

Week 6 Lesson From the Trainer

<u>Assignments</u>	<u>Instructions</u>
Lesson from the Trainer	<ul style="list-style-type: none"> • Review the Week 6 Syllabus. • Make sure the rest of the management team knows what is going on with your Candidate. • Review the Daily Management Routine checklist found in your workbook focusing on Opening. • Have them read the Introduction to Opening page. • Meet with the Training Manager to review activities for the week. Discuss the following: <ul style="list-style-type: none"> • Responsibilities when practicing opening management functions. • Review what Administrative responsibilities and expectation you will have as an Opening Manager. • Review the Order and Receiving days for your Vendors. • Review Banquet and Catering reservations expectations. • Review the GC On The Go Manager expectations. • Discuss which day you will be hands on and with the manager in writing a schedule. • Discuss any Co-worker interviews that are scheduled. Ask a few questions during the interview process with the Training Manager. • Discuss where the Candidate will need to focus on when managing labor during opening/running. • Review the specifics on the Tracking Usage and waste assignments in the Production section of this syllabus.
Virtual Classes	<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. NOTE: Please give as much detail as possible in the survey. Incomplete surveys will be reassigned.
ServSafe	<ul style="list-style-type: none"> • Make sure that the Candidate will be able to complete 50% of the required ServSafe Course, if applicable.
Management Routine	<ul style="list-style-type: none"> • Schedule the Candidate 5 Opening shifts. • Have the Candidate print the Opening/Closing Workbook Questions and refer to the Operations Manual and Administrative Guide to answer the questions. • Let them know that they should verify their answers using the MIT Opening/Closing Workbook Questions Key, which cannot be printed. The required passing grade is 100%. (Remember, Workbook Questions are open book, graded assignments on the eLearning Center.) • Discuss with the Candidate on how to actively manage Opening and Running shifts to ensure food production and labor costs are in line. • Talk about when and how to complete the POS Management Transactions

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	<p>questions on the online syllabus.</p> <ul style="list-style-type: none"> • Discuss what all the administrative opening paperwork. • Discuss when the Candidate is to watch the Figure 8 course on the eLearning Center. • Discuss the use of the Daily Management Routine checklist as part of each Opening/Running shift. This checklist will get Candidate more familiar with other checklists used during your 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 Opening Checklists and that they are completed first by the co-worker, then verified by the Candidate. • Discuss the restaurant’s performance during Breakfast to Lunch transitions with the Training Manager.
<p>Managing Food</p>	<ul style="list-style-type: none"> • Have the Candidate read the Food Cost 101 section of the Manager’s Handbook. • 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 clean pan. ➤ Verify that the Production Guides are being used and have accurate build to’s and that production is recorded. ➤ Verify that the Recipe Viewers are being used by Co-workers to ensure recipe accuracy. ➤ Review your inventory in the food warmers frequently to ensure just in time delivery. ➤ Verify water levels in the steam wells are touching the bottom of the pans to ensure food stays hot. ➤ Monitor Production during opening/slowdown. ➤ Manage waste. ➤ Manage labor during opening/slowdown. ➤ Review any recipe issues and make corrections. • Discuss your findings from the Leftover Assignment with the Training Manager from week 5. • Discuss any recipe issues and corrections made when meeting with your Training Manager. • Discuss any other observations that you had at the end of the week meeting with your Training Manager.

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<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. • 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.
<p>Restaurant Operations Improvement Process (ROIP)</p>	<ul style="list-style-type: none"> • Help them print the Culinary Visit form. • Once the Candidate performs the Culinary Visit, ask about the results. Compare to the last Culinary Visit performed by the DM/FBC. • Discuss how to incorporate solutions to the items missed on the Culinary Visit into the Daily Management Routine.
<p>Brand Protection Production</p>	<ul style="list-style-type: none"> • Discuss when to watch the OnDemand videos listed on the online syllabus. <ul style="list-style-type: none"> ➤ Lesson from the Trainer- Tracking Usage ➤ FMP Step 1 Add, Edit, and Remove ➤ FMP Step 1 Usage • Review where to read the Off Premise Reading Supplement to help ensure that you have the tools to be successful. • Review where to read the Impacting Food Cost Supplement found on the online syllabus. • Discuss how to start the Food Cost Summary Assignment 1 & 2, found in your workbook. • Review the Usage Tracking Sheet assignment with the Candidate and assign the Candidate 1 area to work on for the usage tracking sheet assignment. • Verify information with the Kitchen Manager on when a good time would be to schedule some time with the KM to adjust build-to’s in the FMP system or the production system used in your Training restaurant. • Assign an area for the Candidate to monitor waste in the daily for 1 week. Use the Waste Chart from your workbook as a resource. • Discuss findings and suggestions to minimize waste with the Training Manager during the end of the week meeting. • Discuss the plan the Candidate needs to come up with working on implementing approved ideas to decrease waste in the assigned area.

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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 the Candidate to continue tracking visits on the Table Visits Assignment form from the Week 5 tab. • Remind the Candidate to continue tracking names and information about the Guests on the 100 Club form from Week 5 tab.
<p>Inventory Management</p>	<ul style="list-style-type: none"> • Watch the OnDemand videos listed on the online syllabus. <ul style="list-style-type: none"> ➤ Inventory Systems- Item Master Maintenance Overview ➤ Inventory System – Add, Edit, and Search ➤ Inventory Systems- Print Worksheets and Entry Part 1 ➤ Inventory Systems- Print Worksheets and Entry Part 2 • Review where to read about the Product Cycle in the Prep Person section of the Operations Manual. • Discuss what to look for when walking through all of the freezers and coolers daily and ensure that all items are labeled and properly rotated. Correct any issues immediately and discuss with the Training Manager. • Have them print the Inventory, Ordering, and Receiving Workbook Questions and refer to the OnDemand videos and the Operations Manual to answer the questions. • Remind the Candidates to verify their answers using the Inventory, Ordering, and Receiving 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. • Discuss when to watch the OnDemand video for ordering listed on the online syllabus. <ul style="list-style-type: none"> ➤ Inventory Systems – Order Entry and Transmit and Order • Discuss how to prepare the restaurant for the McLane and US Foods delivery. • Schedule the Candidate to receive and store <u>one</u> McLane and US Foods delivery correctly. • Schedule when the Candidate will conduct an inventory, create order, place/transmit orders, and receive deliveries for the following: (Assign the designated Manager to complete these tasks) <ul style="list-style-type: none"> ➤ McLane and US Foods ➤ Chicken (if applicable) ➤ Produce • Review the Inventory, Ordering and Receiving Checklist in their workbook and how to complete it. <ul style="list-style-type: none"> ➤ Enter the completion dates for the items on the Inventory, Ordering, and Receiving Checklist on the online syllabus. (This may take longer than 1 week depending on the delivery schedules.)

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<p>Inventory Management (cont.)</p>	<ul style="list-style-type: none"> • Watch the OnDemand videos listed on the online syllabus. <ul style="list-style-type: none"> ➤ Portion Cost and Control ➤ Food Cost Summary • Schedule time when the Candidate will complete an end of week Food Cost Inventory with the Manager. • Discuss the expectation of Cost Per Guest (CPG). • Discuss expectations on Days on Hand (DOH).
<p>Brand Implementation Shift Management</p>	<ul style="list-style-type: none"> • Discuss with the Candidate on the procedures for entering invoices into the back office system. • Schedule when the Candidate with work with you to enter invoices at least once a week for the remainder of your training. • Take the Candidate to verify that the GC On The Go stations are maintaining quality standards and meeting our Guests expectations. • Discuss who to schedule and assign to the GC On The Go Station and to complete Off Premise Catering orders. <ul style="list-style-type: none"> ➤ What is the percent of Sales related to GC On The GC? ➤ What is the percent of Sales related to Off Premise Catering? • Schedule a time when the Candidate can shadow a Manager completing the Co-worker's schedule. • Discuss with the Candidate when to attend any New Co-worker Orientations for the week. • Discuss with the Candidate when to sit in with a Manager on any interviews for the week.
<p>Internal Communication</p>	<ul style="list-style-type: none"> • Discuss when the Candidate will conduct a Preshift Meeting with the Training Manager. • Discuss when you will have your weekly Management Meeting and have the Candidate attend. • Review the importance of reading the store email daily.
<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 6 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.