



MIT

**MANAGER IN TRAINING
PROGRAM**

**CREATING
TOMORROW'S
LEADERS
TODAY**



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

- Consistency
- Set Expectations
- GM Training Guide and Expectations
- Feedback system to be enhanced
- Tracking progress
- Testing MITs
- Emergency Training
- HR Do and Don't Training
- Leadership Development
- Full program timeline not being followed
- Local Store Marketing Training



Objective

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 managers who are efficient and successful at executing shifts, leading their teams, supporting our culture, driving sales while providing a heart-felt, home-style experience to every Guest.



3 Main Interaction Elements

Online

- **Video Section Introductions**
 - Beginning - Overall
 - Food Expectations
 - FOH Expectations
 - Admin Expectations
- **Weekly Test**
- **Tracking**
 - Weekly recap notes
 - GM
 - MIT



On Job Training

- **Activities**
 - Defined Objectives
- **Daily Routines**
 - Creating a foundation of operational daily responsibilities
- **Shift Follows**
 - Learn from the SMEs!



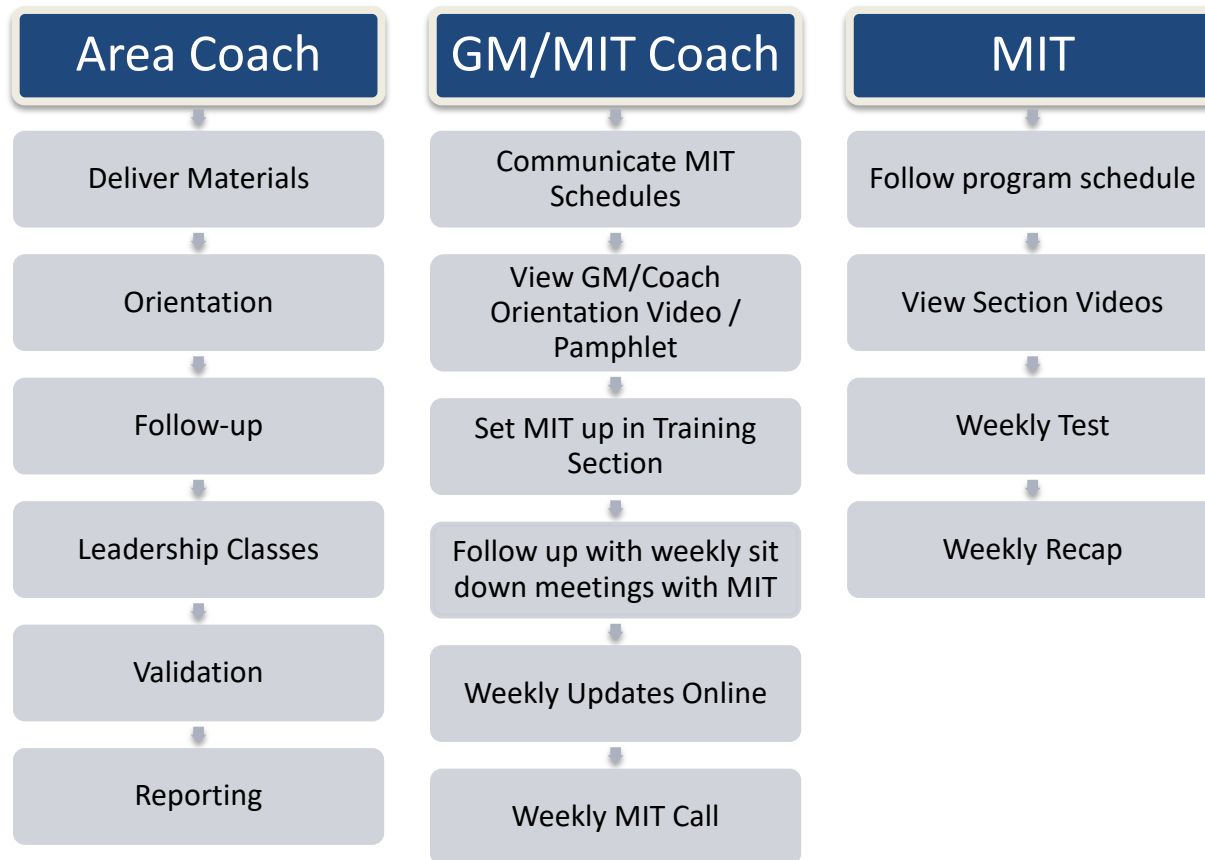
Workbook

- **MIT Manual**
 - Food
 - Admin Section
- **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 workbook.



Clear Involvement and Accountability



GM Orientation of the MIT Program

All the training items needed for a effective GM orientation of the MIT program.

Delivery:

Video format on iPads.
Facilitator's Pamphlet

Who:

???



Orientation

How to set-up MIT schedules

View Participant's Videos and Learning

Set Expectations

Track Progress

Reporting

Area Coach Validation (Awareness)

Training vs Managing

Clear understanding of the MIT program

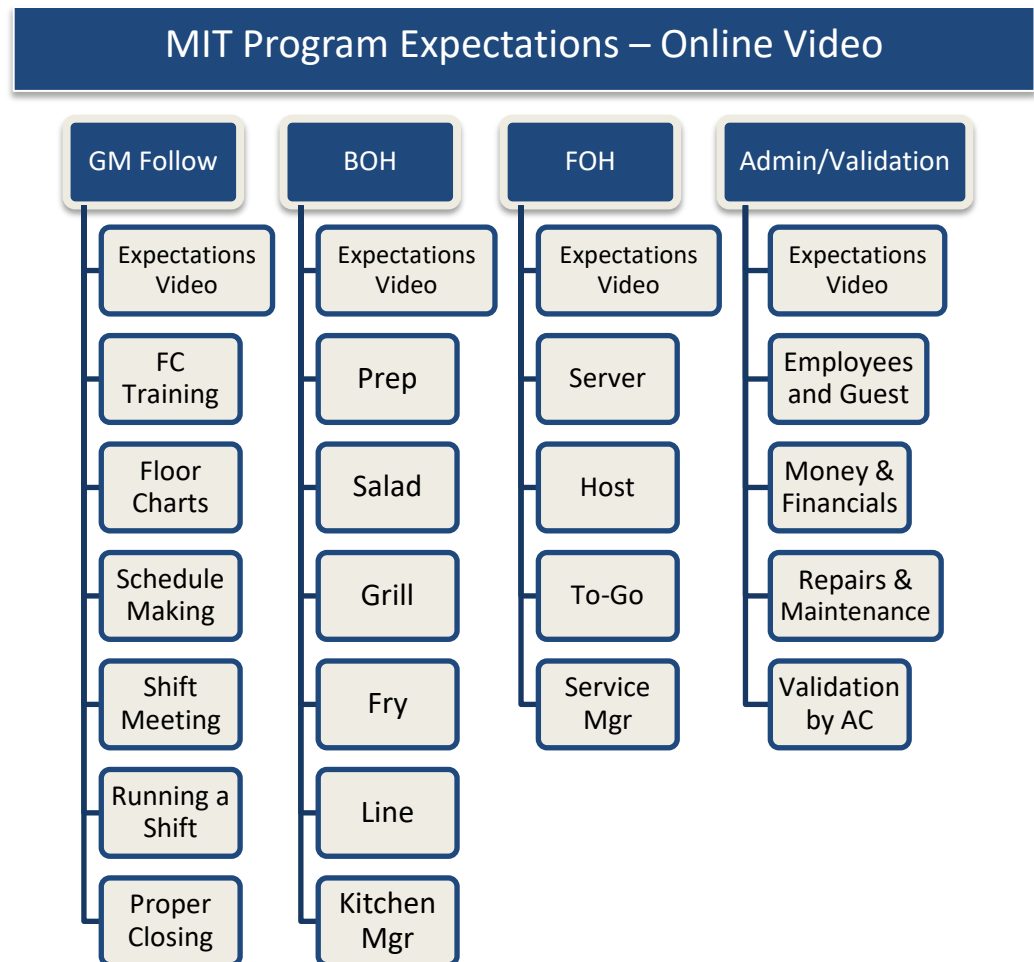
Participant Overview – Proposed Structure

- **Add a week** – Setting the expectations and giving a general week follow before Food training with the GM.
- **MIT Welcome and Expectations Video** will kick off the program before the participant begins their MIT experience.
- An **Expectations Video** will be delivered online in preparation for each area of training.

The BOH segment will be the longest:

GM Follow	One Week
BOH Block	Six Weeks
FOH Block	Two Week
Admin/Val	Two Weeks

All videos expected length @ 3-10 minutes



Changes at a Glance

The following information outlines current obstacles and proposed changes for delivery of the MIT Program. Recommendations are based on the use of online videos, testing and tracking and are subject to change based on constraints with applications.

	Current MIT - Structure	Proposed MIT - Structure
Materials	Area Coach gets manual from Support Center and delivers to training location	Same – additional online content to support manual such as videos, test and feedback process. Create Leadership class for Area Coach to deliver.
Testing	Test in MIT book – no current tracking of test scores, no scenario based questions.	Testing integrated into online learning tool, tracking is more efficient and the ability to report is now an option.
Validations & Compliance	Weekly validations are done but no current end of program overall validation.	Online tracking of weekly validation as well as feedback process. Add an end of program one day shift review and signoff process.
Feedback	Verbal communications through weekly calls with GMs training MITs and Area Coaches, however the only current tracking is on a Spreadsheet	Weekly notes can be included with online delivery to ensure all feedback is received and archived. AC and GM able to see and document progress throughout the training.
Consistency	Inconsistency exists throughout brand	Provide courses, videos, and training aids for consistency in core learning
Length	Program 10 Weeks	Same

Current and Enhanced Program Elements

Current Week 1

Manager Follow - Week 1
Intro to FOH and BOH Staff
Managers Meeting
GM Expectations
Red Book
Write a Prep Sheet
Line Check
Work FC
Check in BEK order
Post BEK invoice, other invoices
Attend a Pre-shift Meeting
Lead a Pre-shift Meeting
Visit Guest Tables
Seat Guest
Supervise Employees
Read BOH and FOH schedule
Perform Server Checkout
Dishwasher exercise
Prep – Week 1
- Food Safety
- Sanitation
- Prep Sheet
- Rolls and Cornbread
- Recipe Book
- Prep
- Taste the food
- Specials
- Cleaning Duties

Proposed Week 1

Manager Follow - Week 1
Watch MIT Programs Expectations Video
Dress Guidelines for Managers and MIT
Intro to FOH and BOH Staff
Managers Meeting
GM Expectations
Red Book
Write a Prep Sheet
Line Check
Work FC
Check in BEK order
Post BEK invoice, other invoices
Attend a Pre-shift Meeting
Lead a Pre-shift Meeting
Visit Guest Tables
Seat Guest
Supervise Employees
Read BOH and FOH schedule
Create a BOH and FOH schedule
Review Floor Charts
Create Floor Charts
Observe how to run a shift
Run a shift
Perform Server Checkout
Observe proper closing procedures
Close store with GM observation
Dishwasher exercise
Prep – Week 1
- Food Safety
- Sanitation
- Rolls and Cornbread



What is missing?

More focus on Manager Follow and push most of Prep to Week 2

Current Program Elements

Back Of House – Weeks 2 - 7

Prep – Week 2

- Recipe Book
- Prep
- Taste the food
- Specials
- Cleaning Duties
- Maintaining Food Supply
- Line Checks
- Par Levels
- Pull/Thaw
- Orders
- Waste
- Food Safety
- Shelf Life
- Equipment
- Solo Prep

Grill Cook – Week 4

- Equipment
- Grill Procedures
- Appetizers
- Burgers & Sandwiches
- Advanced Chicken Prep & Rapid Cooling
- Grilled steaks, seafood, pork chops
- Cleaning
- To-Go

Line – Week 6

- To-Go
- Ticket Times
- Sanitation
- Holdover Products

Grill/Salad – Week 3

- Set up Grill Station
- Grill Prep/Quality Sheet
- Salads
- Sandwiches and Burgers
- Microwaved items

Fry – Week 5

- Fryer Temperature
- Refilling Oil
- Filtering Fryer
- Cleaning Fryer
- Boil Our Fryer & Changing Oil

Kitchen Manager – Week 7

- Routines
- Recipe Knowledge
- Line Checks
- FC
- Product Mix, Prep Sheets & Food Waste
- Place BEK Order
- Post BEK Order
- Place and Post food & beverage
- Inventory
- Food Safety & EcoSure Audits
- Health Inspections
- HVAC Preventive Maintenance Inspection
- City Fire Inspection & Vendor Fire Inspection
- Ventahood Inspection
- MIT Scavenger Hunt
- Ecolab Pest Inspection
- PureForce Dish Machine Inspection
- Create Back of House Schedule
- Back of House Interviews
- Back of House Training



What is missing?

Current Program Elements

Current Week 8 & 9

FOH – Weeks 8 & 9

Server, Host & To-Go – Week 8

- Server Training Book
- Menu Study Guide
- Abbreviations Test
- Certified Trainer Packet
- To-Go Procedures
- Wait Sheet
- Rotation Sheet
- Restroom Checklist
- POSItouch Practice Tickets

Service Manager – Week 9

- Shift Meeting (Lead)
- Working the Dining Room
- Guest Satisfaction
- POSItouch Mgr Functions
- Serving Alcohol
- FOH Scheduling
- Hiring and Orientation
- Certified Trainers
- Server Checkout
- Tax Exempt
- Direct Bill or Change Sales
- Tip Differential
- Placing Orders (Office)
- Mystery Shop Program
- Allergen List
- Nutritional Information

Proposed Week 8 & 9

FOH – Weeks 8 & 9

Server, Host & To-Go – Week 8

- Server Training Book
- Menu Study Guide
- Abbreviations Test
- Certified Trainer Packet
- To-Go Procedures
- Wait Sheet
- Rotation Sheet
- Restroom Checklist
- POSItouch Practice Tickets
- Dining Room Floor Cleaning
- Service Ally Standards

Service Manager – Week 9

- Shift Meeting (Lead)
- Working the Dining Room
- Guest Satisfaction
- POSItouch Mgr Functions
- Serving Alcohol
- FOH Scheduling
- Hiring and Orientation
- Certified Trainers
- Server Checkout
- Tax Exempt
- Direct Bill or Change Sales
- Tip Differential
- Placing Orders (Office)
- Mystery Shop Program
- Allergen List
- Nutritional Information



What is missing?

A lot of the standards are going to come from the Green Book

Current Program Elements

Current Week 10

Admin Roles – Week 10

Employees & Customers

- Performance Management
- Termination
- Payroll change request
- Employee Health & Safety
- Severe Weather
- Customer Safety

Money & Financials

- Daily Sales Report
- Paid Outs
- Daily Paperwork
- Bank Deposits
- General Ledger Activity & Income Statement
- Labor Pro Forma
- Budget
- Operating Supply Budget

Repairs & Maintenance

- QSC Audit
- R&M Walk-Thru
- Repairs
- Equipment & Restaurant Maintenance

Proposed Week 10

Admin/Validation – Week 10

Employees & Customers

- Performance Management
- Termination
- Payroll change request
- Employee Health & Safety
- Severe Weather
- Customer Safety

Money & Financials

- Daily Sales Report
- Paid Outs
- Daily Paperwork
- Bank Deposits
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Repairs & Maintenance

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Human Resources

- Staffing
- Associate Relations
- Payroll and Benefits
- Leave of Abs
- Time Adjustments
- Labor Law
- Discrimination
- Rehire Request

General Admin Items

- Gift Cards
- Legal Issues
- Risk Management
- Alcohol and Business Licensing
- Legal Documentation – Subpoena
- ADA
- Bank Deposits
- Office Organization
- Other Emergencies

Validation Day

- Area Coach observation
- Leadership Development
- Area Coach observation checklist
- Online final signoff on the Manager

What is missing?

Want to add a validation Day or week – this example is a Day.

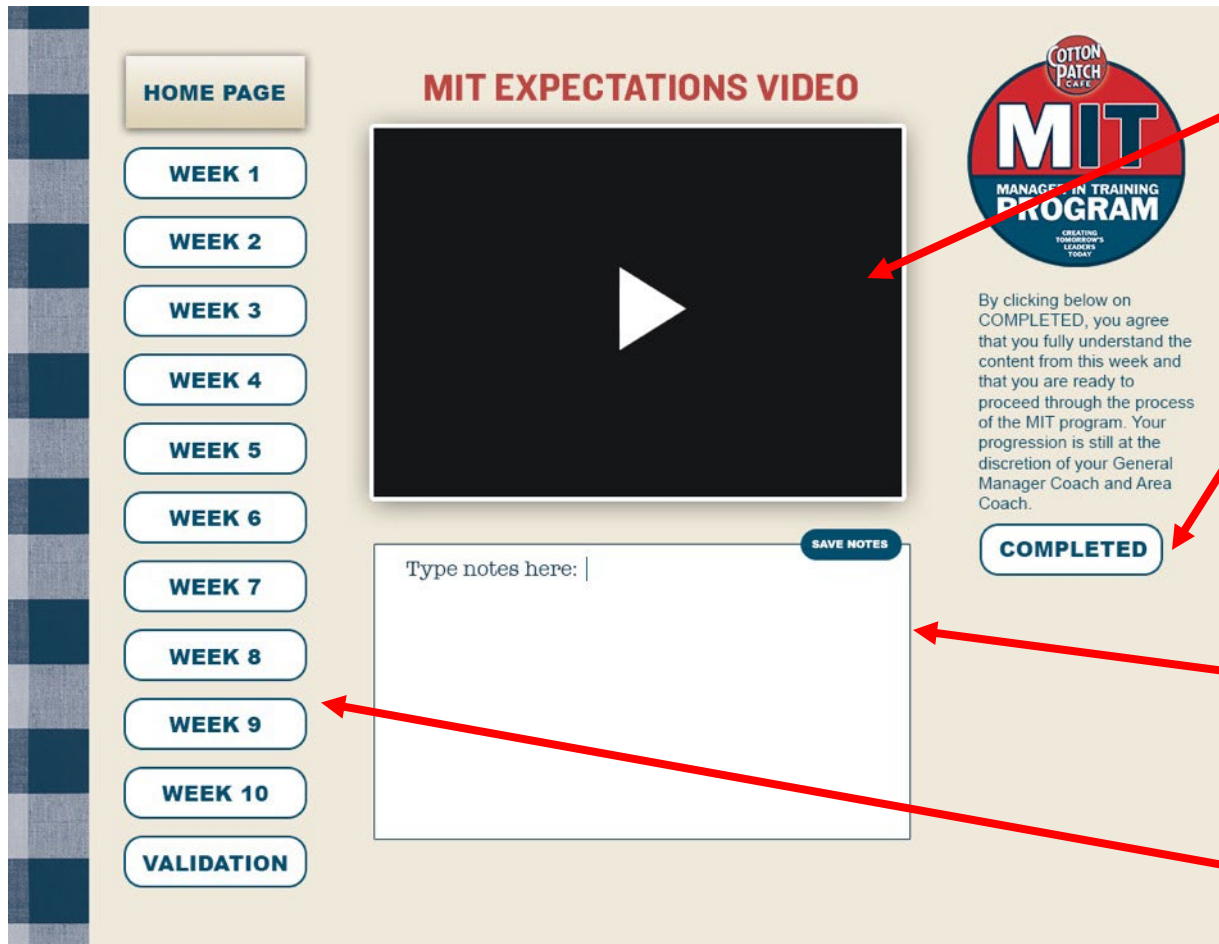
Screenshots – Login Page



All accessible through the iPad or computer.

Screenshots – MIT Home Page

All accessible through the iPad or computer.



Watch Expectations Video – only a few weeks will have videos.

Sign off on completion. This will help track progress through MIT.

Participants can take notes. Area Coaches and GM are able to view. All weeks will have notes to submit.

Each week will fade as completed.

Screenshots – Week 2 (no video)

All accessible through the iPad or computer.

HOME PAGE

WEEK 1

WEEK 2

WEEK 3

WEEK 4

WEEK 5

WEEK 6

WEEK 7

WEEK 8

WEEK 9

WEEK 10

VALIDATION

MIT WEEK 2 - PREP

This week you followed the GM and learned a great deal about Cotton Patch. Your GM Coach laid out their expectations for your training and reviewed some basic information about how to run the FC window, how to check in a BEK order, post BEK orders and how to Lead a Shift Meeting at Cotton Patch. We are super excited you have chosen Cotton Patch for your career! Complete Week 2 Test below and then let us know below how your training is going.

WEEK 2 TEST

Type notes here: | **SAVE NOTES**

COMPLETED

MIT
COTTON PATCH CAFE
MANAGER IN TRAINING PROGRAM
CREATING TOMORROW'S LEADERS TODAY

Complete Test first.

By clicking below on COMPLETED, you agree that you fully understand the content from this week and that you are ready to proceed through the process of the MIT program. Your progression is still at the discretion of your General Manager Coach and Area Coach.

Weeks without videos will have a summary, a link for that Week's test and a place for notes.

Sign off on completion this will help track progress through MIT.

It will be muted in color until Test is complete.

Screenshots – Week 2 Test

All accessible through the iPad or computer.

WEEK 2 - TEST

1. You walked in to the store today and your floor was full of water. The hot water heater was busted and water was spraying everywhere. What do you do first?

- ☐ Turn off water to the building
- ☐ Call your Area Coach
- ☐ Call the Fire Department
- ☐ Grab a mop

2. Your AM Prep cook called in sick today and it's 8am. What do you do first?

- ☐ Start calling in help from other stores
- ☐ Call your Area Coach
- ☐ Put on gloves and start prepping for the day
- ☐ Ask your line cook to prep

3. Your BEK truck showed up and did not have your milk that you ordered and you are almost out for the day. The best solution is to grab some petty cash and run to the local grocery store to hold you over.

- ☐ True
- ☐ False

4. Someone left the rolls out overnight and they all over proofed so you have not rolls ready for the shift. What do you do?

- ☐ Pull more rolls out and let them proof at room temperature
- ☐ Let Servers know in your Shift Meeting
- ☐ Apologize to Guests
- ☐ All of the above

5. All the cut gloves are dirty and you see a prep cook cutting without one so it should be ok for you to as well.

- ☐ True
- ☐ False

6. After learning the standards for cooking Black Eyed Peas, you see a Prep cook doing it a different way. You should:

- ☐ Approach him and ask why he is doing it that way.
- ☐ Tell him he is wrong and to do it the right way.
- ☐ Ask the GM why he is doing it that way.
- ☐ Nothing, let him be. He has been doing this for years.

SUBMIT

SCORE -

Test Questions - Online

Submit answers.

Get a score back.

Screenshots – Area Coach View

AREA COACH MIT REVIEW

Last Name	First Name / MI	Training Location	Hire Date	Home Store
Smith	Cody	Lewisville	12/28/16	Lewisville
Whitten	Lydia Jane	Lewisville	12/28/16	Greenville
Zepeda	Kristin Janell	Greenville	1/2/17	Open
Bowens	Joe	Lewisville	1/6/17	Rockwall
Waldron	Kayla Rose	Grapevine	1/11/17	Allen
Morrow	Dylan Reed	Rockwall	1/13/17	Allen

Select the MIT you want to view.

Cody Smith

	Week	Test Score	Notes
☒	Week 1	85	12/16/16: This week has been amazing and I look forward to all the training that is to come.
☐	Week 2	92	12/19/17: GM - Cody did a good job and is eager to learn.
☐	Week 3		12/20/18: AC - Cody and I met and reviewed the MIT program.
☐	Week 4		
☐	Week 5		
☐	Week 6		
☐	Week 7		
☐	Week 8		
☐	Week 9		
☐	Week 10		
☐	Validation		

Area Coach Notes:

SAVE NOTES

Star rate the performance of the MIT for this week. By clicking below on COMPLETED, you agree that you approve this MIT has completed the week selected in full and that they are ready to proceed to the next week of training.



COMPLETED

Select the week you want to look at.

Read all comments made for that week.

Add comments

Select Star Rating and then sign off on completion. This will help track progress through MIT.