

Name \_\_\_\_\_



# Team Leader to Shift Manager Checklist

This is the checklist that must be completed before you are considered for promotion to a Shift Manager. Please ask a Manager or Director if you have any questions.

*Manager Initials*

- 1. Able to demonstrate an understanding of labor reports \_\_\_\_\_
- 2. Ability to resolve issues/ guest complaints \_\_\_\_\_
- 3. Able to accurately and completely take a catering order \_\_\_\_\_
- 4. Understanding of best practices for security and cash handling \_\_\_\_\_
- 5. Ability to answer the phone, and general questions \_\_\_\_\_
- 6. Basic understanding of food safety best practices \_\_\_\_\_
- 7. Solve issues relating to ERQA, ability to coach the proper parties on what is found \_\_\_\_\_
- 8. Demonstrate ownership of a position/area of the store \_\_\_\_\_
- 9. Ability to effectively communicate with others \_\_\_\_\_
- 10. Demonstrate servant's heart with team and guests \_\_\_\_\_
- 11. Willingness to commit to team and Chick-fil-A \_\_\_\_\_
- 12. Has read and summarized The OZ Principles and completed the BOH training \_\_\_\_\_
- 13. Ability to re-demonstrate TM-TL checklist \_\_\_\_\_

### Personal Notes and Goals

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