



Use these checklists to guide onboarding and certify each team member's readiness. Employees should demonstrate each skill before being signed off by a trainer.

### Processing & Reprocessing Training Checklist

| Completed                | Training Competency                                                        | Trainer Initials |
|--------------------------|----------------------------------------------------------------------------|------------------|
| <input type="checkbox"/> | Identify major flower varieties and seasonal availability.                 |                  |
| <input type="checkbox"/> | Understand country of origin and shipping methods (air vs. ocean).         |                  |
| <input type="checkbox"/> | Recognize signs of healthy and damaged product.                            |                  |
| <input type="checkbox"/> | Use proper cutting tools safely (snips, scissors, knives, bunch cutters).  |                  |
| <input type="checkbox"/> | Quick-drip flowers immediately upon arrival.                               |                  |
| <input type="checkbox"/> | Add the correct flower food and water treatment.                           |                  |
| <input type="checkbox"/> | Remove foliage below the water line.                                       |                  |
| <input type="checkbox"/> | Remove thorns when appropriate.                                            |                  |
| <input type="checkbox"/> | Fill buckets to proper water levels.                                       |                  |
| <input type="checkbox"/> | Separate wedding product from daily inventory.                             |                  |
| <input type="checkbox"/> | Inspect shipments for damage.                                              |                  |
| <input type="checkbox"/> | Properly label and document damaged product.                               |                  |
| <input type="checkbox"/> | Follow damage claim procedures.                                            |                  |
| <input type="checkbox"/> | Sanitize buckets before reuse.                                             |                  |
| <input type="checkbox"/> | Clean processing tables and tools.                                         |                  |
| <input type="checkbox"/> | Break down and recycle boxes.                                              |                  |
| <input type="checkbox"/> | Reprocess flowers into clean buckets with fresh solution after processing. |                  |

| Employee | Trainer | Date Completed | Department |
|----------|---------|----------------|------------|
|          |         |                |            |

Trainer Certification: I certify that the employee has demonstrated the competencies listed above in accordance with Tiger Lily standards.



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### Delivery Driver Training Checklist

| Completed                | Training Competency                                                               | Trainer Initials |
|--------------------------|-----------------------------------------------------------------------------------|------------------|
| <input type="checkbox"/> | Understand that every delivery represents the Tiger Lily brand.                   |                  |
| <input type="checkbox"/> | Wear the approved uniform and name tag.                                           |                  |
| <input type="checkbox"/> | Maintain a clean, professional appearance.                                        |                  |
| <input type="checkbox"/> | Complete one week of ride-along training with an experienced driver.              |                  |
| <input type="checkbox"/> | Learn delivery routes and procedures.                                             |                  |
| <input type="checkbox"/> | Follow hospital, funeral home, gated community, and business delivery procedures. |                  |
| <input type="checkbox"/> | Use DOVE Delivery Manager.                                                        |                  |
| <input type="checkbox"/> | Build, complete, and close delivery routes correctly.                             |                  |
| <input type="checkbox"/> | Record delivery time and completion details.                                      |                  |
| <input type="checkbox"/> | Submit delivery photos when required.                                             |                  |
| <input type="checkbox"/> | Follow cell phone communication procedures.                                       |                  |
| <input type="checkbox"/> | Keep delivery vehicle clean and organized.                                        |                  |
| <input type="checkbox"/> | Fuel vehicle as needed.                                                           |                  |
| <input type="checkbox"/> | Report maintenance issues immediately.                                            |                  |
| <input type="checkbox"/> | Carry delivery supplies (cello, plant food, Tiger Lily stickers).                 |                  |
| <input type="checkbox"/> | Ensure care instructions accompany every arrangement.                             |                  |
| <input type="checkbox"/> | Offer to place the arrangement for the recipient when appropriate.                |                  |
| <input type="checkbox"/> | Thank the recipient before leaving.                                               |                  |

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### Designer Training Checklist

| Completed                | Training Competency                                | Trainer Initials |
|--------------------------|----------------------------------------------------|------------------|
| <input type="checkbox"/> | Learn the Tiger Lily design style.                 |                  |
| <input type="checkbox"/> | Follow Tiger Lily recipes and mechanics.           |                  |
| <input type="checkbox"/> | Understand color balance, proportion, and texture. |                  |
| <input type="checkbox"/> | Learn flower identification and substitutions.     |                  |
| <input type="checkbox"/> | Understand seasonal availability.                  |                  |
| <input type="checkbox"/> | Maintain freshness standards.                      |                  |
| <input type="checkbox"/> | Complete cost-out training.                        |                  |
| <input type="checkbox"/> | Learn cooler PAR levels and inventory management.  |                  |
| <input type="checkbox"/> | Keep design station fully stocked.                 |                  |
| <input type="checkbox"/> | Build everyday arrangements efficiently.           |                  |
| <input type="checkbox"/> | Learn wedding production standards and mechanics.  |                  |
| <input type="checkbox"/> | Clean and organize design station.                 |                  |
| <input type="checkbox"/> | Restock supplies before leaving.                   |                  |
| <input type="checkbox"/> | Complete end-of-day cleanup procedures.            |                  |
| <input type="checkbox"/> | Dispose of waste and recycle materials properly.   |                  |

| Employee | Trainer | Date Completed | Department |
|----------|---------|----------------|------------|
|          |         |                |            |

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