



2011 MIT Program

Draft – 12/7/10

Overview:

Purpose - What challenges exist today?

Our first step in the process of looking at an improved MIT program was to identify the challenges that exist with the current program so they are not repeated.

Current Program Opportunities

- Version control
- 3 inch manual
- Out of date content
- Flexibility
- Scheduling
- Heavy Coach ownership
- Feedback system
- Inconsistent content
- Sharing/Network
- Length of program
- Flexible audience (consider HIPOs)
- Technology & remote capabilities
- Overall D&B cost
- Unclear roadmap
- Tracking validations
- Program confidence- from field
- Missing content
- Updated coach material



By identifying the challenges we were able to determine a clear mission statement that drove the development process for what you are about to see.

Objective - What do we want to accomplish?

To develop a comprehensive cost effective MIT program that delivers confident Guest-focused managers who are efficient and successful at executing shifts, leading their teams, supporting our culture, driving sales and results, with a technology-friendly program that is strategic, clearly defined, yet flexible, and supports our company values, and continues to advance our people pipeline.

3 Main Interaction Elements



Online

- **Coach's Guide**
 - Setup and Manage
- **Participant's Guide**
 - Lays the foundation for learning objectives



On Job Training

- **Projects**
 - Defined Objectives
- **Development**
 - Assigned leads.

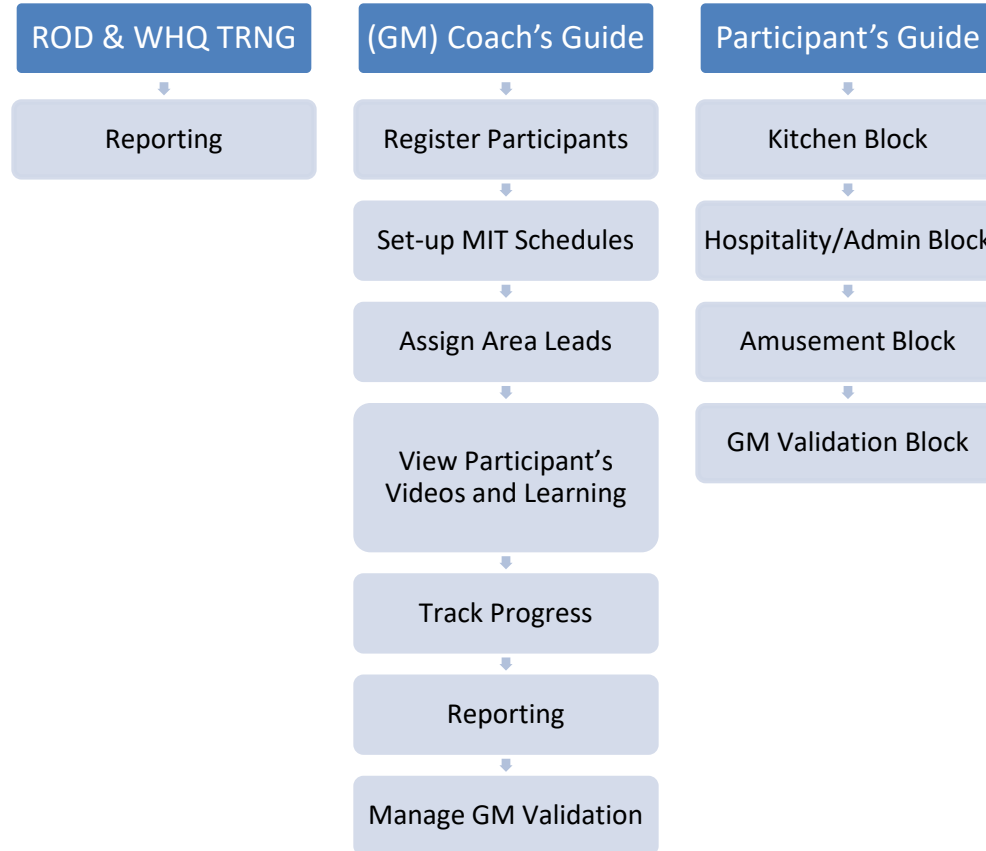


Planner

- **Job Aid**
 - Time Management
- **Guide**
 - Guides through the program

Program is comprised of three (3) main elements – online learning, on the job experiential learning with a trainer (OJT), and participant planner.

Clear Involvement and Accountability



Coach's Guide – Online (one stop)

Coach's Guide Online

Register Participants

Set-up MIT Schedules

Assign Area Leads

View Participant's
Videos and Learning

Track Progress

Reporting

Manage GM Validation

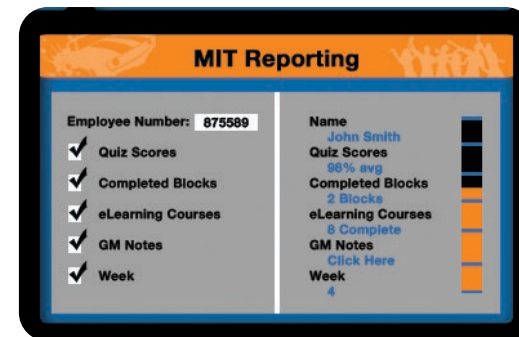
Hospitality/Admin-Suggested Schedule

Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	AM	AM	PM	Swing		
OJT Shift	Bar Inventory*	Deposits/Admin	Front Desk	Host/DR AOM	Party/FOH AOM	Off	Off
Flex Shift	Hrly Orientation						
Course/Video	Expectation	Accounting	iCIMS	Guest Pulse	Svc Philosophy (1)		
	Culture						

Week 2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	Swing	PM	Off	Swing	PM	Off
OJT Shift	Hrly Orientation	Server Shift	Bar Shift		DR AOM	Party/FOH AOM	
Flex Shift	Bar Inventory*						
Course/Video	HR Do's/Don'ts	Svc Philosophy(2)	Bar Philosophy		Svc Philosophy(3)		
	iCIMS	TOPS					

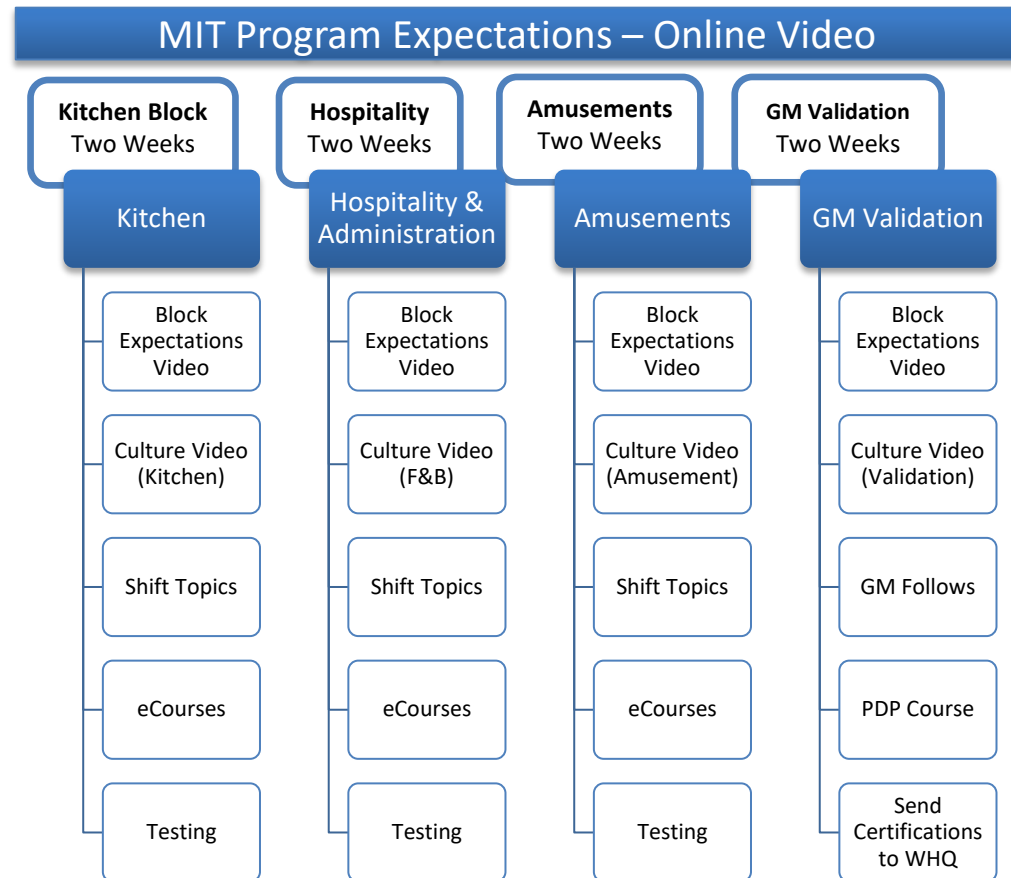


Participant Overview – Proposed Structure

- **MIT Welcome and Expectations Video** will kick off the program before the participant begins their MIT experience.
- **Four (4) main blocks** are laid out in the program, each of the first 3 blocks are flexible and can be moved to support specific needs of the trainers, coach, specialty managers or store.
- An **Expectations Video** will be delivered online in preparation for each block of training.

Each Block in Two week segments:

Kitchen Block	Two Weeks
Hospitality	Two Weeks
Amusements	Two Weeks
GM Validation	Two Weeks



All videos expected length @ 3-10 minutes

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Structural Changes – Changes at a Glance

The following information outlines current obstacles and proposed changes for delivery of the MIT Program. Some recommendations are subject to budget and technological restraints and/or approval.

	Current MIT - Structure	Proposed MIT - Structure
Materials	MIT Manual delivered to training location by training as requested by the recruiter	Change delivery to online access with condensed functional support materials
Delivery	Manuals are delivered with specific order to training blocks and defined scheduling.	New delivery style supports flexibility, multimedia participation, an open calendar format, and a one stop shop portal for topic training .
Format	Checklist format relies on Coach and Trainers to deliver specifics based on experience and location	Blended adult learning aids (courses, training aids, video's, etc.) allows MIT to learn baseline information before coach interaction
Testing	Paper testing & CBT Delivery	Testing populating to the MIT individual training portal will validate and ensure testing components are up to date
Validations & Compliance	No record of Validations or Sign Off for completion from the GM	On stop portal will allow us the ability to alert the supervisor, validate participation and monitor key compliance areas of the MIT training process
Feedback	No consistent feedback from MIT's	Daily notes can be included with online delivery to ensure all feedback is received and archived. Training can monitor effectiveness through MIT blogs or other share portals. This will allow the ROD team to participate or access progress
Consistency	Coach drives consistency in learning	Provide courses, videos, and training aids for consistency in core learning for D&B (culture/procedure/compliance)
Updates	Current materials are out of date	More efficient and effective version control
Length	Program 9 Weeks	Anticipated decrease in training time with blended modes of delivery and foundational knowledge delivery before coaching experience

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Topic Additions – Changes at a Glance

The following learning initiatives have been determined for deletion or addition from current training blocks. All expectation courses will provide an in-depth look at our **Culture Icons** and relative information on how they apply in each of the area training assignments.

Sections	Deletions	Additions	
Kitchen Blocks	Peak Audit Project BA Job Responsibilities Kitchen Labor Matrix Laundry Training	AvsT Training Compeat Training Efficiencies Training BSC Introduction	
Service Blocks	Five Critical Moments Guest Connection DH & TC Responsibilities Apron Shifts (server, cocktail follows)	New Service Standards Guest Pulse Training SE Validation Training Micro's for Managers Compliance Training	CBT Reporting Party Follows HR Training
Admin/Specialty Blocks	Business Analyst Follow Shifts DH Meetings SE Team Responsibilities/Meetings Daylight Basics/Donations	Risk Management HR – Do's & Don'ts ICim's Training TMx Training - Scheduling Invoicing & Deposits	
Amusements Blocks	Shift Leader Responsibilities Tech Zones	Merchandising Pressure Point Relief Training Building Security	
GM Validation Blocks	Deposits Training (moved) BA Follow (Admin training – moved)	Validation - Shift Execution Post Development Planning (PDP) Area Assignment & Expectations MIT survey	

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Topics

Each block has a defined set of daily shift topics that can be scheduled to meet the schedule needs of the defined coach. A suggested schedule for each block will be provided. Each block will have a set of required block courses and a set of required weekly courses. Flex Shifts are provided for weeks that do not include a scheduled inventory.

Kitchen Block	Hospitality/Admin Block	Amusements Block	GM Validation
Receiving	Deposits	Tuesday Test Drive (2)	DR Follow (2)
Prep	Host/DR Follow	SGT Follow	FOH Follow (2)
Fry - Salad	Front Desk	Winners Circle Follow	MW Follow (2)
Sauté' - Pizza	Party Follow	Midway Follow (2)	BOH Follow (2)
KM Expo (3)	Hourly Orientation	Tech Follow	Inventory
Grill - Flat	Server Follow / DR	Captain Follow	Party Follow
Banquets	Server Follow / Ctl	Inventory	Inventory (Flex Shift)
Inventory	Bar Follow	AM Admin	
KM Admin (Flex Shift)	DR Follow	AM Admin (Flex)	
	Inventory		
	FOH Follow (Flex Shift)		
Required Block Courses	Required Block Courses	Required Block Courses	Required Block Courses
Block Expectations	Block Expectations	Block Expectations	Block Expectations
Culture	Culture	Culture	Culture
Guest Pulse	Guest Pulse	Guest Pulse	PDP
Tops	Tops	Tops	
KDS 1 / KDS 2	iCIMS 1 / iCIMS 2	RPOS	
BSC	Service Philosophy (3 Svr / 1 Bar)		
	HR Do's and Don'ts		
Required Weekly Courses	Required Weekly Courses	Required Weekly Courses	Required Weekly Courses
Financials	Financials	Financials	Financials
Micros	Micros	Micros	
Compeat	Compeat	Compeat	

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Schedules

Suggested schedules will be provided to the GM online as a way to guide but not restrict the MIT to a specific schedule. Below is an example of a suggested schedule for Hospitality/Admin. The GM will define the schedule prior to the MIT beginning their program with consideration of the Coach, Specialty Managers, and/or Trainers schedules or availability.

Hospitality/Admin-Suggested Schedule

Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	AM	AM	PM	Swing		
OJT Shift	Bar Inventory*	Deposits/Admin	Front Desk	Host/DR AOM	Party/FOH AOM	Off	Off
Flex Shift	Hrly Orientation						
Course/Video	Expectation	Accounting	iCIMS	Guest Pulse	Svc Philosophy (1)		
	Culture						

Week 2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	Swing	PM	Off	Swing	PM	Off
OJT Shift	Hrly Orientation	Server Shift	Bar Shift		DR AOM	Party/FOH AOM	
Flex Shift	Bar Inventory*						
Course/Video	HR Do's/Don'ts	Svc Philosophy(2)	Bar Philosophy		Svc Philosophy(3)		
	iCIMS	TOPS					

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Kitchen Block – Suggested Schedule

Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	AM	Off	Off	AM	AM	Swing
OJT Shift	Admin	Receiving			Prep Training	Station Training	KM Follow
Flex Shift	Food Inventory*						
Course/Video	Expectations	Compeat			Financials	KDS #1	Guest Pulse
	Culture						

Week 2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	PM	Off	PM	Off	Swing	Swing
OJT Shift	Food Inventory*	Station Training		Station Training		Banquets	KM Follow
Flex Shift	Admin						
Course/Video	BSC	Micros		TOPs		KDS #2	Micros

Amusement Block – Suggested Schedule

Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	AM	AM	Off	PM	PM	Off
OJT Shift	W/C Inventory*	TTD	SGT Follow		W/C Follow	MW Follow	
Flex Shift	AM Follow						
Course/Video	Expectations	Financials	Compeat		RPOS	Micros	
	Culture						

Week 2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	AM	PM	Off	PM	Off	Swing
OJT Shift	AM Follow	TTD	Tech Follow		Captain Follow		MW Follow
Flex Shift	W/C Inventory*						
Course/Video	Financials	Compeat			Guest Pulse		TOPs

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GM Validation

GM Validation will consist of numerous follows but will include learning objectives as well. Below is a suggested schedule for the GM Validation block.

GM Validation Block – Suggested Schedule

Week 1

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM	PM			PM	PM	Swing
OJT Shift	BOH	FOH	Off	Off	MW	MW	FOH/Party
Flex Shift	Inventory*						
Course/Video	Expectation						
	Culture						

Week 2

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	AM		PM	PM	Swing	PM	
OJT Shift	BOH	Off	MW	MW	DR/FOH	FOH	Off
Flex Shift	Inventory*						
Course/Video	PDP Course						

*Inventory Shift – Could be scheduled as a make up shift for inventory not conducted in program, or as preparation for area assignment

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Program Delivery

The program will consist of 2 main learning tools. 1) Online portal MIT site with integrated videos, eLearning courses and reporting, 2) a daily planner which includes interactive learning tools

The collage displays three main components of the MIT Program interface:

- The SCORE Training Home:** A dashboard featuring a 'video of the week', a 'TRAINING CIRCLE' button, and various course icons like 'Salesmanship Contest', 'all aboard', 'RAS test it', 'ServSafe', 'Administrative Training', 'Kitchen Hourly', 'STAR', and 'f&b'. It also includes a 'Hot Topics' section with news items.
- Kitchen Block:** A detailed view of a training block. It includes a table of courses for 'Shift Topic - W1' and 'Shift Topic - W2'. A video player is shown with the title 'Expectations Video'. A 'Required Courses' section lists various courses with checkboxes. A 'Suggested Schedule for this Block' is provided at the bottom.
- Daily Planner:** A series of pages for daily planning, including 'review', 'plan', 'learn', and 'wrap'. It also includes a 'Coach's Planner' and a 'FOH Manager' planner.

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Online training will include participant specific content, integrated video, eLearning courses and a tracking/reporting database.

The image is a collage of screenshots from a training system called 'The SCORE'. The top left features a large logo with the text 'DAVE AND LEARN BUSTERS' and 'The SCORE D&B'. Below the logo are several circular icons: a star, a key, a person with a heart, and a thumbs up. The main content area is divided into several sections, each representing a different training module. 1. 'The SCORE Training Home' section at the top left has a navigation bar with 'The SCORE' and 'Training Home'. Below it is the 'Kitchen Block' module, which contains a table of courses and shift topics. 2. The 'Hospitality Block' module is shown next to it, also with a table of courses and shift topics. 3. To the right of these is a 'Receiving Shift' module, which includes a video player and a 'Required Courses' list. 4. Below the 'Kitchen Block' is the 'GM Validation' module, featuring a table of courses and shift topics. 5. To the right of 'GM Validation' is the 'Advanced Kitchen Block' module, which includes a table of courses and shift topics. 6. Below the 'Hospitality Block' is the 'MIT Reporting' module, which displays employee information and a list of completed blocks. 7. To the right of 'MIT Reporting' is the 'Receiving Shift' module, which includes a 'review it' section, a 'do it' section, and a 'Required Block Courses' list. Each module's content is presented in a clean, organized manner with tables and lists. The overall design is professional and user-friendly.

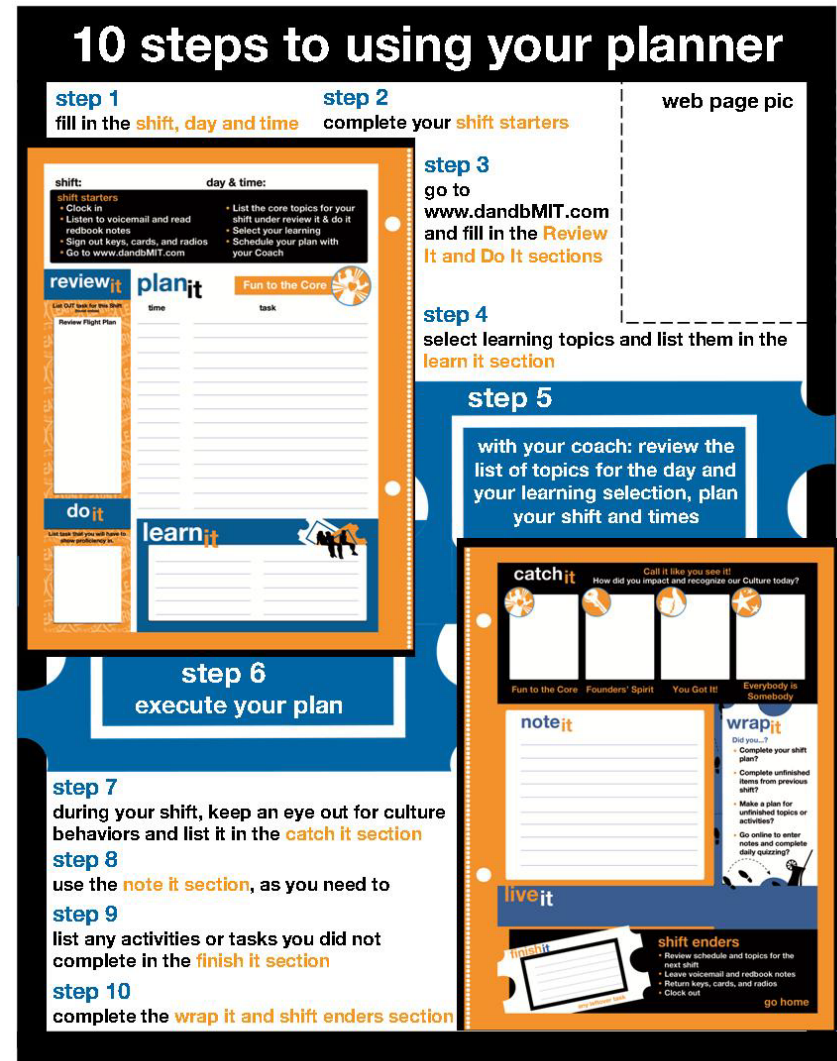
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Planner

The MIT planner has initial pages dedicated to information and includes daily planner pages that assist the participant with the learning objectives, integrates culture identification elements and teaches time management practices. Each planner is generic in days and months so the participant and GM can write in the specific shift for that day. There are 11 specific areas that will interact with the shift for the MIT:

- **Shift starters** – task to complete prior to starting the shift.
- **Review it** – MIT will write down key task required for that shift. The list of the task are online on that shift page.
- **Do it** – specific task the MIT will be required to demonstrate.
- **Plan it** – MIT will plan their day based on learning modules needed, shift follows, critical times, etc.
- **Learn it** – in this area the MIT will write down any learning modules they will need to ensure get done on this day. This information can be found online for that specific block or week's required eLearning.
- **Catch it** – any act of our culture icons will be noted here and shared at the end of the day online.
- **Note it** – shift note area.
- **Wrap it** – reminders for when wrapping up the day.
- **Live it** – quotes or facts surrounding D&B
- **Finish it** – any task at the end of the day that need to be moved to the next day.
- **Shift enders** - things to do prior to ending the shift.



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[The SCORE](#) [Training Home](#)

video of the week



DAVE AND
TRAINING
CIRCLE
BUSTERS

[Salesmanship Contest](#)[all aboard new hire training](#)[RAS test it test your knowledge](#)[ServSafe](#)

[Training Manuals PDF and Order](#)[Special Events](#)

[Administrative Training](#)[MIT ticket to success](#)

[Kitchen Hourly](#)[D&B Guest Pulse](#)

[STAR training program](#)[f&b](#)

Hot Topics

- 11/2 - New Plate Rollout - Coming Soon
- 11/1 - Holiday Marketing Campaign
- 11/2 - Salesmanship - Contest and quarterly focus
- 10/29 - Aliqua. Ut enim ad minim veniam, incididunt
- 10/26 - Ut labore et dolore magna aliqua. Ut enim ad
- 10/17 - Minim veniam, incididunt ut labore
- 10/5 - Minim veniam, incididunt ut labore

Food of the Week



Chicken and Shrimp Tsunami

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, read more..."

Beverage of the Week



Strawberry Slush

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, read more..."

Game of the Week



Wheel of Fortune

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, read more..."

Blog

Brandon Miller
Joined: 9/30/2008
Posts: 2

Posted: Tuesday, November 17, 2009 9:14 AM

If you have questions for Steve & Starlette to be addressed at the WHQ quarterly meetings, this is the place to submit them. Click "Add Reply" below to respond. If you wish to remain anonymous, click the anonymous box when posting. Once we facilitate the quarterly meeting, all actions will be published online.



Fun to the CORE - Spotlight

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, read more..."

Training Reports



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The SCORE

Training Home

Kitchen Block

Courses	Shift Topic - W1	Shift Topic - W2
Expectations	Receiving	Banquets
Culture	Prep	Grill - Flat
Guest Pulse	Fry - Salad	KM Expo
Tops	Saute' - Pizza	KM Expo
KDS 1/KDS 2	KM Expo	
BSC	Inventory / KM Admin	

Hospitality Block

Courses	Shift Topic - W1	Shift Topic - W1
Expectations	Deposits	Hrly Orientation ServSafe
Culture	Host / DR	Server Follow/DR
Guest Pulse	Front Desk	Server Follow/Ctl
Tops	Party Follow	Bar Follow
iCims 1/iCims2		DR Follow
Service Philosophy 35w/18w	Inventory / FOH Follow	
HR Do's & Don'ts		

Amusement Block

Courses	Shift Topic - W1	Shift Topic - W1
Expectations	TTD	TTD
Culture	SGT Follow	Tech Follow
Guest Pulse	W/C Follow	Captain Follow
Tops	MW Follow	MW Follow
RPOS		
	Inventory / AM Admin	

GM Validation

Courses	Shift Topic - W1	Shift Topic - W1
Expectations	DR Follow	BOH Follow
Culture	FOH Follow	FOH Follow
PDP Course	MW Follow	DR Follow
	BOH Follow	MW Follow
	Inventory / Party Follow	

Advanced Kitchen Block

2 Additional Weeks in Kitchen		
Optional KM Advanced	Shift Topic - W1	Shift Topic - W2
	Receiving	Banquets
	Prep	Grill - Flat
	Fry - Salad	KM Expo
	Saute' - Pizza	KM Expo
	KM Expo	
	Inventory / KM Admin	

MIT Reporting

Employee Number: 875589

- ☒ Quiz Scores
- ☒ Completed Blocks
- ☒ eLearning Courses
- ☒ GM Notes

Name

John Smith

Quiz Scores

98% avg

Completed Blocks

2 Blocks

eLearning Courses

8 Complete

GM Notes

Blog

Brandon Miller

Joined: 9/30/2008
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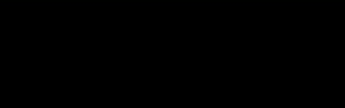
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Click Shift Topic Below

A screenshot of a video player interface. The main area is a large black rectangle, indicating that the video content is either paused or not yet loaded. At the bottom, there is a white playback control bar. On the left side of the bar, there is a play button icon (a blue circle with a white right-pointing triangle). Next to it is a small square icon, likely for full screen. In the center, there are standard playback controls: a double left arrow (previous), a single left arrow (play/pause), a double right arrow (next), and a vertical line (seek). On the right side of the bar, there is a volume icon (two speakers) and a horizontal slider for volume adjustment. The entire interface is set against a dark background.

Required Courses

- Suggested Schedule for this Block - Get with your GM to Schedule your MIT Blocks**

[illegible]

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[The SCORE](#) [Training Home](#)

Receiving Shift

review it

Write these objectives in your Planner

- ☐ Review KM Flight Plan
- ☐ Receiver Job Description
- ☐ Delivery Schedule
- ☐ Back Door Security
- ☐ PO Process
- ☐ Returns/Vendor Credits
- ☐ Shift Change
- ☐ Hat Program Review

do it

Task you will need to be proficient in

- ☐ Receiving Log
- ☐ Checking in Deliveries (LBW, Food, Supplies)
- ☐ Quality Inspections
- ☐ Victory Wash
- ☐ Rotation Process
- ☐ Shelf Life Program
- ☐ Pull Thaw
- ☐ PM BOH Checklist
- ☐ Shift Meeting

learn it

Suggested courses for this Shift

- Weekly Compeat Course

Always watch for Culture moments and note them

catch it

Call it like you see it! How did you impact and recognize our Culture today?



Fun to the Core

Founders' Spirit

You Got It!

Everybody is Somebody

Document Links

- [KM Flight Plan](#)
- [Receiver Job Descriptions](#)
- [Shelf Life Program](#)
- [PM BOH Checklist](#)
- [Receiving Shift - Quiz](#)

Required Block Courses

☒ Expectations	☒ Financials 1
☒ Culture	☐ Financials 2
☒ Guest Pulse	☒ Micros 1
☒ Tops	☐ Micros 2
☒ KDS 1	☐ Compeat 1
☐ KDS 2	☐ Compeat 2
☐ BSC	

Shift Notes:

submit

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catch it

Call it like you see it!
How did you impact and recognize our Culture today?

 Fun to the Core	 Founders' Spirit	 You Got It!	 Everybody is Somebody
---	--	---	---

note it

wrap it

Did you...?

- Complete your shift plan?
- Complete unfinished items from previous shift?
- Make a plan for unfinished topics or activities?
- Go online to enter notes and complete daily quizzing?

live it

Super Charging the Guests Experience requires an understanding of why they have chosen to visit. Listen, read, and WOW them!

finishit

any leftover task

shift enders

- Review schedule and topics for the next shift
- Leave voicemail and redbook notes
- Return keys, cards, and radios
- Clock out

go home

Different color backgrounds to represent each block. Blue, Black, Orange and White

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catch it

How did you impact and recognize our Culture today?



Saw W/C Camie wearing a Happy B-day hat and showing a Guest how to play with some merchandise



Observed a Blue Hat Juan coach another Blue Hat Sara on portion control and COS



Kyle picked up a shift because we were short staffed



AGM Tim let me publicly award Cocktail John for his 5 years of service with MVP points

Fun to the Core

Founders' Spirit

You Got It!

Everybody is Somebody

note it

Didn't get to see Swipe report or Top 10/Btm 10.

Am got pulled away on a Conf. Call.

Will review tomorrow during Tech shift..

Need Clarification on Amuse COS formula on redemption portion.

Follow up on punch list tomorrow during Tech follow. Make sure we get it done.

Don't forget: Send HR my updated PAN form for address change !!!

wrap it

Did you...?

- Complete your shift plan?
- Complete unfinished items from previous shift?
- Make a plan for unfinished topics or activities?
- Go online to enter notes and complete daily quizzing?

live it

Lights, Camera, ACTION! Is the shift ready? Is the atmosphere right? Are you welcoming the first Guest through the door?

Even preparing our day is like Play... setting the stage for a great performance.

shift enders

- Review schedule and topics for the next shift
- Leave voicemail and redbook notes
- Return keys, cards, and radios
- Clock out

go home

finish it

Swipe report and top 10/btm 10. Meet w/ AM tomorrow

any leftover task

Planner page filled in by MIT.

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shift:

day & time:

shift starters

- Clock in
- Listen to voicemail and read redbook notes
- Sign out, keys, cards, and radios

sales

labor

forecast

budget

forecast

budget

staff it

plan it

Founders' Spirit

• Review roster

• What parties are in your area?

• Note any staffing concerns below:

time

task

sell it

What is your salesmanship focus?

How will you track it and recognize your staff?

train it

List any hourly training or development going on during your shift:

learn it

any leftover task

catch it

Call it like you see it!

How did you impact and recognize our Culture today?

Fun to the Core

Founders' Spirit

You Got It!

Everybody is Somebody

rate it

Did you...?

1. Were all flight plan tasks performed as required in your area?

2. Did we hit our budget plan and financial goals for the shift?

3. Did our labor plan meet the flow of Guest traffic?

4. Were safety and sanitation standards met consistently throughout the shift?

5. Were we prepared for critical times in the building?

6. Were Service Standards met in your area?

7. What areas of opportunity did you identify during your shift?

Yes

No

live it

We have a saying: our business is a million little details in perfect harmony at any given time. Learn these details. Study, ask questions, observe and take notes.

finish it

any leftover task

shift enders

- Ensure your area is set up for the next shift
- Leave voicemail and redbook notes
- Return keys, cards, and radios
- Clock out

go home

GM Validation week planner pages will be different than the other 3 blocks.

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shift: Midway AOM
 day & time: Friday PM

shift starters

- Clock in
- Listen to voicemail and read redbook notes
- Sign out, keys, cards, and radios

- Fill in the planning section for your shift
- Review and execute the AOM Flight Plan

sales

\$23,591	\$18,233	\$3,302	\$2,552
forecast	budget	forecast	budget

labor

staff it

- Review roster
- What parties are in your area?
- Note any staffing concerns below:

Johnny called out sick, need +1 server for MW

Kate's party-no staff issues

plan it

time	task
4:00pm	Complete shift starters, begin flight plan
4:30 pm	Shift meeting, review plan w/ MIT Coach
5-6:00-p	Complete all shift duties, checklists, shift meetings, walk offs, check flight plan
6-10p	CRITICAL TIMES *STAY IN AREA* Keep up with the flight plan
10:30p	Dinner in MW w/ Coach, Review the shift
11:30p	Complete PDP course, Coach watches floor
12:00-2am	Shift closing duties, review flight plan Complete Wrap It and Rate It, notes and quizzes online
2:30 am	Shift ends and Go home!

sell it

What is your salesmanship focus?

TOTs and MDMs

How will you track it and recognize your staff?

Track w/ Nils

Reward: Movie tix

learn it

PDP Course

train it

List any hourly training or development going on during your shift:

MW Ckt: Ryden, Day 2

catch it

Call it like you see it!

How did you impact and recognize our Culture today?

Tech Josh was showing a Guest tricks to HOD to get to the next level

Fun to the Core

Shift Leader Kim motivated everyone during the contest with great results

Founders' Spirit

I helped a Guest with their Power Card issue.

You Got It!

I publically awarded our contest winner in front of the whole MW.

Everybody is Somebody

rate it

	Yes	No
1. Were all flight plan tasks performed as required in your area?	☒	☐
2. Did we hit our budget plan and financial goals for the shift?	☐	☒
3. Did our labor plan meet the flow of Guest traffic?	☒	☐
4. Were safety and sanitation standards met consistently throughout the shift?	☒	☐
5. Were we prepared for critical times in the building?	☒	☐
6. Were Service Standards met in your area?	☒	☐
7. What areas of opportunity did you identify during your shift?	☒	☐

Slow sales night, but met labor budget. W/C had bags back up a lot, and MW Bar got popped late. Jumped behind to help out.

wrap it

Did you...?

- Complete your shift plan and flight plan?
- Make a plan to complete any unfinished items or activities assigned by your Coach?
- Go online to enter notes and complete daily quizzing?

live it

We have a saying: our business is a million little details in perfect harmony at any given time. Learn these details. Study, ask questions, observe and take notes.

finish it

got it all done!
Woo Hoo!

any leftover task

shift enders

- Ensure your area is set up for the next shift
- Leave voicemail and redbook notes
- Return keys, cards, and radios
- Clock out

go home

GM Validation week planner pages filled in.

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Planner sample

shift: **day & time:**

shift starters

- Clock in
- Listen to voicemail and read redbook notes
- Sign out keys, cards, and radios
- Go to www.dandbMIT.com
- List the core topics for your shift under review it & do it
- Select your learning
- Schedule your plan with your Coach

review it **plan it** **Fun to the Core**

List OUT task for this Shift (bound online)
Review Flight Plan

time task

do it **learn it**

List task that you will have to show proficiency in.

catch it **Call it like you see it!**
How did you impact and recognize our Culture today?

Fun to the Core **Founders' Spirit** **You Got It!** **Everybody is Somebody**

note it **wrap it**

Did you...?

- Complete your shift plan?
- Complete unfinished items from previous shift?
- Make a plan for unfinished topics or activities?
- Go online to enter notes and complete daily quizzing?

live it Lights, Camera, ACTION! Is the shift ready? Is the atmosphere right? Are you welcoming the first Guest through the door?

finish it **shift enders**

- Review schedule and topics for the next shift
- Leave voicemail and redbook notes
- Return keys, cards, and radios
- Clock out

go home

any leftover task

Current manual cost - \$46
8 ½ x 11 – 3 inch Binder

Planner cost - \$19.38
5 x 7 – compact – only ½ inch thick

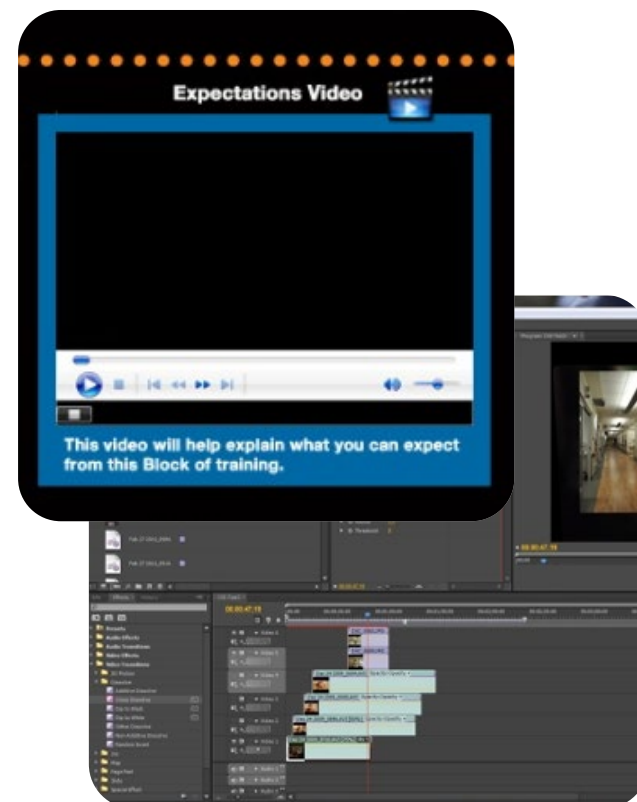
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What will it take?

Videos

Project	Lead Assigned	SME Needed	1st Draft Due Date	Final Due Date
MIT Orientation	Ross	_____	_____	_____
Culture Video	Ross	_____	_____	_____
Kitchen Block		_____	_____	_____
Expectations	Ross	_____	_____	_____
Kitchen Block		_____	_____	_____
Culture	Ross	_____	_____	_____
Hospitality/Admin		_____	_____	_____
Block Expectations	Ross	_____	_____	_____
Hospitality/Admin		_____	_____	_____
Culture	Ross	_____	_____	_____
Amusements Block		_____	_____	_____
Expectations	Ross	_____	_____	_____
Amusements Block		_____	_____	_____
Culture	Ross	_____	_____	_____
GM Validation		_____	_____	_____
Block Expectations	Ross	_____	_____	_____
GM Validation		_____	_____	_____
Block Culture	Ross	_____	_____	_____



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eLearning Modules

[illegible]

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What will it take?

Online Elements

Project	Lead Assigned	1st Draft Due Date	Final Due Date
Login Page	Patti		
Portal Landing Page	Patti		
Scheduling	Patti		
Coach's Page	Patti		
Block Page	Patti		
Shift Pages	Patti		
Kitchen Block Shifts (10)	Patti		
Amusement Block Shifts (10)	Patti		
Hospitality Block Shifts (10)	Patti		
Online Videos (10)	Patti		
Reporting	Patti		



Planner

Project	Lead Assigned	1st Draft Due Date	Final Due Date
Layout Design	Patti/Sandra		
Approval	Patti to get		
To Printer for Sample	Patti/Sara		
Post Online for Ordering	Sara		

Anticipated test delivery date on iCims: 3/15/10

iCIMS – Deliverables

Limited to:

- Information delivery – custom page layout (portal style)
- Multi-media (may require monthly fee)
- Forms
- Links to LMS (SoftScape)

Will not be able to deliver:

- Workflows
 - Scheduling of MIT
 - Assigning Leads
- Reporting of progress in program
- Blogs or any internal CMS system function used today on The Score.

Capex – Deliverables

Servers being purchased in combination with Extron will allow:

- Workflows
 - Scheduling of MIT
 - Assigning of MIT
- Reporting of progress in program
- Tracking of Multi-media content
- Display LMS content within pages
- Blogs



Potential Barriers

- **Capex**- Currently awaiting Capex approval to internally house multi media applications. The program timeline will rely on a quick Capex approval process.
- **IT**- We will start the development of the MIT portal in partnership with iCIMS as a communication tool.
- **Timelines** – there are a number of eLearning modules and videos that will have deadlines and require focus by leads assigned. If a priority project is given that pushes the deadlines then we could have an obstacle to hitting our proposed timeline.

