – Fine-tuning your shaving & pouring Mechanics

Focused and Individual Instructor and participant instruction

10:00 AM Break

10:15-12:00 PM -

Practice shaving, packing, pouring – Critiqued by all participants and instructors

12:00 PM – 1:00 PM Break for Lunch (Training center conference room)

1:00-1:15 PM Review morning session – tips for improvement (Training center training room)

1:15-3:00 PM Shaving, packing, poking, pouring – Critiqued by all participants and instructors

3:00-3:15 Break

3:15 PM - 5:30 PM

Review and REFINE shaving, packing, and pouring
Have teams evaluate shave of other teams

Day 3:

8:30 – 8:45 AM – Review prior day activities
Syrup Spotlight

8:45-10:00 – Practice shaving, packing, pouring – Focus on the areas needing attention

10:00-10:15 AM – Break

10:15 – 11:15 Equipment setup & routine maintenance

Shaver

Shaver tear down
Blade replacement
Brake replacement

11:15 AM – 12:00 PM Practice shaving with worn blade & brake
Replace Blade
Replace Brake

12:00 PM – 1:00 PM Lunch (Provided)

1:00 PM – 1:30 PM Assign teams to specific shops and leads & transport

1:30 – 4:30 PM Work in assigned shops with Lead

4:30 – 5:30 PM Return to training center conference room and debrief

Day 4:

8:30 – 8:45 AM - Review Prior Day Activities
Syrup Spotlight

8:45 – 10:00 AM Practice shaving, packing, pouring – Solidify, Refine & Repetition

10:00 AM – 10:15 AM - Break

10:15 AM – 12:00 PM - Practice shaving, packing, pouring - Solidify, Refine & Repetition

12:00 – 1:00 PM Lunch (Conference room)

1:00 PM– 2:30 PM Shave Ice Competition

2:30 – 3:00 PM Program review

3:00 – 4:00 PM Overview of Syrup Purchasing Program

4:00 – 4:30 PM Awards and Certificates of Completion

4:30 – 5:00 PM Mingle - Seminar End