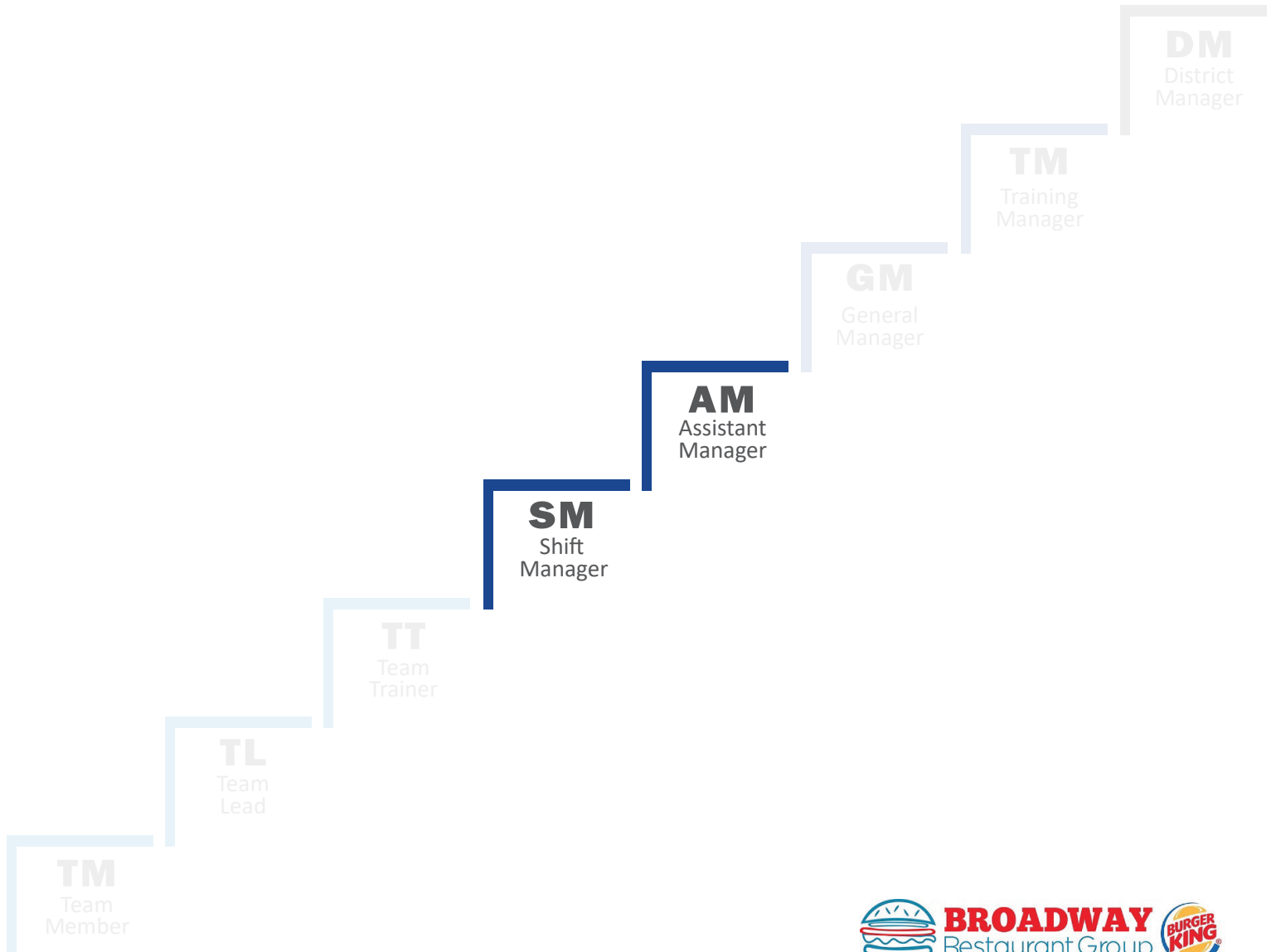


# Training Program

## Manager Track





# Week 3 - Day 1

## Manager Track Introduction

Welcome to Manager Track! During this track, you will be learning Shift Control. You should expect the average day to go as follows:

### 1 Learn

Each shift, there will be time dedicated to learning. During this time you will be completing your BK Link for the day, talking over your agenda, and discussing your training with your Training Manager.

### 2 Practice

Each day you will practice your skills using the TSLOP Method:

#### Shadow your Training Manager:

- You will observe the Training Manager completing the task while they explain the steps to you. Use this time to ask questions and gain a full understanding of the purpose of the task.

#### Complete a task while the TM shadows you:

- You will complete the task while having the attention and support of your Training Manager. Your Training Manager will coach you and give feedback along the way.

Questions are included in each topic listed under the practice section. The purpose of the questions is to encourage a discussion around the important aspects of each task. Be sure by the end of each day, you have gained enough knowledge to be able to answer these questions.

### 3 Review

After each shift, you will have time to review what you have learned for the day. Some days will be a quick “coach out” by your Training Manager, and others will include a longer conversation about a specific topic. Use this time to give detailed feedback to your TM.

**Week 5 - Day 1**  
Restaurant Controls

**1 Learn**

Complete BK Link Assignment:

Access and print the RTI Training Manual for reference

Get coached in by your Training Manager

**DAILY GOAL**  
POINT GUARD POSITION BY THE END OF THE SHIFT

**2 Practice**

**Shadow the Training Manager:**

**Safe Count**  
Count the contents of the safe. Record the counts in RTI.  
- How many times a day should the safe be counted. By who?  
- The safe should contain \$ \_\_\_\_\_

**Assign Tills**  
Assign tills to the Drive Thru cashier and Front Counter Cashier.  
- Why should the cashier count their drawer prior to ringing orders?  
- Who should have access to the RTI?

**Deposit Management**  
Follow the steps below to prepare the cash deposit.

**Enter Deposit into Sicom**  
After making deposit, enter the deposit amount into Sicom.

**Put Deposit in Safe**  
- Discuss ways to minimize the risk of robbery.

**Verify Deposit in Sicom**  
After deposit is complete (money is in the Smart Safe and you have received a ticket), verify the deposit in Sicom.

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**Week 5 - Day 1**  
Restaurant Controls

**2 Practice Cont.**

**Close Out & Count Down Tills**  
Close out tills and count them down.  
- Who should be present when the manager is counting down a cashier's till?  
- When should this be done?  
- Discuss what to do if a till is short/over.

**Enter Tills into Sicom**  
After cashier has logged off till and completes till count, enter the till into Sicom.  
- Discuss how to handle paid outs on a till.  
- How do you determine if there was a skim done on the till?

**Complete the following throughout the shift:**

- Rush Ready Checklist
- Hourly Sales, Labor & Travel Path
- Shallow/Deep Dives
- Command Center (update)
- Quality Checks
- Point Guard Position



**3 Review**

**Daily Feedback**

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

 Trainee's Signature       Training Manager's Signature      \_\_\_\_\_ Date

# Week 3 - Day 1

## Manager Track Introduction

### Training Schedule

The schedule below indicates the shifts you will be working during Manager Track. As a reminder, some shifts may be adjusted or changed to accommodate the Training Manager's schedule. Every attempt will be made to stick with the schedule as outlined below.

	Day	Assignment	Shift
<b>WEEK 3</b>	1	Equipment Set-up	Open
	2	Equipment Set-up	Open
	3	Quality Checklist	Open
	4	Command Center	Open
	5	Systems	Mid
<b>WEEK 4</b>	1	Systems	Mid
	2	Systems	Mid
	3	Restaurant Controls	Mid
	4	Restaurant Controls	Mid
	5	Shift Control	Mid
<b>WEEK 5</b>	1	Shift Control	Close
	2	Shift Control	Close
	3	Shift Control	Close
	4	Shift Control	Close
	5	Shift Control	Mid

# Week 3 - Day 1

## Restaurant Set-up

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

- BE ABLE TO SET-UP EQUIPMENT ON YOUR OWN BY THE END OF THE SHIFT
- BEGIN GETTING COMFORTABLE IN A LEADERSHIP ROLE

### 2 Practice

#### Shadow your Training Manager:

##### Equipment Set-up

Oversee the set-up of equipment and ensure each piece is set to the correct temperature.

- Fryer Vat: \_\_\_\_\_ °F
- Fryer Multi-Vat: \_\_\_\_\_ °F
- PHUs: \_\_\_\_\_ °F
- Broiler: \_\_\_\_\_ °F
- Toaster Setting: \_\_\_\_\_
- Shake machine on and working properly

*(Ops Manual > Equip Basics)*

##### Rush Ready Checklist

Use the Rush Ready Checklist to check and grade the previous night's close. Correct any issues, if needed.

- By what time should you check the previous night's close?
- How do you know what grade to give a close?

After grading the close, use the checklist to prepare for the shift.

##### Main Board Set-up

Check the set-up of the Main Board for breakfast.

- Are all products labeled with the correct hold times?
- Are the correct utensils available?
- Is there enough product stocked?
- When should you start tempering items for the lunch shift?

*(Ops Manual > Equip Basics > Main Board)*

##### Opening Walk-Through

Walk the restaurant with your Training Manager just before opening.

- Check all areas to ensure there are no criticals in the restaurant
- Double check that all equipment is on and working properly
- Check stock and product levels on all stations
- Check in with team - Are they ready?

# Week 3 - Day 1

## Restaurant Set-up

### 2 Practice Cont.

#### Staffing & Positioning Guide

Fill out in numerical order. Write in daily communication and assign cleaning duties.

- Why is it important to fill the Staffing & Positioning Chart out in numerical order?

#### Assemble Broiler

Assemble the Broiler. Turn the Broiler on and allow to heat up.

- What parts of the broiler should be cleaned and sanitized every 4 hours?
- Where do you find detailed instructions on how to clean the broiler (daily/weekly).
- How do you adjust the temp of the Broiler?

#### Beef Cook-Outs

Conduct a Beef Cook-Out.

- Explain what to do if a beef cookout is missed. How can this impact REV scores?
- What are the steps to adjust the broiler if the patty temps too low? High?

#### Sicom Chef

Set-Up Sicom Chef and review your cook list.

- How would you adjust your cook list, if needed?
- Why is it important to follow the Chef cook list, or adjust if needed?
- How can Chef improve product quality?

#### Equipment Maintenance

Oversee the daily maintenance on all pieces of equipment.

- Which pieces of equipment require cleaning every 4 hours?
- Who do you call if a piece of equipment stops working?

#### Rush Ready Checklist

Use the Rush Ready Checklist to prepare for lunch changeover.

- How do you ensure each item gets done?
- How do you correctly mark an item off?
- How do you mark an incomplete item?

#### Lunch Changeover

Shadow the Training Manager on lunch changeover.

- What do you see as an opportunity?
- What is the importance of a lunch changeover walk-through?
- Were there any criticals found?

#### Point Guard

- Get the team fired up and stay positive throughout shift
- Ensure all stations are stocked and Zone Duties completed
- Listen to Drive Thru
  - What are some indications that drive thru needs help?

# Week 3 - Day 1

## Restaurant Set-up

### 3 Review

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
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Sign

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*Trainee's Signature*

Sign

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*Training Manager's Signature*

\_\_\_\_\_

*Date*

# Week 3 - Day 2

## Restaurant Set-up

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

**-KNOW HOW TO  
SET-UP EQUIPMENT ON  
YOUR OWN BY THE END OF  
THE SHIFT**

### 2 Practice

#### Shadow your Training Manager:

##### **3-Compartment Sinks**

Check the 3-compartment sinks.

- How often should sanitizer be changed?
- What PPM should the sanitizer be?
- What should you do if the chemical dispensing system is not working?
- What if the water will not reach 110°F?

##### **Sanitizer Buckets**

Check that sanitizer buckets are in all applicable locations.

- What areas require a sanitizer bucket?
- Which color towels go with each bucket?
- How will you ensure the buckets are changed out regularly in your restaurant?

##### **Game Planner**

Fill out a Game Planner for the shift.

- What should you print on the back of each Game Planner?
- Where do you find LY Sales?
- How can the Game Planner help you stay efficient?

##### **Sicom Chef**

Prepare Sicom Chef for lunch changeover.

- When and how do you change PHUs?
- How do you find out how much product to cook for lunch?
- How do you communicate the change?

##### **Coach Employees In**

Coach each employee into position.

- How long should each "coach in" be?
- What information should you give?
- What should you be observing about the employee while coaching them in?

##### **Coach Employees Out**

Coach each employee out.

- What feedback should you give?
- What questions should you ask?
- What can you do during "coaching out" to improve employee engagement?



### 2 Practice Cont.

#### Pre-Shift Huddle

Gather the team to give any shift information or updates they will need. Be sure to communicate anything that will impact business or traffic.

- What other items can you communicate during Pre-Shift Huddles?
- How long should a Pre-Shift Huddle take?

#### POS Management Functions

Discuss POS Management Functions with your Training Manager. You will be practicing POS Manager Functions throughout training.

By the end of Phase II you should know how to:

- |                        |                           |
|------------------------|---------------------------|
| ▪ Reopen Checks        | ▪ Give Refunds            |
| ▪ Adjust Guest Checks  | ▪ Ring Up Discounts/Comps |
| ▪ Issue Voids          | ▪ Assign Tills            |
| ▪ Assign Manager Cards | ▪ Close Tills             |

#### Guest Recovery

Discuss guest recovery and how to use B.L.A.S.T. to solve guest issues. Throughout training, shadow the Training Manager on guest issues while using "At Broadway, We Say Yes."

- Talk about ways that you can solve the following guest issues:
  - A guest ordered a medium drink, but was charged for a large
  - A guest's order in drive thru took longer to prepare than expected
  - A guest presents a coupon that is expired
- What would you do if you felt like a guest was being dishonest in order to receive a refund or coupons? What if the same guest did this multiple times?

**Complete the following while being shadowed:**

- Staffing & Positioning Guide
- Rush Ready Checklist
- Restaurant Walk-Through
- Beef Cookouts
- Point Guard



# Week 3 - Day 2

## Restaurant Set-up

### 3 Review

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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*Trainee's Signature*



\_\_\_\_\_

*Training Manager's Signature*

\_\_\_\_\_

*Date*

# Week 3 - Day 3

## Quality Checklist

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

**- SUCCESSFULLY  
COMPLETE THE QUALITY  
CHECKS, ON YOUR OWN,  
BY THE END OF THE SHIFT  
- LEARN HOW TO CHECK  
IN A TRUCK ORDER**

### 2 Practice

**Shadow your Training Manager:**

#### **Receiving & Storage**

Working with your Training Manager, accept and check in a truck order.

- What items should you temp? When should you refuse an item?
- How do you receive a credit for an item?
- Ice crystals on frozen product is a sign of what?
- Cases can be stacked \_\_\_\_ boxes high maximum.
- What does FIFO mean?
- Why is it important to check product against the invoice when receiving a truck?

In the following situations, you should contact the Quality Assurance Crisis Hotline:

- Foreign object found in food
- You need to request a credit, contact the office
- There has been a food borne illness reported

#### **Filtering Fryer**

Working with a Trainer, filter the fryer. Discuss safety and oil quality.

- How many times a day should you filter the fryer? What times?
- What is the optimum oil temperature for filtering?
- What is cold soaking and when should you do this?
- How do you program the fryer?
- What (Personal Protective Equipment) PPE should be used when filtering the fryer?

### 2 Practice Cont.

#### Quality Checklist

Complete a Quality Checklist with your Training Manager. Be sure to note what times each section of the checklist should be completed throughout the day.

- Temp Danger Zone: \_\_\_\_\_

#### Temperature Quality Checks

Complete the Temperature Quality Checks.

- Why is it important that each item temps at or above the minimum temperature?
- Why do some items have different minimum temperatures than others?
- Temperature Quality Checks should be done at the following times throughout the day:

#### Shortening Quality Check

Use the Fry Oil Test Kit to check the quality of the oil in each fryer.

- How often should you filter the fryer?
- How often should a Shortening Quality Check be done?

#### Equipment Quality Checks

Check each piece of equipment.

- What should you do if a piece of equipment is not the correct temp?
- How often should an Equipment Quality Check be completed?

#### Food Safety Top 12

Complete the Food Safety Top 12. Correct, or have someone correct, any criticals that you find.

- Who in the restaurant should know what critical violations are?
- How quickly must critical violations be corrected?
- Food Safety Top 12 Checks should be done at the following times throughout the day:

# Week 3 - Day 3

## Quality Checklist

### 2 Practice Cont.

Complete the following while being shadowed:

- Rush Ready Checklist
- Staffing & Positioning Guide
- Game Planner
- Coach Team In
- Pre-Shift Huddle
- Restaurant Walk-Through
- Point Guard
- Coach Team Out



### 3 Review

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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*Trainee's Signature*



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*Training Manager's Signature*

\_\_\_\_\_  
*Date*

# Week 3 - Day 4

## Command Center

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

- LEARN HOW TO  
SET-UP THE COMMAND  
CENTER + KEEP IT  
UPDATED THROUGHOUT  
THE SHIFT

### 2 Practice

#### Shadow your Training Manager:

##### Command Center

The Command Center is the main Communication area for updated shift information. Locate the Command Center and set it up with the following items.

##### SOS Tracker

Fill out the SOS Tracker throughout the shift. Review the graphs with your TM. Communicate shift results with the team.

- Where do you go to print the SOS?
- How long do you keep SOS Trackers?

##### Zone Duties

Review the process for ensuring Zone Duties are complete each shift.

- How do you replace Zone Duty sheets?
- What 4 areas have Zone Duties?
- When should Zone Duties be completed?
- What do the red items indicate?

##### Staffing & Positioning Guide

Fill out in numerical order. Write in daily communication and assign cleaning duties.

- What positions should have a headset?
- Discuss how to assign cleaning duties and why follow up is so important.
- How do you use the Staffing & Positioning Guide to coach employees in and out?

### 2 Practice Cont.

Complete the following on your own:

- Rush Ready Checklist
- Game Planner
- Coach Team In
- Pre-Shift Huddle
- Restaurant Walk-Through
- Quality Checks
- Point Guard
- Coach Team Out



### 3 Review

#### ServSafe Study Time

Use the ServSafe Manual to study for 3 hours. Discuss any questions you have with your Training Manager.

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
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*Trainee's Signature*



\_\_\_\_\_  
*Training Manager's Signature*

\_\_\_\_\_  
*Date*

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

**-BE ABLE TO COMPLETE ALL ITEMS ON TODAY'S CHECKLIST, ON YOUR OWN**

### 2 Practice

#### Shadow the Training Manager:

##### Shallow Dive

Complete a Shallow Dive.

- Complete every \_\_\_\_\_ hr(s)
- What is the purpose of a shallow dive?
- Who is responsible for completing it?

##### Deep Dive

Complete a Deep Dive.

- Complete every \_\_\_\_\_ hr(s)
- What is the purpose of a deep dive?
- Who should complete the deep dive?

#### Complete the following on your own:

- Quality Checks
- Game Planner
- Command Center (set-up & update)
- Coach Team In & Out
- Point Guard





### 3 Review

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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*Trainee's Signature*



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*Training Manager's Signature*

\_\_\_\_\_

*Date*

# Week 3

## Practice Exam

Fill out this Practice Exam throughout training to ensure that you have learned all included material.

### Safety

**1.** At minimum, how often should team members wash their hands?

**2.** How quickly must critical health violations be corrected?

**3.** What is the minimum temperature for the hot water in the hand washing sink?

**4.** What is the range for PPM (parts per million) for the Quat Sanitizer?

**5.** What color packet of sanitizer is used for the Shake Machine?

**6.** If a cook-out is missed, what are the acceptable documentation steps?

**7.** If a guest orders a Cheeseburger with extra pickles, how many do they get?

**8.** How many cut resistant gloves should be worn when using the slicer?

### Systems

**9.** Name the four areas of the restaurant that have Zone Duties.

**10.** How often is the Shallow Dive Travel Path completed throughout the day?

**11.** What does the acronym C.A.R.E. stand for?

**12.** Where do you access the online Operating Standards Manual (OSM)?

# Week 3

## Practice Exam

### Shift Control

**13.** What are 3 things the manager should do to “Coach In” team members.

**14.** What is the drive-thru speed of service goal?

**15.** What is the purpose of grading the close on the Rush Ready Checklist?

**16.** Where do you find the Nutrition & Allergen info for our menu items?

### Product Knowledge

**17.** What is the correct temperature for the fryer vat? Multi-vat?

**18.** What is the hold time for onions on the Main Board?

**19.** When is it okay to put sliced tomatoes in the walkin cooler?

**20.** What is the cooking procedure for pre-cooked bacon?

# Week 3 Appraisal

## Conducted by Training Manager

Fill out the appraisal using the following grading scale:

**1- Does Not Meet Expectations**      **2- Learning or Developing Skill**      **3- Meets Expectations**

### Leadership and Professionalism

	1	2	3	Performance Feedback
Is a <b>VISIBLE LEADER</b> , leading organized shifts with great communication.				
Is calm and comfortable during busy shifts. Keeps composure during stressful situations.				
Has a professional appearance, following the Dress & Appearance Policy every day.				

### Restaurant Systems

	1	2	3	Performance Feedback
Shows integrity by always using the systems to the full capacity and at the time they are required.				
Always provides a grade, based on the scale, for the previous night's close.				

### Point Guard

	1	2	3	Performance Feedback
Is proactive in preventing/solving guest issues. Pays attention to detail and listens for indications of a guest issue or problem.				
Gets the team fired up and is positive throughout the shift.				

### Discussion Questions

1. Explain what a Visible Leader is to you.
2. How can using the Broadway and BK Systems lead to you having a better work/life balance?
3. What would you do if you worked with a manager who consistently missed items on the Rush Ready Checklist?
4. What can you do to prevent guests from being upset before there is an issue?

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
*Trainee's Signature*

\_\_\_\_\_  
*Training Manager's Signature*

\_\_\_\_\_  
*Date*

# Week 3 Discussion

## Conducted by District Manager

### Action Items

Shadow the trainee while he/she performs the Point Guard Position. Discuss what you observed, to include:

- Communication with the team
- Leadership Traits
- Order accuracy
- Attentiveness; ability to multi-task and stay perceptive of surroundings

### Discussion Talking Points

Discuss the following with the trainee to gauge understanding of the prior week's material. Provide additional guidance and instruction as necessary.

#### Notes

#### **Training Recap:**

- What went well during week 3?
- What was challenging for you?
- Do you feel confident to perform the systems you learned this week?

#### **Leadership**

- In what ways can you develop your employees every shift?
- Why is it important to always be recruiting and hiring?
- How have you felt about the staffing levels and quality of employees in this location?

#### **Manager Track Progress**

- Discuss progress on BK Link.  
(Foundations done by end of Week 5)
- ServSafe Progress  
(Exam on Week 5)

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_  
*Trainee's Signature*

\_\_\_\_\_  
*District Manager's Signature*

\_\_\_\_\_  
*Date*

# Week 4 - Day 1

## Restaurant Controls

### 1 Learn

Complete BK Link Assignment:

Access and print the RTI Training Manual for reference

Get coached in by your Training Manager

**DAILY GOAL**

**POINT GUARD  
POSITION BY THE END OF  
THE SHIFT**

### 2 Practice

**Shadow the Training Manager:**

#### Safe Count

Count the contents of the safe. Record the counts in RTI.

- How many times a day should the safe be counted. By who?
- The safe should contain \$ \_\_\_\_\_

#### Assign Tills

Assign tills to the Drive Thru cashier and Front Counter Cashier.

- Why should the cashier count their drawer prior to ringing orders?
- Who should have access to the till?

#### Deposit Management

Follow the steps below to prepare the cash deposit.

##### Enter Deposit into Sicom

After making deposit, enter the deposit amount into Sicom.

##### Put Deposit in Safe

- Discuss ways to minimize the risk of robbery.

##### Verify Deposit in Sicom

After deposit is complete (money is in the Smart Safe and you have received a ticket), verify the deposit in Sicom.

# Week 4 - Day 1

## Restaurant Controls

### 2 Practice Cont.

#### Close Out & Count Down Tills

Close out tills and count them down.

- Who should be present when the manager is counting down a cashier's till?
- When should this be done?
- Discuss what to do if a till is short/over.

#### Enter Tills into Sicom

After cashier has logged off till and completes till count, enter the till into Sicom.

- Discuss how to handle paid outs on a till.
- How do you determine if there was a skim done on the till?

**Complete the following throughout the shift:**

- Rush Ready Checklist
- Hourly Sales, Labor & Travel Path
- Shallow/Deep Dives
- Command Center (update)
- Quality Checks
- Point Guard Position



### 3 Review

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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*Trainee's Signature*



\_\_\_\_\_  
*Training Manager's Signature*

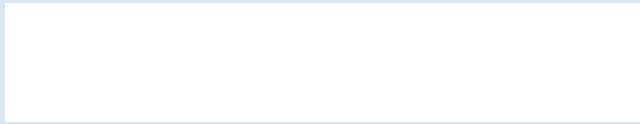
\_\_\_\_\_  
*Date*

# Week 4 - Day 2

## Systems

### 1 Learn

Complete BK Link Assignment:



Get coached in by your Training Manager

#### **DAILY GOAL**

**-BE ABLE TO COMPLETE SYSTEMS ON YOUR OWN BY THE END OF THE SHIFT**

### 2 Practice

**Complete the following tasks while being shadowed by the Manager:**

- Safe Count**
- Till Management**
  - Assign Tills
  - Close Out & Count Down
  - Enter into Sicom
- Deposit Management**
  - Enter into Sicom
  - Enter into Smart Safe
  - Verify in Sicom

- Rush Ready Checklist**
- Hourly Sales, Labor & Travel Path**
- Shallow/Deep Dives**
- Command Center (update)**
- Quality Checks**
- Point Guard Position**





### 3 Review

#### Cross Contamination

Discuss Cross Contamination and how to prevent it in the restaurant.

##### Color Coded Tongs

What color tongs would you use for the following items?

1. Cooked or ready-to-eat foods
2. Salad prep
3. Frozen and raw foods
4. Cooked Veggie Burgers
5. Raw Veggie Burgers

- How often should tongs and other utensils be washed, rinsed and sanitized?

##### Types of Contamination

Name the type of contamination (chemical, physical, or biological).

1. Sanitizer drips into a pan of lettuce on Main Board.
2. An employee coughs into his gloved hands, then prepares a Whopper for a guest.
3. A paper clip falls into a pan of onions.

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sign

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*Trainee's Signature*

Sign

\_\_\_\_\_  
*Training Manager's Signature*

\_\_\_\_\_  
*Date*

# Week 4 - Day 3

## Restaurant Controls

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### DAILY GOAL

-LEARN RESTAURANT  
CONTROLS BY THE END OF  
THE SHIFT

### 2 Practice

**Complete the following tasks while being shadowed by the Manager:**

- Safe Count
- Till Management
- Deposit Management
- Rush Ready Checklist
- Hourly Sales, Labor & Travel Path
- Shallow/Deep Dives
- Command Center (update)
- Quality Checks
- Point Guard Position



**Discuss the following with your Training Manager:**

1. What did you do today that could be delegated to another person?
2. Who would you delegate to?
3. How can you build a system in your restaurant to ensure each item is getting done correctly each shift?
4. What did you do today that you feel you would want full control over?

### 3 Review

#### Labor Management

Discuss Labor Management and how the Sales & Labor report can help.

- Labor Goal: \_\_\_\_\_
- Ways to Control Labor:
- What if you are under-spent on labor?

#### Safety & Security

Discuss Safety & Security and how to minimize your risk of being the victim of crime.

##### Crime Prevention

- Back Door Safety Poster
- When should the dining room door be locked?
- Who is allowed in the building after close?
- When is it okay to open the back door?
- Why is it important to keep cash to a minimum in the tills?

##### If a Crime Occurs...

- Remain calm and cooperate
- Do not try to get away or make any sudden moves
- If the criminal claims to have a gun, believe them
- Notify the police as soon as it is safe for you to do so
- Do **NOT** be a hero!!

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_

\_\_\_\_\_

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*Training Manager's Signature*

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# Week 4 - Day 4

## Restaurant Controls

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

**-BE PROFICIENT ON  
RESTAURANT CONTROLS  
BY THE END OF THE SHIFT**

### 2 Practice

**Complete or delegate out the following tasks while being shadowed by the Manager:**

- Safe Count
- Till Management
- Deposit Management
- Rush Ready Checklist
- Hourly Sales, Labor & Travel Path
- Shallow/Deep Dives
- Command Center (update)
- Quality Checks
- Point Guard Position



### 3 Review

#### **ServSafe Study Time**

Use the ServSafe Manual to study for 3 hours.  
Discuss any questions you have with your  
Training Manager.

### 3 Review Cont.

#### Incident Prevention

Discuss how you can prevent employee and guest incidents in your restaurant.

##### Start with Safety

Read 'Start with Safety' sheet. Discuss:

- When/where should you post it?
- How should you communicate with team?
- Where do you get the sheets?

##### Dry Mopping

Discuss the dry mopping procedure.

- Where are dry mops stored?
- When should you change the mop heads?
- When is it important to use a dry mop?

##### Safety Equipment

Discuss all Safety Equipment in the restaurant. Check that your Training Restaurant has all the required PPE.

- Where do you order Personal Protective Equipment (PPE)?
- Where is PPE Stored?

*(BK Gateway > Clean and Safe > PPE Poster)*

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
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# Week 4 - Day 5

## Shift Control

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

-LEARN HOW TO  
COMPLETE A SHIFT  
EVALUATION

### 2 Practice

**Complete the following tasks while being shadowed by the Manager:**

- Safe Count
- Till Management
- Deposit Management
- Rush Ready Checklist
- Hourly Sales, Labor & Travel Path
- Shallow/Deep Dives
- Command Center (update)
- Quality Checks
- Point Guard Position



### 3 Review

#### **POS Troubleshooting**

Discuss what to do if something goes wrong with the POS System.

- How would you begin troubleshooting an issue?
- When should you call for help?
- Who should you call?

#### **Guest Trac**

Discuss Guest Trac with your Training Manager.

- How often is it posted?
- How is your OSAT score calculated?

### 3 Review

#### Chemical Safety & Storage

Discuss Chemical Safety with your Training Manager.

##### Chemical Safety

- Where should chemicals be stored?
- Chemicals should be stored \_\_\_\_ in(s). off the ground.
- Is it okay to mix chemicals? Why or why not?

##### SDS Manual

Look through and discuss the SDS Manual.

- Explain how to use the SDS Manual.
- Where would you find additional SDS Sheets?
- What is the purpose of the SDS Manual?

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
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# Week 4

## Practice Exam

Fill out this Practice Exam throughout training to ensure that you have learned all included material.

### Safety

**1. According to ServSafe, what temperature range is considered the danger zone?**

**2. How often must in-use tongs and other utensils be washed, rinsed and sanitized?**

**3. What color tongs are used for frozen chicken?**

**4. What color tongs are used for cooked products?**

**5. What is the acceptable temperature range for the walk-in cooler?**

**6. What color cleaning tools are used for the restroom?**

**7. What is the acceptable size range for onion rings on the Main Board?**

**8. Name 3 things the closing manager should do to secure the restaurant.**

### Systems

**9. What 4 areas are focused on during the Shallow Dive Travel Path?**

**10. Where can you locate marketing and communication updates?**



### Shift Control

**11.** True or False: \$20 bills are kept under the cash drawer.

**12.** What should you do if a cashier's drawer is \$10 short?

**13.** What should you do if a guest's credit card is left at the restaurant?

**14.** Under what circumstances should you skim a cash drawer?

### Product Knowledge

**15.** When loading the broiler, how many WHOPPER patties per load?

**16.** What is the hold time for liquid egg once opened?

**17.** How many onions are on a Bacon Double Cheeseburger?

**18.** What is the hold time for fresh brewed coffee?

**19.** What is the minimum product temperature for items held in the PHU?

**20.** What is the hold time for a biscuit sandwich?

# Week 4 Appraisal

## Conducted by Training Manager

Fill out the appraisal using the following grading scale:

**1**- Does Not Meet Expectations

**2**- Learning or Developing Skill

**3**- Meets Expectations

### Leadership

	1	2	3	Performance Feedback
Is good at <b>DECISION MAKING</b> . Is confident and timely in making decisions that impact the team and shift.				
Is consistent in conducting meaningful and impactful team huddles.				

### Restaurant Systems

	1	2	3	Performance Feedback
Consistently receives a "B" or better shift grade on Rush Ready Checklist.				
Always follows the cash handling policy, holding safety to the number one priority.				
Makes a strong effort to keep the team safe by coaching and training, never turns a blind eye to a team member doing something unsafe.				

### Shift Control

	1	2	3	Performance Feedback
Consistently coaches team members into and out of position.				
Holds employees accountable for their performance during the shift.				

### Discussion Questions

1. How will you use the Shift Evaluation in your restaurant to help with development?
2. How would you explain the importance of dry mopping and wet floor signs to an employee?
3. You count down a cashier's drawer in the office by yourself. The drawer comes up \$6 short. What do you do?
4. Are you ready to take your ServSafe Exam next week?

Additional Comments: \_\_\_\_\_

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Training Manager's Signature

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Date

# Week 4 Discussion

## Conducted by District Manager

### Action Items

Shadow the trainee during a portion of the shift. Discuss what you observed, to include:

- Communication with the Team
- Coaching and Development
- Shift Evaluation; How did they do?

### Discussion Talking Points

Discuss the following with the trainee to gauge understanding of the prior week's material. Provide additional guidance and instruction as necessary.

#### Notes

<p><b><u>Training Recap:</u></b></p> <ul style="list-style-type: none"> <li>• What went well during week 4?</li> <li>• What was challenging for you?</li> <li>• Do you feel confident in the systems you learned this week?</li> </ul>	
<p><b><u>Restaurant Systems</u></b></p> <ul style="list-style-type: none"> <li>• Teach me how to use the Staffing &amp; Positioning Guide. What do the numbers mean?</li> <li>• Where can you find your SOS times for last week? Last month?</li> </ul>	
<p><b><u>Shift Leader Position:</u></b></p> <ul style="list-style-type: none"> <li>• Discuss Shift Leader Top 5</li> </ul>	
<p><b><u>Manager Track Progress</u></b></p> <ul style="list-style-type: none"> <li>• Discuss progress on BK Link. (Foundations done by end of Week 5)</li> <li>• ServSafe Progress (Exam on Week 5)</li> </ul>	

Additional Comments: \_\_\_\_\_

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# Week 5 - Day 1

## Shift Control

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

**-LEARN HOW TO  
PERFORM THE DUTIES OF  
THE CLOSING MANAGER  
ON DUTY**

### 2 Practice

#### Shadow the Training Manager:

##### **Daily Inventory**

Using the count sheets on RTI, count the daily inventory. Enter the counts into RTI.

- How can keeping stock areas organized help with inventory counts?
- What is the purpose of daily counts?
- Discuss the importance of being accurate with inventory counts.

##### **Verify Time Punches**

Verify that all time punches are correct for the day.

- What is the next step if you notice an employee forgot to punch out?
- Discuss how to adjust a time punch.

##### **Check Employees Out**

Being proactive, set goals for the employees to complete closing tasks.

- Discuss when to begin checking employees' progress on closing duties.

##### **Closing Security**

Use the Safety & Security Policy as a reference to close the restaurant safely.

- Discuss where to park on night shift.
- Discuss how to keep employees safe when entering/exiting the restaurant.

##### **Close Sicom**

Close Sicom using the End of Day Procedure:

- Why is it vital to the business that we close Sicom each night?

# Week 5 - Day 1

## Shift Control

### 2 Practice

**Complete the following tasks while being shadowed by the Manager:**

- Check in with Manager(s)
- Check Prep Levels
- Verify Staffing Levels
- Set-Up Command Center
- Coach In Employees
- Assign Tills
- Lead Team Huddle
- Close Out and Count Down Tills
- Coach Employees Out



### 3 Review

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
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*Training Manager's Signature*

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# Week 5 - Day 2

## Shift Control

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

**DAILY GOAL**

ALL ITEMS ON THE  
CHECKLIST BELOW

### 2 Practice

**Complete the following (Training Manager will shadow you):**

- Check in with Manager(s)
- Check Prep Levels
- Verify Staffing Levels
- Set-Up Command Center
- Coach In Employees
- Assign Tills
- Lead Team Huddle
- Count Inventory/Enter into RTI
- Close Out and Count Down Tills
- Verify Time Punches
- Coach Employees Out



### 3 Review

#### Crisis Management

Discuss Crisis Management.

- What should you do in the following situations:
  - A guest slips and falls in the restaurant
  - An employee cuts him or herself and needs to seek medical attention
  - Inclement weather is on the way and you have a dining room full of guests
  - The restaurant was robbed, and the robber has left the premises
- What should you never do when a guest is involved in an incident?

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

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*Training Manager's Signature*

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# Week 5 - Day 3

## Shift Control

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

- BE ABLE TO COMPLETE ALL ITEMS ON THE CHECKLIST BELOW
- LEARN HOW TO COMPLETE A REV

### 2 Practice

**Complete the following (Training Manager will shadow you):**

- Check in with Manager(s)
  - Check Prep Levels
  - Coach Employees In
  - Assign Tills
  - Lead the Team Huddle
  - Work the Point Guard Position
  - Count Inventory/Enter into RTI
  - Close Out and Count Down Tills
  - Verify Time Punches
  - Coach Employees Out
  - Close Sicom
  - Lock and Safely Exit Building
- 

#### **Restaurant Excellence Visit (REV)**

Read the REV Guidebook to learn about REV scoring. With you DM using the REV self-assessment on BK Gateway, walk the restaurant and score it based on the listed criteria. Discuss any issues or concerns with your Training Manager.

- How often does each restaurant receive a REV?
- What is the minimum passing score for a REV?



### 3 Review

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
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*Date*

# Week 5 - Day 4

## Shift Management

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

**-BE ABLE TO COMPLETE THE CHECKLIST BELOW, ON YOUR OWN, BY THE END OF THE SHIFT**

### 2 Practice

**Use the checklist below to run the shift (your TM will shadow you):**

- Check in with Manager(s)
- Check Prep Levels
- Coach Employees In
- Assign Drawers
- Lead the Team Huddle
- Work the Point Guard Position
- Count Inventory/Enter into RTI
- Close Out and Count Down Tills
- Verify Time Punches
- Coach Employees Out
- Close Sicom
- Lock and Safely Exit Building



### 3 Review

#### ServSafe Study Time

Use the ServSafe Manual to study for 3 hours.  
Discuss any questions you have with your  
Training Manager.

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
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*Trainee's Signature*



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*Training Manager's Signature*

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*Date*

# Week 5 - Day 5

## Shift Management

### 1 Learn

Complete BK Link Assignment:

Get coached in by your Training Manager

#### **DAILY GOAL**

- BE ABLE TO PASS YOUR SHIFT EVALUATION
- PASS YOUR SERVSAFE EXAM

### 2 Practice

**Run the shift on your own. Your shift will be observed using the Shift Evaluation. (Goal score is 90%)**

### 3 Review

#### Exam Scores

Take your ServSafe Exam Score: \_\_\_\_\_

Take your Sexual Harrasement Course Score: \_\_\_\_\_

#### Daily Feedback

- What is your feedback on today?
- What do you need to review/work on again?
- What is on the agenda tomorrow?

Notes: \_\_\_\_\_  
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Training Manager's Signature

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Date

# Week 5

## Practice Exam

Fill out this Practice Exam throughout training to ensure that you have learned all included material.

### Safety

**1. At minimum, how often should team members wash their hands?**

**2. How often must in-use tongs and other utensils be washed, rinsed and sanitized?**

**3. What is the minimum temperature for the hot water in the hand washing sink?**

**4. What color tongs are used for cooked products?**

**5. What is the acceptable temperature range for the walk-in cooler?**

**6. What color cleaning tools are used for the restroom?**

**7. What three things can you do to prevent slips and falls in your restaurant?**

**8. According to ServSafe, what temperature range is considered the danger zone?**

**9. What is the range for PPM (parts per million) for the Quat Sanitizer?**

**10. How quickly must critical health violations be corrected?**

**11. If a cook-out is missed, what are the acceptable documentation steps?**

**12. How often do we sanitize food contact surfaces?**

### Systems

**13.** What does the acronym C.A.R.E. stand for?

**15.** What 4 areas are focused on during the Shallow Dive Travel Path?

**14.** Where can you locate marketing and communication updates from BK?

**16.** Where do you access the online Operating Standards Manual (OSM)?

### Shift Control

**17.** Select 3 things the shift manager should do to “Coach In” team members.

**20.** What should you do if a guest’s credit card is left at the restaurant?

**18.** What should you do if a cashier’s drawer is \$10 short?

**21.** Under what circumstances should you skim a cash drawer?

**19.** Where do you find the Nutrition & Allergen info for our menu items?

**22.** What is the drive-thru speed of service goal?

### Product Knowledge

**23.** When loading the broiler, how many WHOPPER patties per load?

**24.** What is the hold time for liquid egg once opened?

**25.** How many onions are on a Bacon Double Cheeseburger?

**26.** When is it okay to put sliced tomatoes in the walkin cooler?

**27.** What is the hold time for fresh brewed coffee?

**28.** What is the minimum product temperature for items held in the PHU?

**29.** What is the hold time for a biscuit sandwich?

**30.** What is the hold time for sliced cheese on the Main Board?

# Week 5 Appraisal

## Conducted by Training Manager

Fill out the appraisal using the following grading scale:

**1**- Does Not Meet Expectations

**2**- Learning or Developing Skill

**3**- Meets Expectations

### Leadership

	1	2	3	Performance Feedback
<b>COMMUNICATES</b> with the team and leadership clearly, positively, honestly and often.				
Excels at <b>PEOPLE DEVELOPMENT</b> , taking every opportunity to make the people around him or her better.				

### Restaurant Systems

	1	2	3	Performance Feedback
Excels at time management, using the strengths of the team to get tasks done thoroughly and on time.				
Consistently keeps the Command Center up to date and communicates progress with the team.				

### Shift Control

	1	2	3	Performance Feedback
Keeps team upbeat and positive. Encourages a culture of inclusion.				
Is successful at building trust with the team by being humble and approachable.				

## Discussion Questions

1. What do you feel is the most difficult part of running a shift at Burger King?
2. What things you will need to continue to work on when you get to your home restaurant?
3. What are some things you can do to keep your employees and yourself safe at work?
4. What can you do to always stay prepared for a REV?
5. How often should you expect to get a REV at your restaurant?

Additional Comments: \_\_\_\_\_

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Training Manager's Signature

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Date



# Week 5 Discussion

## Conducted by District Manager

### Action Items

Conduct a Shift Evaluation while the trainee runs the shift.

- Take notes on opportunities
- Be prepared to provide feedback and support

### Discussion Talking Points

Discuss the following with the trainee to gauge understanding of the prior week's material. Provide additional guidance and instruction as necessary.

#### Notes

#### Training Recap:

- What went well during week 5?
- What was challenging for you?
- Do you feel confident in the systems you learned this week?

#### Shift Evaluation

- How do you feel that you did?
- What were the positives/negatives?
- Your score: \_\_\_\_\_

#### ServSafe

- You must take and pass your ServSafe exam today to successfully pass Phase II
- Your score: \_\_\_\_\_

#### Manager Track Progress

- Can execute all aspects of shift control
- Passed Shift Evaluation (90 or better)
- Received 100% on all Manager Track exams
- Has completed BK Link Foundations
- Has passed ServSafe exam

Additional Comments: \_\_\_\_\_

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