

Yum!

Great Things Start Here.



Readiness Checklist

Shift to Assistant Manager

Candidate Name: _____

RGM Name: _____

Restaurant #: _____ Date: _____

Prerequisites for Internal Development Process:
1. Minimum 6 months in position
2. Completed training program for current position
3. On Target or above performance

Internal Development Process (check off when completed):

1. Determine Readiness for Growth

a. RGM completes Readiness Checklist.

b. RGM discusses Readiness Checklist with Area Coach, HRL and Region Coach (reach consensus on rating)

- If "yellow" score, RGM completes Development Plan, discusses Readiness Checklist and Development Plan with candidate and re-considers candidate at a later date.
- If "green" score, RGM completes Development Plan and discusses Readiness Checklist, Development Plan and next steps with candidate.

c. Conduct background check if one has not previously been conducted. If successful, candidate advances to interviews.

Optional Structured Interviews
Placement in process is discretionary
If interviews are conducted, use the **Structured Interview Guide**

a. Candidate interviews with people other than the RGM (i.e., AC, RC, other RGM, etc.). If successful, candidate advances to training.

2. Complete Training and Certification for Assistant Manager Position

a. Candidate completes items on Development Plan.

b. Candidate is certified on appropriate training.

c. Multi-Brand candidate completes five day Multi-Branding training.

d. Multi-Brand candidate completes Partner Brand certification.

3. Place On "Bench" - Ready for Promotion to Assistant Manager

a. Candidate is best qualified for open position.

b. Candidate is promoted.

Scoring

Instructions: Use the Checklist scores to determine whether this person is ready for growth now or needs further development in position.

Note: "**Rarely/No**" ratings are scored as "0"; "**Sometimes**" ratings are scored as a "1"; and "**Usually/Yes**" ratings are scored as a "2".

Customers
People
Sales and Profits

Points

Total

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Ready for Growth?

0-60 Yellow. Candidate may have difficulty as an Assistant Manager at this time. Continue to develop in position using the ideas from the Development Planning Form. Reassessment can occur in 60 days.

61-76 Green. Congratulations, candidate is ready to advance in the selection process.

Written Comments:

Next Steps

Development Plan (Yellow Score)

Use the *Development Planning* section to create a development plan for the candidate. Schedule time for development activities. Set a date to follow-up on progress on the development plan.

Assistant Manager Training Program (Green)

Use the *Development Planning* section if they have some weaknesses to concentrate on during training. Make arrangements to get this person started in training for the next position. Schedule any interviews that may be conducted.

Signatures

Shift: _____

Date: _____

RGM: _____

Date: _____

Region Coach: _____

Date: _____

Area Coach: _____

Date: _____

Opt. Interviewer #1 _____

Date: _____

Opt. Interviewer #2 _____

Date: _____

Development Planning



Instructions: Use these ideas as a guide for this person's development. Identify up to three commitments that this person will make to address their development needs. Write those action items with completion date in the box provided below.

Customers

- _____ - Improve restaurant measures through coaching Team Members.
- _____ - Effectively delegate and follow-up.
- _____ - Follow-up on product rollout to ensure it is being made properly.
- _____ - Review with RGM how Team Members are deployed during peak periods.
- _____ - Handle upset customers using LAST.
- _____ - Coach Team Members on using LAST to resolve customer complaints.
- _____ - Improve problem areas in customer service.
- _____ - Take Accountability for driving CHAMPS Check Scores.
- _____ - Maintain focus and shift priorities as demands shift.
- _____ - Role model Customer Mania.

Other Ideas: _____

People

- _____ - Train new Team Members through guided practice.
- _____ - Hold Team Members to high standards of conduct.
- _____ - Get to know Team Members as people (hobbies, interests, family, etc.).
- _____ - Give out 3-5 CHAMPS cards per week.
- _____ - Take Accountability for resolving team conflicts as they arise.
- _____ - Be open to suggestions and concerns of Team Members.
- _____ - Treat everyone fairly and with respect.
- _____ - Ask Team Members how you can help them succeed.
- _____ - Help onboard new people and make them feel welcome.
- _____ - Plan a Team meeting.
- _____ - Read Tricon's Guide to Recognition.
- _____ - Help RGM hire new Team Members.

Other Ideas: _____

Sales and Profits

- _____ - Review restaurant performance measures at the end of shift.
- _____ - Role model how to demonstrate Accountability in the restaurant.
- _____ - Role model appropriate safety behavior.
- _____ - Conduct weekly and daily inventories.
- _____ - Tour with Area Coach.
- _____ - Coach Team Members on suggestive selling.
- _____ - Multi-Brand candidates complete five day Multi-Branding training.
- _____ - Multi-Brand candidates complete Partner Brand certification.

Other Ideas: _____

Identify up to three commitments the candidate will make to address their key development opportunities.

Action Plan	Completed By:
1)	
2)	
3)	