

READINESS CHECKLIST

TEAM MEMBER TO SHIFT LEAD



Candidate Name: _____ Date: _____

RGM Name: _____ Date: _____

Restaurant #: _____

PREREQUISITES

- Minimum 3 Months in Position
- Completed All Team Member Training
- Has Own Vehicle if Opening or Closing
- Minimum Age of 18
- On or Above Target Performance
- Has Minimum Availability

CAREER DEVELOPMENT PROCESS

Check Off When Completed

1. Interest & Sponsorship

- Candidate expresses an interest in promoting or Management recognizes potential in candidate, and reviews job description.
- RGM sees that candidate meets prerequisites.

2. Determine Readiness for Growth

- RGM completes Readiness Checklist on candidate
- Candidate completes Readiness Checklist on self
- RGM reviews Readiness Checklist with Area Coach
 - If “0-44” score, complete Development Plan and re-consider candidate later.
 - If “45-56” score, complete Development Plan and submit Readiness Checklist to Area Coach for AC “Notice to Proceed”.
 - RGM submit Background Check Request to HR for “Notice to Proceed.
 - RGM reviews Manager Code of Conduct, Manager Cash Handling Policy, and next steps with candidate.

3. Training Plan

- Candidate completes ServSafe Certification.
- Candidate completes Learning Zone Courses and OTJ's.
- RGM completes Observation Certification.
- Area Coach Validates.

4. On “Bench” or Promotion

- Candidate in R₁ on “bench” awaiting position availability.
- Position available and candidate is best qualified for position, candidate is promoted.



Readiness Checklist

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

	Points		
	0	1	2
	Rarely/No	Sometimes	Usually/Yes
<u>Build Great Teams</u>			
1. Takes action to correct improper procedures of other Team Members.			
2. Communicates effectively with others.			
3. Others respect Team Member and take coaching from him/her.			
4. Has trained at least 3 new Team Members through Learning Zone.			
5. Greets customers and Team Members with enthusiasm.			
6. Seen as a peer leader by other Team Members.			
7. Assists others when they need it without being told.			
8. Respects all people equally, regardless of gender, race, or nationality.			
9. Takes initiative to get to know and encourage new Team Members.			
10. Recognizes other Team Members for their efforts and assistance.			
<u>Run Great Restaurants</u>			
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. 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 peak period.			
7. Has effectively handled dissatisfied customers.			
8. Knows of current restaurant initiatives to improve customer satisfaction.			
9. Prioritizes customer needs over tasks currently being performed.			
<u>Act Like an Owner</u>			
1. Follows restaurant safety procedures without being told.			
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.			
9. Actively seeks information on financial and customer measures.			



Scoring

Instructions: Use the Checklist scores to determine whether the Team Member is ready for growth now or needs further development in current 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”.

	# Points
Build Great Teams	<input type="text"/>
Run Great Restaurants	<input type="text"/>
Act Like an Owner	<input type="text"/>
Total	<input type="text"/>

Ready for Growth?

0-44 Team Member may have difficulty as a Shift Lead at this time. Continue to develop in position using the ideas from the Development Planning Form. Reassessment can occur in 60 days.

45-56 Congratulations, Team member is ready to train for a Shift Lead position. Submit a Request to train to your Area Coach at colcal.net.



Written Comments:

Next Steps

Development Plan (Yellow Score)

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.

Shift Lead Training Program (Green)

Submit the Training Request Form to the AC on colcal.net. After receiving a Notice to Proceed from your AC, complete the Background Check Request form and submit to the office. 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 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 Team Member to treat everyone fairly and with respect.
- Make Team Member responsible for training new Team Members through a Learning Zone Course.
- Ask Team Member to coach peers when he/she 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.
- Ensure Team Member has effectively worked/prepared all positions and workstations during or for peak periods.
- 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.
- Coach the Team Member on prioritizing customers’ needs.
- Ask Team Member to help you identify ways to improve VOC 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 and stock the restaurant.
- Ask the Team Member to role model positive energy by greeting customers and Team Members enthusiastically.
- Coach Team Member about approaching their work with a positive attitude.
- Challenge Team Member to role model appropriate safety behavior (e.g., cleaning up spills quickly, not opening the back door after dark).

Signatures

Team Member: _____ Date: _____

RGM: _____ Date: _____

Area Coach: _____ Date: _____