

GBS Crew Trainer Verification

Trainer _____ Date _____ Time _____

Store # _____ Trg Mgr _____ Shft Mgr _____

Campus Crew Trainer Roadmap: Knowledge Score

Course Name	Comm Effect	Connect w/Trainee	How Ppl Learn	Why Ask Question	Effect FeedBack	See Try Check	Success Coach	Bold Convo
Date								
1. Food Safety								/15
	a. Adhere to all Food Safety Standaerds						5 pt	
	b. Educate crew members on Food Safty Standards						5 pt	
	c. Handwash Communicator						5 pt	
2. Internal Communication								/12
	a. Provide feedback to management on crew performance						4 pt	
	b. Recommend potential crew trainer candidates to mgmnt						4 pt	
	c. Ask for feedback from managers.						4 pt	
3. Procedures								/10
	a. Candidate has all the Station Training Aids for their area completed						5 pts	
	b. Is highly compotent in McDonald's procedures.						5 pts	
4. Safety and Security								/6
	a. Adhere to all Safety and Securirty Standaerds						3 pts	
	b. Educate crew on Safety and Security rules.						3 pts	
5. Training (crew)								/15
	a. Train or Cross Train crew using station guides and FRED.						5 pt	
	b. Provide ongoing coaching						5 pt	
	c. Settle procedure differences.						5 pts	
6. Service								/10
	a. Moniters and corrects service procedures						5 pt	
	b. Follow customer recovery process when appropriate (BLAST)						5 pt	
7. Hospitality								/17
	a. Models the "Make it Promise"						5 pt	
	b. Spreads RIGHT FAST and SPECIAL Culture						5 pt	
	c. Focus on Training, Communicating, Coaching and Role Model						7 pt	
8. Triple " AAA"								/15
	a. Attendance						5 pt	
	b. Attitude						5 pt	
	c. Appearance						5 pt	

/ 100

Final Score

Crew Trainer

Completed by