

Week 7 Lesson From the Trainer

Assignments	Instructions
Lesson from the Trainer	<ul style="list-style-type: none"> • Review the Week 7 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 or Closing. • Review what expectations you have now after 2 weeks and what their responsibilities when practicing managing meal periods. • Review the labor expectations for the opening, slowdown and closing shifts for the week. • Review the Off Premise and On the Go labor expectations for the week. • Discuss the day you will work with a manager on writing a schedule solo. • Schedule the Candidate to conduct one Co-worker interview that is scheduled with a Training Manager present. • Discuss when you will complete one more produce, US Food and McLane order
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"> • Ensure that the Candidate will complete their ServSafe Course by the end of this week. • Request an exam code from the Training Department at GCTraining@goldencorral.net.
Management Routine	<ul style="list-style-type: none"> • Schedule the 5 Opening/Closing shifts. (2 Opening shifts and 3 Closing shifts) • Discuss where the Candidate will be actively manage Opening/Running/Closing shifts to ensure food production and labor costs are in line. • Specific what administrative tasks through the meal periods they will be responsible for. • Review where to read the Labor Cost 101 section of the Manager’s Handbook for suggestions on managing labor expectations. • 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

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<p>Management Routine (cont.)</p>	<ul style="list-style-type: none"> ➤ Bar Checks and Restroom Checks ➤ Temperature Logs • Make the Candidate responsible for all Positional Opening /Closing Checklists and that they are completed first by the co-worker, then verified by the Candidate. • Review what the Candidates expectations during all meal period will be this week. <ul style="list-style-type: none"> ➤ Breakfast to Lunch Transition in the Kitchen. • Lunch to Dinner Transition in the Kitchen.
<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 ➤ Verify that the Production Guides are being used and have accurate build to's and that production is recorded. ➤ 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 throughout the day. ➤ Manage waste. ➤ Manage labor in production areas. ➤ Handling of leftovers. • Discuss your expectations on completing the Walking the Bar Assignment. Select the meal period that you want the Candidate to. • Discuss the Breakfast to Lunch transition challenges and strengths you noticed during the end of the week meeting.
<p>Inventory Management</p>	<ul style="list-style-type: none"> • 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. • Schedule when to work with the Candidate and a designated Manager to enter and transmit a McLane order and a US Foods 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

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	<ul style="list-style-type: none"> Review 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.)
Managing Labor	<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 Prediction Report and discuss expectations. <ul style="list-style-type: none"> ➤ Discuss your suggestions for any labor improvements with your Training Manager during the end of the week meeting.
Restaurant Operations Improvement Process (ROIP)	<ul style="list-style-type: none"> Help them print a People First Visit from the GC Portal. Once the Candidate performs the People First Visit, ask about the results. Compare to the last People First Visit performed by the DM/FBC. Discuss how to incorporate solutions to the items missed on the People Visit into the Daily Management Routine.
Brand Protection Workplace Safety and Security	<ul style="list-style-type: none"> Review the expectations to have 5 Co-workers explain to you what the Right to Know Station is. Discuss what the 2 newest chemicals SDS sheets were added to the book.
Food Safety	<ul style="list-style-type: none"> Review where the Candidate is at in regards to the results of your Week 5 SMART Action Plan to get your Co-workers to 100% certified in Safe Tracks.
Brand Loyalty People	<ul style="list-style-type: none"> Complete the Management courses for the Self-Management Exam listed on the online syllabus. <ul style="list-style-type: none"> ➤ Delegation: Groom Your next Superstar ➤ Coaching: Invest in Improvement ➤ Social Learning ➤ Improving How You Are Perceived ➤ Managing Your Emotions ➤ Operating Within Your Budget ➤ Your First Two weeks as a Manager Have them complete the Self-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.) Review how to run the eLearning report for Co-workers certified in one or more positions. Discuss how they are going to create a SMART Action Plan to raise the

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	<p>store eLearning metrics by 10% for Co-workers certified in one or more positions by the end of next week.</p> <ul style="list-style-type: none"> • Discuss implementing your SMART Action Plan with your Training Manager.
<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 on the 100 Club form found in your workbook in the Week 5 tab. • Review the SMG videos on the online syllabus. • Show the Candidate how to print and review the SMG reports for the Training Restaurant. Discuss any comments (positive or negative) related to the food, cleanliness, or service. • Review the expectations on how to complete the SMG Assignment found in the MIT Workbook. <ul style="list-style-type: none"> ➤ Develop solutions for any comments from the SMG reports and discuss with Training Manager at end of the week meeting.
<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 will work with you to enter invoices at least once a week for the remainder of your training. • Review where to read the Scheduling & Productivity section of the Operations Manual. • Have them print the Labor/Scheduling Workbook Questions and refer to the Operations Manual to answer the questions. • Remind the Candidate to verify their answers using the Labor/Scheduling 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. • Assign the Candidate to monitor hours used and productivity throughout the shift. • Have the Candidate run the Labor Cost Analysis Report for the last week. Identify any department that were over in planned labor. • Review the Labor Cost Analysis Report. • Discuss which 2 departments that missed labor and have the Candidate develop a SMART Action Plan (found in your workbook) to correct the issues. • Remind the Candidate that you will review their SMART Action Plan and implement solutions with the Training Manager's approval.

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<p>Crew/Management Scheduling</p>	<ul style="list-style-type: none"> • Schedule a time to complete a schedule solo. • Assign the Candidate to monitor time edits for the week. • Review tip reporting from the previously printed Labor Distribution Report. <ul style="list-style-type: none"> ➤ Discuss any Servers under reporting tips with the Training Manager. ➤ Perform any tip adjustments approved by the Server and Training Manager. ➤ Document any changes in the Manager’s Log (Red Book) with a signature from the Co-worker. • Discuss how to use the Overtime Prediction Report daily. <ul style="list-style-type: none"> ➤ Meet with the Training Manager about any Co-workers who are identified as approaching overtime. ➤ Discuss solutions to limiting overtime hours.
<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>Quiz</p>	<ul style="list-style-type: none"> • Discuss when the Candidate will complete the Need to Know Quiz on the eLearning Center. They have 2 attempts to earn a passing grade of 90%. • 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 7 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.