

Week 5 Lesson From the Trainer

Assignments	Instructions
<p>Lesson from the Trainer</p>	<ul style="list-style-type: none"> • Review the Week 5 Syllabus. • Make sure the rest of the management team knows what is going on with your Candidate. • If the Candidate is new to the store, familiarize the Candidate with your store, Managers and Co-workers. • Print the GC Traditional Favorites Troubleshooting Guide. Discuss the GC Traditional Favorites Recipes. • Review the Daily Management Routine checklist found in your workbook focusing on Closing. • Have them read the Introduction to Closing page. • Print the GC Traditional Favorites Troubleshooting Guide. <ul style="list-style-type: none"> ➤ Let them know they will use this information to prepare for the GC Traditional Favorites Quiz. • Meet with the Training Manager to review activities for the week. Discuss the following: <ul style="list-style-type: none"> • Responsibilities when practicing closing management functions. • Ask the Candidate how they would correct someone if they were preparing a recipe incorrectly. Give the Candidate feedback and discuss when to give immediate feedback to a Co-worker and when to discuss with the Manager prior to giving feedback. • Assign the Candidate to the Prep, Bakery, Meat Room, or Hot Cook Area for the Managing Food section of the syllabus. • Review what Administrative responsibilities and expectation you will have as a Closing Manager. • Discuss what to look for when monitor production during slowdown/ closing, while handling leftovers. • Review what areas to monitoring waste. • Review the GC On The Go management expectations and procedures for the store. (Review the GC On The GO Order Process Poster on the GC Portal). • Discuss which day the Candidate will shadow the manager writing schedules and expectations. • Discuss any Co-worker interviews that are scheduled. The Candidate needs to sit in as many as possible. • Discuss expectations when managing labor during slowdown/ closing.
<p>Virtual Classes</p>	<ul style="list-style-type: none"> • Verify that your Candidate understands how the Virtual Classes work on the online Syllabus. • Once they watch the virtual classes go to Classes and Workshops Response Survey to complete the online responses survey for each one. <p>NOTE: Please give as much detail as possible in the survey. Incomplete surveys will be reassigned.</p>

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<p>ServSafe</p>	<ul style="list-style-type: none"> • Enroll the Candidate in the ServSafe Course by emailing the training Center at GCTraining@goldencorral.net, if needed. If they are already certified and completed the exam less than two from their start date, they do not have to take the course and exam.
<p>Management Routine</p>	<ul style="list-style-type: none"> • Schedule the Candidate 5 Closing shifts • Review the Daily Management Routines with the Candidate and point out store specific items. • Review managing Running and Closing shifts to ensure food production and labor costs are in line. • Discuss what all the administrative closing paperwork. • Discuss the use of the Daily Management Routine checklist as part of each Running/Closing shift. This checklist will get the Candidate more familiar with other checklists used during their Management shifts. <ul style="list-style-type: none"> ➤ Duty Roster ➤ Sanitation Walk Thru ➤ Daily Matrix Checklist ➤ Bar Checks and Restroom Checks ➤ Temperature Logs • Make the Candidate responsible for all Positional Closing Checklists and that they are completed first by the co-worker, then verified by the Candidate. <ul style="list-style-type: none"> ➤ Discuss the restaurant's performance during Lunch to Dinner transitions with the Training Manager.
<p>Managing Food</p>	<ul style="list-style-type: none"> • Discuss the use of the Matrix Checklist to verify all required items are on the bars. <ul style="list-style-type: none"> ➤ Verify appropriate utensils are being used ➤ Ensure the product looks fresh and is in a clean pan ➤ Ensure that there are no empty pans on the bar ➤ Verify all labels are correct at changeover and throughout the dinner meal period. ➤ Review the inventory in the food warmers frequently to ensure just in time delivery. ➤ Verify water levels in the steam wells. They should be touching the bottom of the pans to ensure food stays hot. • Ensure that Candidate understand to make notes on the following actions that they performed to discuss when meeting with you later in the week: <ul style="list-style-type: none"> ➤ Monitor production during slowdown/closing ➤ Manage waste ➤ Handling of leftovers ➤ Manage labor during slowdown/closing • Discuss how to coach staff in assigned area on any recipe corrections needed throughout the week. • Discuss any recipe issues and corrections made when meeting with your

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<p>Managing Food (cont.)</p>	<p>Training Manager.</p> <ul style="list-style-type: none"> • Discuss how to complete the Leftover Assignment activity found in your workbook at Closing. • Follow up the Candidate on the Leftover Assignment in the End of the Week Meeting.
<p>Managing Labor</p>	<ul style="list-style-type: none"> • Have the Candidate print a Manager’s Schedule each day to monitor Co-worker staffing. (If using Hot Schedules, print the Roster Report.) <ul style="list-style-type: none"> ➢ Make notes on the Manager’s Schedule regarding clock-in/out times, and any changes in schedules, etc. ➢ Ensure Co-workers are in proper uniforms. • Watch the OnDemand videos listed on the online syllabus. <ul style="list-style-type: none"> ➢ Writing Action Plans ➢ Time Report ➢ Time Editing – Back Office ➢ Time Editing – Time Clock Edits • Run Labor Distribution Report and identify any departments in FOH or BOH that were over in planned labor. • Involve the Candidate when making time edits. • Discuss the Candidate’s suggestions for improving time edits during the end of the week meeting. • Discuss the Hourly Productivity Report from the BOC to ensure you are meeting your productivity expectations. • Discuss the Overtime Report from the BOC and discuss expectations. • Discuss Labor Distribution Report daily to monitor tip reporting. Discuss any Servers under reporting tips with Hospitality Manger. • Perform tip adjustments as approved by the Server and Manager.
<p>Restaurant Operations Improvement Process (ROIP)</p>	<ul style="list-style-type: none"> • Discuss where to find the ROIP section of the Operations Manual. • Have the Candidate print the ROIP Workbook Questions and refer to the Operations Manual to answer the questions. • Let them know that they should verify their answers using the ROIP Workbook Questions Key, which cannot be printed. The required passing grade is 100%. <i>(Remember, Operations Manual Questions are open book, graded assignments on the eLearning Center.)</i> • Discuss the 17 Priorities and the expectations. • Help them print the Facilities Brand Standards Review form. • Once the Candidate performs the Facilities Brand Standards Review, ask about the results. Compare to the last Facilities Brand Standards Review performed by the DM/FBC. • Discuss how to incorporate solutions to the items missed on the Facilities Brand Stands Review into the Daily Management Routine.

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<p>Brand Protection EcoSure</p>	<ul style="list-style-type: none"> • Talk with the Candidate about the last EcoSure Food Safety Audit, looking at critical items, repeated items missed, and what the restaurant is doing well. • Have them work with you on solutions to any repeats or critical violations. • Have them incorporate these solutions into their Daily Management Routine checklist to verify these items are addressed. • Have the Candidate assist in entering any corrective actions if an EcoSure audit is performed during their training. • Help the Candidate find where the Right to Know Station is located in the Restaurant. • Have them answer the question on the online syllabus about the Right to Know Station.
<p>Food Safety</p> <p>Food Safety (cont.)</p>	<ul style="list-style-type: none"> • Have the Candidate verify that there are working thermometers in every cooler and freezer. • Have the Candidate verify that the Cooks are taking temperatures before placing items on the bars. If they notice opportunities, have them take the time to correct and retrain if necessary. If they are doing a great job, write up a Golden Nugget for the Co-worker. • Show the Candidate how to access the eLearning Center to verify that your Co-workers are 100% certified in Safe Tracks. • Discuss when to watch the OnDemand video listed on the online syllabus. <ul style="list-style-type: none"> ➤ Writing Action Plans • If your restaurant is out of compliance, teach the Candidate how to create a SMART (Specific, Measurable, Attainable, Relevant, Timely) Action Plan to move towards compliance within the next 2 weeks. • Discuss the implementation of their SMART Action Plan with you at the end of the week meeting.
<p>Workplace Safety and Security</p>	<ul style="list-style-type: none"> • Talk to the Candidate about reading the Security section of the Administrative Guide to ensure they can answer the Workbook Questions. • Have them print the Security Workbook Questions and refer to the Operations Manual to answer the questions. • Remind the Candidates to verify their answers using the Security Workbook Questions Key. The required passing grade is 100%. This is an open book quiz so remind them that they can use the Workbook questions they answered and verified. • Have them print the Security Checklist from the online syllabus and schedule a day to have them complete it in your restaurant.

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<p>Brand Loyalty Hospitality</p>	<ul style="list-style-type: none"> • Talk with the Candidate on how to conduct a minimum of 25 table visits every day. Remind them to use the techniques learned in the Table Visits course. • Remind them that they will need to complete the Table Visits Assignment in their workbook by the end of Week 8. 25 Visits per week over the next 4 weeks. • Review with them how to track names and information about the Guests on the 100 Club form found in their workbook. <u>Best Practice:</u> Work with the current Servers to introduce the Candidate to some of their regulars and to encourage promoting the 100 Club in the restaurant. • Schedule the Candidate specific days/nights in the dining room during all meal periods.
<p>Brand Loyalty People</p> <p>Brand Loyalty People (cont.)</p>	<ul style="list-style-type: none"> • Let them know that they will need to watch the courses listed on the online syllabus in order to take the Guest Service Exam. <ul style="list-style-type: none"> ➤ Solving Problems & Resolving Conflict ➤ Setting the Stage for Hospitality ➤ Making Guests- Center Decisions • Have them complete the Guest Service Exam on the eLearning Center. They will have two attempts to pass. (There is no specific passing score. As the Training Manager, you will need to review the Exam and go over any missed questions.) • Discuss what a Golden Nugget is. <ul style="list-style-type: none"> ➤ Where do we get them? ➤ How are Golden Nuggets earned? ➤ When is the best time to present a Golden Nugget?
<p>Training</p>	<ul style="list-style-type: none"> • Let them know that they will need to watch the Management courses listed on the online syllabus in order to take the Human Resource Management Exam. <ul style="list-style-type: none"> ➤ Building Bench strength Through Excellent Recruiting ➤ Hiring Will through Excellent Interviewing ➤ Onboarding Your New Hire ➤ Improving Performance through Progressive Discipline • Have them complete the Human Resource Management Exam on the eLearning Center. They will have two attempts to pass. (There is no specific passing score. As the Training Manager you will need to review the Exam and go over any missed questions.) • Watch the OnDemand videos listed on the online syllabus. <ul style="list-style-type: none"> ➤ Posi Touch: Adding an Employee Part 1 ➤ Posi Touch: Adding an Employee Part 2 • Discuss the process of onboarding a new Co-worker with your Training Manager. <ul style="list-style-type: none"> ➤ What tools are used for interviewing a possible new hire? ➤ When a new Co-worker is hired, who completes the paperwork with the new hire?

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<p>Training (cont.)</p>	<ul style="list-style-type: none"> ➤ How is a training schedule decided and communicated? • Discuss the current Employee Handbook so the Candidate understands the expectations and house rules. • Having them read the Conducting an Employee Interview on the online syllabus can help them understand some of questions they might want to ask. • Make sure that as new Co-workers are hired throughout the remainder of their training, they participate in: <ul style="list-style-type: none"> ➤ Interviews ➤ Completing new hire paperwork/entering a new Co-worker into the POSitouch system ➤ Orientation ➤ Scheduling of new hire training • Discuss the eLearning Co-worker Training Reports Overview on the online syllabus. • Follow up that the Candidate completes the eLearning Assignment found in their workbook.
<p>Brand Implementation Communication</p>	<ul style="list-style-type: none"> • Watch the OnDemand videos listed on the online syllabus. <ul style="list-style-type: none"> ➤ The Art of Preshift Meetings: Intro ➤ The Art of Preshift Meetings: Step 1 ➤ The Art of Preshift Meetings: Step 2 ➤ The Art of Preshift Meetings: Step 3 ➤ The Art of Preshift Meetings: Wrap Up • Have the Candidate read the last Training Department Quarterly Newsletter. • Schedule when the Candidate will attend a Pre-shift Meeting in the FOH and BOH. • Let the Candidate Know when the weekly Management Meeting. • Have the Candidate check store emails on a daily basis.

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<p>Crew/ Management Scheduling/Hiring</p>	<ul style="list-style-type: none"> • Discuss with the Candidate what the process for creating a Co-worker schedule. <ul style="list-style-type: none"> ➤ Discuss requests for days off, when schedules are completed, and where they are posted in the restaurant. ➤ What are the hours available based off of projections? ➤ When is slowdown? ➤ When does the schedule need to be posted for Co-workers? • Have the Candidate shadow a Manager completing the Co-worker schedule. • Have the Candidate print out the Forecasted Meals for the current week and discuss what you are looking for when comparing it to the BOH schedule. • Have the Candidate read Conducting an Employee Interview. • Discuss with the Candidate whether or not you have enough Co-workers scheduled at the correct times. <ul style="list-style-type: none"> ➤ Interviews ➤ As new Co-workers are hired throughout your training, sit in and participate in: <ul style="list-style-type: none"> ➤ Completing new hire paperwork/entering a new Co-worker into the POSitouch system. ➤ Orientation
<p>Quiz</p>	<ul style="list-style-type: none"> • All tests/quizzes must be done in the restaurant. We recommend testing on the CBT to ensure connectivity is not lost using WiFi. • Make sure Candidate comes to get you when done testing so you can review the results with them.
<p>Manager Sign-Off</p>	<ul style="list-style-type: none"> • What did you observe and what suggestions can you offer the Candidate on the various Week 5 syllabus assignments? • Did the Candidate have an opportunity to sit in on an EcoSure or Health Department debrief? • Discuss any recipe issues or corrections the Candidate may have had. • Remember to complete the Candidate Assessment form. • View the Candidate's ITSR to check grades and verify the Weekly Survey is complete. • Do not sign off until the syllabus and all activities are complete.