

Becoming A Customer Maniac Trainin

3 – 6 months



BCM CERTIFIED
14 days

CERTIFIED TRAINER
- Readiness ✓ list
- Attend Training Camp
- W / W Assessment

CROSS - TRAINED
- FOH / BOH
- CERTIFIED TRAINER

Training Track Handbook

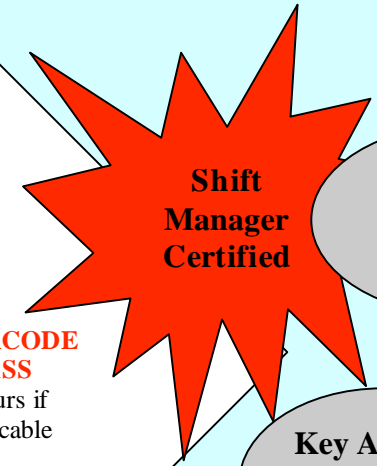
Background Check

GETTING READY TO LEAD GREAT SHIFTS
8 hours

MODULE WORKBOOKS
1-11
Concept Module
Skills Assessment (3)

SERVSAFE CLASS
8 hours

BARCODE CLASS
3 hours if applicable



High Impact Coaching (2 days)

Key Action Plan Project (30 days)

SHIFT MANAGER TRAINING

1 – 2 months

PRE – BMTP MODULES
12 – 20
4 – 6 weeks

BMTP CLASS
5 day class @ RSC

POST – BMTP MODULES
21 – 30
4 – 8 weeks

SAM 2 TRAINING

3 – 4 months

Hiring Champions Inventory



Interview & Background Check

Key Action Project (30 days)

FOH & BOH Mastery

High Impact Coaching 2 - 2 days

AGM TRAINING

3 – 4 months

P & L MASTERY



Interview

AGM Trans Plan Book

AGM TRANS PLAN
- 90 days

AGM Evaluation Criteria
Wks 1, 4, 5, 12

AGM Office Visit
- 1 day @ RSC

SAM 1 TRAINING

3 – 6 months



RTM

Field Safety Auditor

Director of Operations

AGM TRANSITION

3 – 6 months