

Name _____



Shift Manager to Manager Checklist

This is the checklist that must be completed before you are considered for promotion to a Manager.

Please ask a Manager or Director if you have any questions.

Manager Initials

- 1. Anticipates and identifies the needs of those around you _____
- 2. Consistently dependable, shows ownership, and commits to team _____
- 3. Motivates those around them towards our common and individual goals _____
- 4. Uses labor and sales reports to influence shift decisions _____
- 5. Ability to de-escalate situations both over the phone and in person _____
- 6. Ability to coach how to take and fulfill a catering order accurately _____
- 7. Coaches/continues to uphold standard best practices for cash/security _____
- 8. Integrated understanding of food safety, identifies/problem solves issues _____
- 9. Communicates effectively and efficiently _____
- 10. Clear understanding of CEM, the survey process, and how to affect quick scores _____
- 11. Clear, coachable understanding of WSA/Inform _____
- 12. Has ServSafe Certificate _____
- 13. Ability to re-demonstrate TL-SM checklist _____

Personal Notes and Goals

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