

Training Manager Lesson Guide – Utility Person

<u>Assignment</u>	<u>Instructions</u>
Lesson from the Trainer and Utility Person courses	<ul style="list-style-type: none"> • MIT needs to watch the On-Demand Lesson from the Trainer before they meet with you. • Meet with your MIT about the Utility Person and discuss the online and paper syllabus. • Share your best tips, tricks, and practices for the Utility Person department. • Introduce the MIT to their trainer in the Utility Person. • MIT should watch the eLearning courses for MIT Utility Person before starting work in the Utility Area. • Monitor the MITs training. <ul style="list-style-type: none"> ○ Make sure the MIT is not working the position alone. ○ They should be working with their trainer and working through their tasks, not working as the only Co-worker in this area.
Operations Manual	<ul style="list-style-type: none"> • Begin Operations Manual Questions. • Print off the Need to Know Study Guide. • Review the Operations Manual Questions results.
Opening, Running, and Closing	<ul style="list-style-type: none"> • Confirm that the MIT has a copy of the Utility Person Opening, Running, and Closing Checklist and that it has been completed at least once. • Discuss Duty Roster items for the Utility Area and ensure that the MIT has reviewed the suggested items. • Suggest that the MIT help identify some areas that Duty Rosters can be improved or implemented.
Equipment	<ul style="list-style-type: none"> • Discuss the preventive Maintenance of the equipment in this area. • Completed the Equipment Questions and verify the answers using the Key.
Performance Checklist Sign Off	<ul style="list-style-type: none"> • Meet with the MIT to discuss their performance and signoff on the Performance Checklist on the eLearning Center. • All of Syllabus Part A (Co-worker portion) is required to be complete before moving onto Part B Department Head.

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<p>Department Head Food Production Expectations</p> <p>Managing Labor</p>	<ul style="list-style-type: none"> • Cover the following expectations for Department Head. Working with the Co-workers to get tasks completed. <ul style="list-style-type: none"> ○ Cleanliness ○ Guest service ○ Duty Rosters • ***Watch/Review and discuss the following videos: <ul style="list-style-type: none"> ➤ Labor Cost Analysis Report ➤ Hourly Productivity Report ➤ Manager’s Pocket Schedule • • Confirm MIT has printed Labor Cost Analysis and Hourly Productivity Reports from the BOC and discuss Read the Managing Breaks page in the workbook. • Work with the MIT to run breaks in the Utility Area.
<p>Food Safety</p>	<ul style="list-style-type: none"> • Begin Food Safety Operations Manual Questions. • Review the Food Safety Operations Manual Questions results.
<p>Sanitation Walk-Through</p>	<ul style="list-style-type: none"> • Discuss the expectations of a Sanitation Walk-Through.
<p>Chemical Crossword Puzzle</p>	<ul style="list-style-type: none"> • Follow up on the Crossword Puzzle.
<p>Positional Quiz</p>	<ul style="list-style-type: none"> • The Positional Quiz needs to be taken in the restaurant, and you should review with the MIT.
<p>Area Department Audit</p>	<ul style="list-style-type: none"> • After the MIT does the Department Audit, discuss results and corrective actions.
<p>Online Utility Person Syllabus</p>	<ul style="list-style-type: none"> • Finalize the Syllabus on the eLearning Center based on the work completed in this area.
<p>Manager Final Check-Off</p>	<ul style="list-style-type: none"> • Meet with the MIT to review their performance and complete the Manager Final Check-Off by accessing the form from their My Assignment page. • Review the Individual Training Status Report (ITSR) and make sure eLearning Center tasks are complete. • Complete the Positional Evaluation. • On a weekly basis fill out the MIT Assessment. • On a weekly basis make sure the MIT has completed the online Training Survey.

***These videos appear more than once, if you have already viewed these videos you may choose not to repeat.