



Snaking Loading

Consider using this optional guide along with any other resources your organization has created as part of your training strategy.

Preview the task - Provide an overview and description of Snake Loading

Have you ever been on the cut table when things are loaded in the oven out of order? Have you ever had multiple items exiting multiple oven belts at the same time? Part of Snake Loading is ensuring complete orders are loaded together with all items exiting the oven in the exact order listed on the receipt. Using a snakelike pattern following the numbered stickers on the oven, this ensures that your store's cut table team can follow receipts to know exactly what is coming out of the oven. This allows them time to prep boxes and ensure complete and accurate orders are compiled before moving to the next receipt.

Another part of Snake Loading is related to spacing of items being loaded. Consider using 2-4 oven links as a reference point. For more efficient Oven Tenders, items can be loaded more closely (2 oven links). For Oven Tenders who are still developing their skills, consider providing more space between items (3-4 links). The skill and efficiency of the Oven Tender should determine the amount of space between items loaded into the oven.

Demonstrate Snake Loading

Time: 15 minutes

- Demonstrate loading a complete order and tips for efficiency
 - Begin loading complete orders following the Snake Load numbers on the ovens.
 - Show and explain how loading two items at a time, when possible, is more efficient for both the makeline and Oven Tender.
 - Show and explain how the store's cut table team follows receipts when items are Snake Loaded. (When the last item loaded is bumped, the receipt will print to reflect the order in which each item was cleared.)
 - Share your organization's process for loading DSS orders that have not hit the makeline.
 - Consider using the optional Oven Communication Cards to communicate DSS orders, remakes, and special instructions.
 - Load remake in the next available slot and immediately communicate to Oven Tender the oven slot number it is placed, allowing them to place a remake card on the ticket rail as a reminder.
 - Show how to manage well-done item requests with Oven Communication Cards by placing a well-done card on the ticket rail for easy visual reference.
 - Ask questions to check for understanding.
- Demonstrate and review the following related to Snake Loading and spacing of items
 - When loading 2 items together to create efficiencies, place the 2nd item 2-3 chain links behind the first item. This allows the Oven Tender an extra second after catching the first item to easily move to the 2nd item on the same belt.
 - Show or explain how increasing the spacing to 3-4 chain links slightly slows the speed of items exiting the oven. When an Oven Tender is new or still training, allowing that spacing gives them the opportunity to build their skills while maintaining great product quality and accuracy.
 - Ask questions to check for understanding.

Practice Time!

Time: 30 minutes

- Allow your trainee to practice Snake Loading 5-10 orders while you guide them and answer questions.
- As you work alongside them on the makeline or move to oven tending, continue to allow them to practice loading while you provide guidance and feedback.
- If there are no orders, consider using screens/disks and mock orders to simulate loading.
- Consider presenting mock orders for the trainee to practice remakes, DSS orders, well-done orders, and other scenarios.



Snaking Loading

Consider using this optional guide along with any other resources your organization has created as part of your training strategy.

- Have your trainee explain when they would increase or decrease spacing between items (Oven Tender is completing orders quickly and accurately – tighten the spaces to increase the flow. Oven Tender is getting behind or feeling rushed – allow a few more chain links between items until the Oven Tender is back on track).

Optional Observation and Feedback:

Time: 15 minutes

- Does the Oven Tender have down time between items and orders? If yes, what should the makeline do when loading?
(A: reduce spacing)
- Do the items exiting the oven match the exact order on the receipt? If not in order, discuss how this impacts the Oven Tender.
- Are they able to complete one order accurately before moving to the next? If not, what should the makeline do?
(A: increase spacing)
- Review how both communication between makeline and Oven Tender and Oven Communication Cards can help manage remakes, special requests, and DSS orders loaded before hitting the makeline
- Ask questions to check for understanding
- Before your training session verify oven-sticker numbers are visible at both ends of the oven. Refer to page 2 for Snake Loading Oven View Guide (stickers available from Direct 4 Stores).
- Observation can be done while you are on the makeline next to your trainee or while you are oven tending to monitor their loading skills.
- Allow the trainee to observe the Oven Tender in action to better understand how Snake Loading and spacing effect the flow of items and orders exiting the oven.

Snake Loading Oven View Guide:

Note: Oven Communication Cards can be ordered from Direct-4-Stores



Snaking Loading

Consider using this optional guide along with any other resources your organization has created as part of your training strategy.

ORDER PLACEMENT

ITEM 1 AND ITEM 2 ON TOP DECK
ITEM 3 AND ITEM 4 ON 2ND DECK

ITEM 1 SHOULD BE LOADED AT THE START OF THE OVEN CAVITY

ITEM 2 SHOULD START 2-4 LINKS AFTER THE FRONT OF ITEM 1

ITEM 3 SHOULD START 2-4 LINKS AFTER FRONT OF ITEM 2

ITEM 4 SHOULD END 2-4 LINKS AFTER FRONT ITEM 3 ENDED

- COMPLETELY LOAD EVERY ITEM IN AN ORDER BEFORE LOADING ANY ITEM FROM THE NEXT ORDER
- ANY 2 OR MORE ITEM ORDERS SHOULD BE LOADED 2 ITEMS AT A TIME
- THE NUMBER OF LINKS BETWEEN EACH ITEM DEPENDS ON THE SKILL LEVEL OF THE OVEN TENDER. THE MORE LINKS YOU LEAVE THE MORE TIME THE TENDER HAS BETWEEN EACH ITEM

SNAKE LOADING

Load items as close to oven entry area as possible