

Experience Execution Routine



RGM Responsibilities

- Review Mytacobell daily, take note of the coming Experience start date as well as any other critical dates regarding the Experience.
- Notify your AGM of the date that Experience Learning Zones will be available. Provide them with the Experience Training Calendar.
- Follow up during training, provide any coaching and feedback to MICs.
- Review the Program Implementation Guide in its entirety with your AGM. Pay attention to timelines, ordering recommendations, product mix, as well as the items themselves.
- Be sure to schedule time for the AGM and Team Members to complete tasks.
- RGM is required to work on Day 1 of the Experience. Follow up on execution of training and POP. Provide coaching and feedback as necessary.



AGM Responsibilities

- Assign Team Member training to themselves and MICs. All must ensure that the training is completed on their respective shifts.
- Follow up during training, provide coaching and feedback to MICs.
- POP will arrive 7-10 days prior to the start of the Experience. If it does not, contact Archway.
- Upon POP arrival use the checklist to verify there are no missing items. If items are missing contact Archway to order.
- Assign a Team Member to set up pricing stickers according to the Program Guide. Follow up checking that all pricing matches. Recognize the Team Member for their success.
- 5 Days prior to start of the Experience - Meet with the closing MIC (who will be working the day prior to the start of the Experience) go over the Road Map and answer any questions.
- 5 Days prior to the start of the Experience - Meet with the opening MIC (who will be working the day of Experience start) to go over the Road Map and answer any questions.
- 1 Day prior to the start of the Experience - Have your Cleaning Captain remove all window clings according to the Road Map. Cleaning Captain will hang Window Clings according to the Road Map on day 1 of the Experience.
- Closing MIC is responsible for posting all Interior POP. Opening MIC is responsible for posting all Exterior POP.



Area Coach

- AC will perform drive-thru shops. A copy of the shop with recognition and coaching will be left at each restaurant.