



# Readiness Checklist 0

Career Development Process

## Team Member to Team Member Trainer



Candidate Name: \_\_\_\_\_

RGM Name: \_\_\_\_\_

Restaurant #: \_\_\_\_\_

Market #: \_\_\_\_\_

Date: \_\_\_\_\_

### Career Development Process (check off when completed):

#### 1. Interest & Sponsorship

- a. Candidate expresses interest & reviews job description.
- b. RGM sees that candidate meets prerequisites.

#### 2. Determine Readiness for Growth

- a. RGM completes Readiness Checklist.
- b. Candidate completes Readiness Checklist on self
- c. RGM reviews Readiness Checklist with Area Coach
  - If "yellow" score, complete Development Plan and re-consider candidate at a later date.
  - If "green" score, complete Development Plan and set up training.
- d. RGM reviews results & next steps w/ candidate.

#### 3. Complete Training for Team Member Trainer Position

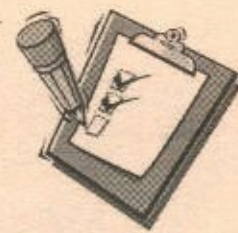
- a. Candidate completes items on Development Plan.
- b. Candidate is certified on all of STP 1.

#### 4. On "Bench" - Ready for Promotion to Team Member Trainer

- a. Position is available in home restaurant or area.
- b. Candidate is best qualified for open position.







# Team Member to Team Member Trainer Readiness Checklist

Use to determine readiness of Team Member for Team Member Trainer Training

(RGM completes, reviews with Area Coach)

Prerequisites:	<input type="checkbox"/> Recertified on STP 1 within last 6 mos.	<input type="checkbox"/> Minimum 3 mos. in position
	<input type="checkbox"/> Minimum age 16	<input type="checkbox"/> Rated Above Stds.
	<input type="checkbox"/> Certified Service <u>AND</u> Food Champion	

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

## Readiness Checklist

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

### Build Great Teams

1. Takes action to correct improper procedures of other Team Members.
2. Communicates effectively with others.
3. Others respect Team Member and take direction/coaching from him/her.
4. Greets customers and Team Members with enthusiasm.
5. Seen as a role model by other Team Members.
6. Assists others when they need it without being asked.
7. Respects all people equally, regardless of gender, race, or nationality.
8. Takes initiative to get to know and encourage new Team Members.
9. Recognizes other Team Members for their efforts and assistance.

Points		
0	1	2
Rarely/No	Sometimes	Usually/Yes

### Run Great Restaurants

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 specs.
4. Understands standards, identifies problems with products.
5. Has worked all positions effectively at least 3 times during a peak period.
6. Has effectively handled dissatisfied customers.
7. Knows of current restaurant initiatives to improve customer satisfaction.


### Act Like an Owner

1. Follows restaurant safety procedures without being told (e.g., mop up spills).
2. Comes to work as scheduled.
3. Makes decisions that help customers.
4. Goes beyond what is required in the job to exceed customer expectations.
5. Makes suggestions to improve customer satisfaction.
6. Regularly cleans without being told.
7. Takes advantage of downtime to clean and prepare the restaurant.
8. Approaches work with a positive attitude and a smile.






## 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".

**Build Great Teams**  
**Run Great Restaurants**  
**Act Like an Owner**

# Points


**Total**

--

### Ready for Growth?

**0-36 Yellow.** Team Member may have difficulty as a Team Member Trainer at this time. Continue to develop in position using the ideas from the Development Planning Form. Reassessment can occur in 60 days.

**37-48 Green.** Congratulations, Team Member is ready to train for a Team Member Trainer position.

**Written Comments:**

## Next Steps

### Development Plan (Yellow)

Use the *Development Planning Form* 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.

### TM Trainer STP 1 Training Program (Green)

Complete background check. Make arrangements to get the Team Member started in training for the next position. Use the *Development Planning Form* if the Team Member has some weaknesses they should concentrate on during training.

## Signatures

Team Member: \_\_\_\_\_

Date: \_\_\_\_\_

RGM: \_\_\_\_\_

Date: \_\_\_\_\_

Area Coach: \_\_\_\_\_

Date: \_\_\_\_\_



# Development Planning Form



**Instructions:** Place a check mark by the items you want the Team Member to work on. Write in other ideas as appropriate.

## Build Great Teams

- Ask Team Member to take on a new hire as a "buddy" to help them transition into the restaurant.
- Ask the Team Member to recognize others when they do something well.
- Ask Team Member to be a role model for helping others when they need it, whether they ask for it or not.
- Coach person to treat everyone fairly and with respect.
- Ask Team Member to coach peers when s/he sees them not following procedures.
- Help Team Member learn how to communicate effectively (e.g., being specific, clear, to the point, etc.).

---

---

---

## Run Great Restaurants

- Put the Team Member in charge of resolving bottle necks during peak shifts.
- Ask Team Member to review standards for products, ask them to identify barriers to following standards.
- Coach Team Member on how to effectively handle customer complaints.
- Ask Team Member to help you identify ways to improve C.H.A.M.P.S. check scores.
- Ask Team Member to follow-up on some "easy" customer complaints.

---

---

---

## Act Like an Owner

- Ask the Team Member to role model positive energy by utilizing downtime to clean/stock the restaurant.
- Ask the Team Member to role model positive energy by greeting customers/team members enthusiastically.
- Coach Team Member about approaching their work with a positive attitude.
- Challenge person to role model appropriate safety behavior (e.g., cleaning up spills quickly, not opening back door after dark).

---

---

---

## Signatures

Team Member: \_\_\_\_\_

Date: \_\_\_\_\_

RGM: \_\_\_\_\_

Date: \_\_\_\_\_

Area Coach: \_\_\_\_\_

Date: \_\_\_\_\_





## JOB DESCRIPTION

<b>JOB TITLE:</b>	Team Member Trainer
<b>SUPERVISOR:</b>	Restaurant General Manager and Manager in Charge: Sr. Assistant Manager, Assistant Manager, Shift Lead
<b>JOB SCOPE:</b>	Assists the restaurant management team in training new Team Members on STP 1 topics, cross training current employees, and new product training. Takes ownership and responsibility to train, coach and follow-up on training progress and is willing to provide help and guidance to others.
<b>JOB QUALIFICATIONS:</b>	<ul style="list-style-type: none"><li>• Is certified / re-certified on all topics in STP 1 training within the last 6 months.</li><li>• Has been certified in both Service <u>AND</u> Food Champion positions</li><li>• Is available to work shifts when training is needed.</li><li>• Able to communicate viewpoints and concerns to management team in a constructive manner.</li><li>• Is willing to provide helpful, constructive feedback to help others meet job standards.</li><li>• Does the job of a Team Member to standard, even under limited supervision.</li><li>• Meets the Taco Bell Code of Conduct standards.</li></ul>
<b>CORE RESPONSIBILITIES:</b>	<ul style="list-style-type: none"><li>• Trains new team members on how to do their jobs. With RGM approval and review, completes training certification activities.</li><li>• Acts as a role model and upholds operational standards.</li><li>• Assists in new product training rollouts.</li><li>• Assists in cross training and re-certifications of existing Team Members.</li><li>• Tracks training progress and sees that training activities are carried out to meet restaurant training plans.</li><li>• Provides feedback to the management team on new hire performance.</li><li>• Completes job responsibilities of a Team Member when not assigned training duties.</li></ul>