



**Retrainee – Job Creation  
Training Proposal for:  
Petits Pains & Co., L.P.**

**Small Business  $\leq$  \$50,000**

**ET15-0156**

**Panel Meeting of:** June 27, 2014

**ETP Regional Office:** San Francisco Bay Area

**Analyst:** A. Nastari

**CONTRACTOR**

- Type of Industry: Manufacturing  
Wholesale Trade  
Priority Industry:  Yes  No
- Number of Full-Time Employees  
California: 11  
Worldwide: 11  
Number to be trained: 31  
Owner  Yes  No
- Out-of-State Competition: NAICS Code Eligible
- Special Employment Training (SET):  Yes  No
- High Unemployment Area (HUA):  Yes  No
- Turnover Rate: 0%
- Repeat Contractor:  Yes  No

**FUNDING**

- Requested Amount: \$22,464
- In-Kind Contribution: \$22,939

**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee Priority Rate SB <100	Business Skills, Computer Skills, OSHA 10, OSHA 30, Continuous Improvement, Manufacturing Skills, PL-Manufacturing Skills	11	8 - 60	1	\$624	\$16.25
				Weighted Avg: 24			
2	Retrainee Job Creation Initiative Priority Rate SB <100	Business Skills, Computer Skills, OSHA 10, OSHA 30, Continuous Improvement, Manufacturing Skills, PL-Manufacturing Skills	20	8 - 60	1	\$780	\$13.55
				Weighted Avg: 30			

- Reimbursement Rate: Job #'s 1 & 2: \$26 SB Priority
- County(ies): San Mateo
- Occupations to be Trained: Bakers, Customer Service Staff, Managers, Mixers, Owners, Packers, Supervisors, and Warehouse Staff
- Union Representation:  Yes  
 No
- Health Benefits: Job #1: \$1.65 per hour Job #2: \$.55 per hour

**SUBCONTRACTORS**

- Development Services: N/A
- Administrative Services: N/A
- Training Vendors: To Be Determined

## **OVERVIEW**

Petits Pains & Co., L.P. (Petits Pains pronounced Peh-Tee Pan) located in Burlingame, opened its manufacturing facility in December 2013. The two owners combined their Michelin Star Chef and Master Baker titles to develop recipes for high quality breads and breakfast pastries. Petits Pains delivers its products to cafes and restaurants as well as some hotels. Since December 2013, the Company has grown to 13 employees and continues to hire workers.

Petits Pains' manufacturing plant is equipped with new, state-of-the-art baking equipment from France, Italy and the USA, which requires specialized training. As most of the newly-hired workers have no prior baking experience, training and cross-training in baking production processes is needed. Petis Pains is a new company and must train Bakers, Customer Service Staff, Managers, Mixers, Packers, Supervisors, and Warehouse Staff in baking techniques, machine operations, packaging, and safety guidelines, specifically safe food handling practices.

### **Expansion**

During the term of the ETP Agreement, Petits Pains plans to hire 20 workers in the occupations of Bakers, Customer Service Staff, Managers, Mixers, Packers, Supervisors, and Warehouse Staff. This will double the Company's current staffing. In turn, within the next two months, it expects to double its production offering its products at grocery stores.

### **Training Plan**

Training in Business, Computer, Continuous Improvement, and Manufacturing Skills will be delivered in class/lab, CBT, and Productive Lab methodologies.

**Business Skills** – Training will be offered to all occupations in customer service, product knowledge, communication skills, sales, marketing, merchandising, project management, and inventory control. Staff will utilize the skills in taking customer orders, upselling products, maintaining customers' orders to ensure each customer's order is individualized for their specific business needs.

**Computer Skills** – Training will be offered to all occupations in Flexibake, a bakery management software program. The program has the capability to document inventory, production, sales, purchasing, shipping and receiving, route deliveries, product costing, nutritional analysis, labels, product recalls, accounts receivable, sales forecasting, and promotions. It can be used in conjunction with QuickBooks or other accounting programs. QuickBooks will be offered to Customer Service Staff, Managers, and Supervisors.

**Manufacturing Skills** – Training will be provided to Bakers, Managers, Mixers, Packers, Supervisors, and Warehouse Staff. Training in Bakery Production will be delivered in a class/lab and PL environments. Courses will consist of reading and understanding recipes; ingredient measurements and recalculating recipes for varying yields; combining and mixing batters and dough by hand or electric industrial size mixers; kneading, rolling, cutting, and shaping dough to form rolls, breads, croissants and related products; regulating and proofing oven temperatures, reading, understanding and following daily production schedules; equipment operation including equipment calibration, facility maintenance; packaging of fresh and frozen goods; vendor supplier approval, and warehousing techniques.

**Continuous Improvement Skills** – Training will be offered to all occupations in Bio Security & Food Defense; Good Manufacturing Practices; Standard Quality Food (SQF) Level 2; Hazard Analysis and Critical Control Points (HACCP); Global Food Safety Initiative (GSFI); Quality and Hold Policies, Safety; Integrated Pest Management; Cleaning and Sanitation; Environmental Monitoring Program; Cross Contamination; Waste Management and Disposal, Allergen Control; Emergency Preparedness; Lockout/Tag Out; Metal Detector Procedures, and Blood Borne

Pathogen. All of these skills are specific to the food industry in the proper manufacturing and maintenance of a food production facility. Specific certificates in SQF and HACCP will be achieved in quality management as required by the industry and Petits Pains' customers.

### **PRODUCTIVE LAB (PL)**

Training in a PL environment will be delivered to 24 Bakers, Mixers, and Packers in both Job Numbers 1 and 2. This training will be in Manufacturing Skills delivered by experienced Managers and Supervisors. Trainees will receive an average of 30 hours in Job Number 2 (Job Creation) and a lesser average of 24 hours in Job Number 1. Trainees will not receive 100% in PL.

Trainees will be given tasks of measuring and properly mixing dough both by hand and with the small and large-scale mixers, properly weighing and separating dough based on product, proofing process, and baking procedures based on product. The trainer will observe the trainee as he/she completes the assignment and provide assistance or guidance as needed. The trainer will check the product through every stage to ensure it is up to Petits Pains' quality standards. The trainer will continue to work with the trainee until expectations are met.

During the delivery of PL, production slows down and trainers are not available to perform their daily job responsibilities. Therefore, Petits Pains schedule extra staff to meet customers' orders and production demands.

PL trainees will be trained with a trainer-to-trainee ratio of 1:3 and hours will be capped at 30 hours per trainee.

### **OSHA 10/30**

OSHA 10/30 training is a series of courses "bundled" by industry sector and occupation. It consists of 10 hours of training for journeymen and 30 hours for supervisors.

Completion of the training results in a certificate that expands employment opportunities. To ensure that each trainee receives certification, ETP will only consider payment earned upon completion of the full 10-hour or 30-hour course.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

**Exhibit B: Menu Curriculum****Class/Lab Hours**

8 – 60

Trainees may receive any of the following:

**BUSINESS SKILLS**

- + Business Performance
- + Project Management
- + Communication Skills
- + Customer Service
- + Sales

**COMPUTER SKILLS**

- + Flexibake – Bakery Software
- + Computer Networking
- + Enterprise Resource Planning (ERP)
- + QuickBooks

**CONTINUOUS IMPROVEMENT**

- + Standard Quality Food (SQF) Level 2
- + Hazard Analysis and Critical Control Points (HACCP)
- + Bio Security & Food Defense
- + Good Manufacturing Practices (GMP)
- + Global Food Safety Initiative (GSFI)
- + Quality and Hold Policies
- + Integrated Pest Management (IPM)
- + Cleaning and Sanitation
- + Environmental Monitoring Program
- + Cross Contamination
- + Waste Management and Disposal
- + Allergen Control
- + Emergency Preparedness
- + Lockout/Tag Out
- + Metal Detector Procedures
- + Blood Borne Pathogen
- + Problem solving
- + Teambuilding
- + Decision Making
- + Production Scheduling
- + Production Operations/Workflow
- + Process Improvement
- + Leadership Skills

Safety Training is capped at 10% of a trainee's total training hours

**MANUFACTURING SKILLS**

- ✚ Bakery Production**
  - Production Processes
  - Equipment Operation
  - Assembly Procedures
  - Inventory Control
  - Warehousing
  - Manufacturing Practices
  - Packaging

**OSHA 10/30**

OSHA Courses Delivered By A Certified Trainer

**PL Hours**

0 – 30

**PRODUCTIVE LAB (PL)**

**Manufacturing Skills**

- ✚ Bakery Production**
  - Mixing to Scale
  - Product Proofing: Dough
  - Product Proofing: Baking
  - Equipment Operation
  - Assembly of Products
  - Packaging

**CBT Hours**

0 – 1

**COMPUTER BASED TRAINING (CBT)**

**COMPUTER SKILLS**

- ✚ Flexibake Video (1 Hour)**

Note: Reimbursement for retraining is capped at 60 total training hours per trainee, regardless of the method of delivery. CBT is capped at 50% of total training hours, per-trainee excluding OSHA 10 and OSHA 30.