



# INTERNAL SHIFT LEAD PROMOTION CHECKLIST

Complete tasks in order below, check each box before moving to the next step.

1. READINESS CHECKLIST COMPLETE

2. REQUEST TO BEGIN TRAINING SUBMITTED TO AC ON WEBSITE

3. NOTICE TO PROCEED RECEIVED FROM AC

4. BACKGROUND CHECK REQUEST SUBMITTED TO HR

5. NOTICE TO PROCEED RECEIVED FROM HR

6. SERVSAFE CERTIFICATION PASSED & COMPLETE

7. LEARNING ZONE COURSES & OTJ'S COMPLETE

8. PRACTICE RUNNING SHIFT WITH RGM/AGM PRESENT

9. RGM CERTIFICATION COMPLETE

10. AREA COACH VALIDATION COMPLETE

CANDIDATE BECOMES AN R-1 ON BENCH  
AWAITING POSITION AVAILABILITY. CAN  
CONTINUE TO PRACTICE WITH CERTIFIED  
MANAGEMENT SUPERVISION

CANDIDATE IS PROMOTED IN NEW ROLE,  
UPON WHICH THEY RECEIVE MANAGER  
SHIRTS AS WELL AS KEYS AND ALARM CODES  
TO THE RESTUARANT



# INTERNAL SHIFT LEAD DEVELOPMENT DETAIL

## WHY DOES THE DEVELOPMENT PROCESS MATTER?

This process builds capability in your management staff. When management is comfortable in their roles, they can lead teams to achieve great results!

## WHO SHOULD BE DEVELOPED?

Deciding who to develop can be done in two ways. The employee expresses an interest in promoting or, management recognizes potential in an employee.

## WHAT NEXT?

**Take the following steps prior to beginning any training.**

RGM and candidate each complete the Readiness Checklist. Using the Readiness Checklist, determine if the candidate is ready to move forward with training. Let the candidate know what they do well and identify any areas of opportunity. Set goals and revisit the Readiness Checklist often.

Once you have received the Notice to Proceed from Mike, complete the Background Check Request Form and submit it to the Office. HR will review the results against the Criminal Matrix. Pending the results HR will send a Notice to Proceed to the RGM and Mike.

## LET'S TALK TRAINING!

**Use these steps to give your candidate the best training experience. Remember, you are grooming a future leader, make them a great one!**

Cover the training plan with your candidate. Stick to the training plan and follow up on progress. Don't forget you are teaching your trainee how to plan, follow through, and manage time through their training experience.

Notify Lonnie to schedule ServSafe. The candidate will take a 2-week course of study then test for certification. If the candidate does not receive a passing score, they will have an opportunity to re-test after a 30-day period.

After passing ServSafe the candidate can begin Learning Zone training. Internal Shift Lead training consists of 14 Courses and 12 OTJ's. These will take approximately 4-weeks to complete.

Once the candidate has completed Learning Zone training, the candidate can practice running shifts with the RGM/ AGM present. Provide recognition and coaching to prepare the candidate for running shifts unsupervised.

When your candidate has mastered the role, move to RGM Certification. The RGM Certification process takes roughly two hours. If the candidate does not receive RGM Certification the RGM will create a 2-week action plan and continue to work with the candidate, re-evaluating the certification after the 2- week timeframe.

After RGM Certification, notify Lonnie to schedule Mike to Validate the candidate. The candidate will be scheduled to run shifts with RGM/AGM present for the next 2 weeks.

## NOW WHAT?

Congratulations, your candidate is now an R1 awaiting position availability. Once a position is available, your candidate will have the opportunity to be promoted. Upon promotion he or she will receive: Manager shirts, keys, alarm codes, a pay increase, new benefits package, and a new title!