

Readiness Checklist Team Member to Shift



Candidate Name: _____
RGM Name: _____
Restaurant #: _____ Date: _____

Prerequisites for Internal Development Process:
1. Minimum 3 months in position
2. Minimum age of 18
3. Completed training program for current position
4. 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
 - 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 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 RGM (i.e., AC and other RGM). If successful, candidate advances in the process.

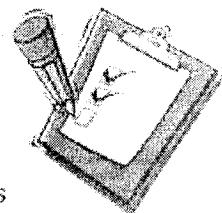
2. Complete Training and Certification for Shift Position

- a. Candidate completes items on Development Plan.
- b. Candidate is certified on all appropriate training.
- c. Multi-Brand candidate completes Partner Brand certification.

3. Place On "Bench" - Ready for Promotion to Shift

- a. Candidate is best qualified for open position.
- b. Candidate is promoted.

Readiness Checklist



Use to determine readiness of Team Member for Shift Training (RGM completes, reviews with Area Coach)

Instructions: Place an "x" to the right of each item to denote the extent to which the Team Member has demonstrated these leadership behaviors.

Note: Black boxes indicate that a question is either Yes or No.

Customers

	Points		
	0 Rarely/No	1 Sometimes	2 Usually/Yes
1. Identifies and resolves workstation bottlenecks.			
2. Follows all grooming and uniform standards and procedures.			
3. Ensures that all products served to customers meet our specifications.			
4. Has effectively prepared all workstations for peak periods.			
5. Understands standards, identifies problems with products.			
6. Has worked all positions effectively at least 3 times during a peak period.			
7. Knows of current restaurant initiatives to improve <u>Customer Mania</u> .			
8. Prioritizes customer needs over tasks currently being performed.			
9. Acts like a <u>Customer Maniac</u> by delivering 100% CHAMPS with a YES every shift.			
10. Demonstrates <u>Positive Energy</u> by handling customer issues on the spot using LAST.			
11. Serves customers with a sense of urgency.			
12. Makes decisions that help customers.			
13. Goes beyond what is required in the job to exceed customer expectations.			
14. Makes suggestions to improve <u>Customer Mania</u> .			

People

	Points		
	0 Rarely/No	1 Sometimes	2 Usually/Yes
1. Communicates effectively with others.			
2. Has trained at least 3 new Team Members through guided practice.			
3. Greets customers and Team Members with enthusiasm.			
4. Seen as a peer leader by other Team Members.			
5. Takes initiative to get to know and encourage new Team Members.			
6. Ability to efficiently work around problems.			
7. Not set back by their mistakes but rather learns from them.			
8. Demonstrates <u>Belief in People</u> by treating fellow Team Members fairly and with respect.			
9. Provides <u>Recognition</u> to other Team Members regularly using CHAMPS.			
10. Demonstrates <u>Teamwork</u> by helping others when they need it without being asked.			
11. Takes action to correct improper procedures of other Team Members.			
12. Others respect Team Member and take direction/coaching from him/her.			

Sales and Profits

	Points		
	0 Rarely/No	1 Sometimes	2 Usually/Yes
1. Follows restaurant safety procedures without being told (e.g., mop up spills).			
2. Comes to work on time.			
3. Takes advantage of downtime to clean and prepare the restaurant.			
4. Approaches work with <u>Positive Energy</u> and a smile.			
5. Actively seeks information on restaurant financial and customer measures.			
6. Demonstrates <u>Accountability</u> for growing sales by executing CHAMPS.			
7. Demonstrates <u>Accountability</u> for growing sales by suggestive selling.			
8. Quickly learns about new products and promotions.			

Scoring

Instructions: Use the Checklist scores to determine whether the Team Member 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

--

Ready for Growth?
0-54 Yellow. Team Member may have difficulty in a Shift position at this time. Continue to develop in position using the ideas from the Development Planning Form. Reassessment can occur in 60 days.

55-68 Green. Congratulations. Team Member 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 Team Member. Schedule time for development activities. Set a date to follow-up on progress on the development plan.

Shift Training Program (Green)

Complete criminal background check. Use the *Development Planning* section if the Team Member has some weaknesses they should concentrate on during training. Make arrangements to get the Team Member started in training for the next position. Schedule any interviews that may be conducted.

Signatures

Team Member: _____

Date: _____

RGM: _____

Date: _____

Area Coach: _____

Date: _____

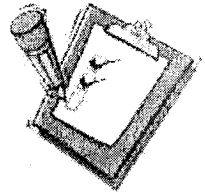
Opt. Interviewer #1 _____

Date: _____

Opt. Interviewer #2 _____

Date: _____

Development Planning



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

Customers

- _____ - Take Accountability for resolving bottle necks during peak shifts.
- _____ - Work/prepare all positions/work stations during/for peak periods.
- _____ - Review standards for products, and identify barriers to following standards.
- _____ - Practice using LAST for resolving customer complaints.
- _____ - Identify ways to improve CHAMPS check scores.
- _____ - Follow-up on some "easy" customer complaints.
- _____ - Review the restaurant's performance and metrics at the end of your shift.

Other Ideas: _____

People

- _____ - Take on a new hire as a "buddy" to help them transition into the restaurant.
- _____ - Provides Recognition to others by giving out 3-5 CHAMPS cards per week.
- _____ - Get to know other Team Members as people (hobbies, interests, family, etc.).
- _____ - Take Accountability for training new Team Members through Guided Practice.
- _____ - Coach peers when they are not following procedures.
- _____ - Help Team Member learn how to communicate effectively (e.g., being specific, clear, to the point, etc.).
- _____ - Work positions that force more interaction and communication with Team Members and Customers.
- _____ - Ask Team Members how you can help them succeed.

Other Ideas: _____

Sales and Profits

- _____ - Take Accountability for cleaning the restaurant.
- _____ - Take Accountability for stocking the restaurant.
- _____ - Role model Positive Energy by greeting customers/team members enthusiastically.
- _____ - Approach work with a Positive Energy.
- _____ - Role model appropriate safety behavior (e.g., cleaning up spills quickly, not opening back door after dark).
- _____ - Multi-Brand candidates complete Partner Brand certification.
- _____ - Suggestive sell on every order you take.

Other Ideas: _____

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

Action Plan	Completed By:
1)	
2)	
3)	