

READINESS CHECKLIST

SHIFT LEAD TO ASSISTANT MANAGER



Candidate Name: _____ Date: _____

RGM: _____ Date: _____

Restaurant #: _____

PREREQUISITES

- Minimum 3 Months in Position
- Available to Work AGM Schedule
- Reliable Transportation
- Completed All TM & SL Training
- On or Above Target Performance
- Minimum Age of 18

CAREER DEVELOPMENT PROCESS

Check Off When Completed

1. Interest & Sponsorship

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

2. Determine Readiness for Growth

- RGM completes Readiness Checklist.
- Candidate completes Readiness Checklist on Self.
- RGM reviews Readiness Checklist with Area Coach
 - If “yellow” score, complete Development Plan and re-consider candidate later.
 - If “green” score, submit Readiness Checklist to Area Coach for AC “Notice to Proceed”.
 - RGM submit Background Check Request to HR for HR “Notice to Proceed”.
 - RGM reviews next steps with candidate.

3. Training Plan

- Candidate completes ServSafe Certification (if necessary)
- Candidate completes Learning Zone Courses and OTJ’s.

4. On “Bench” or Promotion

- Candidate is R1 on “Bench” awaiting position availability.
- Position available at home restaurant or area.
- Candidate is best qualified for the open position.



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. Delegates and follows-up to ensure execution.			
2. Has effectively trained new Team Members.			
3. Able to communicate effectively with group of Team Members.			
4. Keeps the energy high and positive during peak period shifts.			
5. Team respects and works with Shift Lead as they would the AM/GM.			
6. Recognizes Team Members for their efforts at the end of each shift.			
7. Listens to Team Member concerns and is approachable.			
8. Treats all Team Members fairly, with respect.			
9. Resolves conflict among Team Members effectively.			
10. Introduces new Team Member to team and makes them feel welcome.			
11. Sets high standards for appropriate team behavior on shift.			
<u>Run Great Restaurants</u>			
1. Consistently runs an effective shift (consistent service times & quality.)			
2. Has effectively taken weekly and daily inventory.			
3. Deploys and re-deploys people effectively during peak periods.			
4. Ensures new products are executed properly following roll-out.			
5. Effectively manages product cost during shift.			
6. Supports restaurant improvement plans during his/her shifts.			
7. Effectively communicates restaurant performance data to the Team.			
8. Coaches Team Members on methods to improve service or quality.			
9. Is capable of handling irate customers with a friendly/calm attitude.			
10. Coaches team daily to ensure product quality and great service.			
11. Communicates VOC scores to the team making them aware of trends.			
12. Shifts priorities and goals as work demands change.			
<u>Act Like an Owner</u>			
1. Bases decisions on facts, not emotions.			
2. Role models how to exceed customer expectations.			
3. Seeks, listens, and responds to customer feedback.			
4. Does not blame others, takes responsibilities for problems.			
5. Is flexible in dealing with changes/problems (e.g., short staffed).			



Scoring

Instructions: Use the checklist scores to determine whether the Shift Lead 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 Yellow. Shift Lead may have difficulty as an Assistant Manager at this time. Continue to develop in position using ideas from the Development Planning Form. Reassessment can occur in 60 days.
45-56 Green. Congratulations, Shift Lead is ready to train for an Assistant Manager Position.

Written Comments:

Next Steps

Development Plan (Yellow Score)

Use the *Development Planning Form* to create a development plan for the Shift Lead. Schedule time for development activities. Set a date to follow-up and review progress on the development plan.

Assistant Manager Training Program (Green)

Submit the Training Request form to the AC on colcal.net. After receiving a Notice to Proceed from your AC, submit the Background Check Request Form (if necessary) and submit to the office. Make arrangements to get the Shift Lead started in training for AGM starting with ServSafe. Use the *Development Planning Form* if the Shift Lead has weaknesses they should focus on during training.

Signatures

Shift Lead: _____ Date: _____

RGM: _____ Date: _____

Area Coach: _____ Date: _____

Date ServSafe Scheduled: _____



Development Planning Form

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

Build Great Teams

- Ask Shift Lead to train new Team Members on Learning Zone.
- Coach Shift Lead to hold Team Members to high standards of conduct.
- Coach Shift Lead to recognize people for their contributions.
- Ask person to take responsibility for resolving team conflicts as they arise.
- Coach Shift Lead on being open to suggestions and concerns of Team Members.
- Coach Shift Lead to treat everyone fairly and with respect.
- Ask the Shift Lead to help onboard new employees and make them feel welcome.

Run Great Restaurants

- Ask Shift Lead to improve restaurant measures through coaching Team Members.
- Coach Shift Lead to effectively delegate and follow-up.
- Explore opportunities for Shift Lead on running a shift (e.g., customer and financial measures, etc.).
- Coach Shift Lead on conducting inventory.
- Ask Shift Lead to follow-up on product rollout to ensure it is being made properly.
- Coach Shift Lead on deployment of people during peak periods.
- Coach Shift Lead on handling irate customers.
- Ask Shift Lead to improve problem areas in customer service.
- Put Shift Lead in charge of driving VOC scores.
- Coach Shift Lead on maintaining focus and shifting priorities as demands shift.

Act Like an Owner

- Coach Shift Lead on understanding restaurant performance measures.
- Coach Shift Lead on the importance of accountability and how to demonstrate it in the restaurant.
- Coach Shift Lead on being a role model for exceeding customer expectations.

Signatures

Shift Lead: _____ Date: _____

RGM: _____ Date: _____

Area Coach: _____ Date: _____