



*Charting A Course to Success!*

## GARDENER TRAINING OVERVIEW

Training is an important part of employee retention. The Gardener Training program has been formatted to create “Modules” for each task performed in the field.

Each and every task is its own break out for training. These processes simplify the training so you can focus on one task at hand, complete, and move on.



Each phase and module is broken down into a series of steps so you can “TRAIN THE TRAINER”. An outline is already prepared in an orderly fashion which allows you to follow and train on a step-by-step basis in progression with the task at hand.



Modules 1-10 are suggested for all field personnel within the first 90 days. Additional chapters are to be used as needed for seasonal training, for employee advancement, or to meet individuals' abilities. These chapters are the basic training tasks which need to be “grasped” by an individual.



## **BASIC CHAPTER LAYOUT:**

Each chapter runs through the individual task and describes the training process.

## **Each equipment module reviews:**



**Safety** (equipment required and suggested and processes required before handling the equipment) this equipment is not negotiable if it falls within the safety rules. Some items are suggested like dust masks, however hearing and eye protection are a **MUST HAVE**.

**Pre-start of equipment** (general check by visual and hands-on) a general overview of the equipment to check for visual flaws, loose parts or missing pieces.

**Fuel handling** (the proper way to handle, mix, pour and store fuel) this include the mixing of fuel, prior to pouring into the tank, notes about filling the fuel tank on the machine and proper securement and handling after the fueling.

**Operation** (suggested use of operation for proper performance and effect) tips on proper and safe operation, almost a “user” type guide.

**Maintenance** (general daily maintenance) things the crew leader and crew should perform on a regular basis to ensure the consistent operation and to save on “down” time.

**Troubleshooting** (helping overcome field problems and aid in the ability to overcome obstacle in the field) small tips which may assist in fixing small problems on equipment.

## **CERTIFICATION**

There is a training certification for every individual going through the courses. A date is placed on the line beside each chapter upon completion. A training board should be used to show the different levels of achievement for the process.

**GARDENER ONE** (New Hire) is the first 90 days, modules one through ten.

**GARDENER TWO** (Essential Gardner Training) is full completion and execution of eight of the remaining chapters within 6 months of completing Gardner One.

**GARDENER THREE** (Advanced Gardner Training) is full completion and execution of seven of the remaining chapters within 1 year of completing gardener two.

**GARDENER FOUR** (Key Person Training) is full completion and execution of five of the remaining chapters within 1 year of completing gardener three.

The first 10 Gardener Training modules should be completed within the **first 90 days of employment for new hires**. In the event you are not presenting this to new hires, it is a series to assist in training your existing employees.

## MODULES

Each module is presented in English and Spanish.

### GARDNER ONE -- NEW HIRE

Modules include the following tasks for the first 90 days:

- 1) SAFETY POLICY AND RULES
- 2) SAFETY CERTIFICATION
- 3) PUNCTUALITY, ATTENDANCE, AND APPEARANCE CERTIFICATION
- 4) HAZARD COMMUNICATION CERTIFICATION
- 5) BASIC GARDENING SKILLS CERTIFICATION
- 6) POWER BLOWER CERTIFICATION
- 7) EDGE TRIMMER/STICK EDGER CERTIFICATION
- 8) 21" MOWER CERTIFICATION
- 9) POWER HEDGE TRIMMER CERTIFICATION
- 10) STRING TRIMMER (WEED-EATER) CERTIFICATION



### GARDENER TWO – Essential Gardner Training

Modules include the following tasks for continued training after the first 90 days:

- 1) SAFETY POLICY AND RULES
- 2) SAFETY CERTIFICATION
- 3) PUNCTUALITY, ATTENDANCE, AND APPEARANCE REVIEW
- 4) WORK QUALITY REVIEW
- 5) CUSTOMER SERVICE REVIEW
- 6) ADVANCED GARDENING SKILLS CERTIFICATION
- 7) WALK-BEHIND MOWER CERTIFICATION
- 8) 3-GALLON SPRAYER CERTIFICATION



### **GARDNER THREE – Advanced Gardner Training**

Modules include the following tasks for continued training for developing individuals who have been **identified as potential keypeople**.

#### **SAFETY POLICY AND RULES**

- 1) SAFETY CERTIFICATION
- 2) BASIC SUPERVISION CERTIFICATION
- 3) HORTICULTURAL SKILLS CERTIFICATION
- 4) TRUCK AND TRAILER CERTIFICATION
- 5) LARGE RIDING MOWER CERTIFICATION
- 6) AERATOR CERTIFICATION



### **GARDNER FOUR – Lead Person Training**

Modules include the following tasks for continued training for developing keypeople who have been **identified as potential Crew Leaders**

- 1) SAFETY POLICY AND RULES
- 2) SAFETY PROCEDURES REVIEW
- 3) ADVANCED SUPERVISION CERTIFICATION
- 4) FIELD OPERATIONS MANAGEMENT CERTIFICATION
- 5) QUALITY COUNTS CERTIFICATION
- 6) JOB SEQUENCING CERTIFICATION



***REMEMBER!***

***Your People Never Really  
Rise To The Occasion...***

***...They Default To Their  
Highest Level of Training***