

## I. Evaluations

- A. Over All Score 75%
  - i. Manager 80%
    - a) Staffing Levels 64%
  - ii. Service 70%
    - a) DT FC Equipment 8%
      - headsets, Kiosks
  - iii. Quality 83%
    - a) VCM 28%
      - Trays & Levels Correct, Holding Times adhered to.
  - iv. Cleanliness 64%
    - a) Entry Ways
      - Sidewalks 28%, Door Glass 32%

## II. STTNL

- A. Congrats to New Alumni
  - i. Mitchell
    - a) Brina Wilcoxson, Holly Fleetwood
  - ii. North Vernon
    - a) Katelyn Mathews, Mia Clark, Russle Waltman
  - iii. Tipton
    - a) Becca Maly, Hope Thigpen
- B. Next Round of Class
  - i. Scheduled to Start Mon, Oct. 10<sup>th</sup>
    - a) If the new books arrive on schedule

## III. Journey to Shift Leadership...

- A. Coaching your new SMT to success.
  - i. Step 1 Orientation (1-2 hours)
    - a) eID, Crew Training Cert, SRIW, SMT's Goals, FRED login
    - b) Shift Leader Road-map, Name/Avatar, Shift Leader Introduction
    - c) Shift Leader toolkit.
  - ii. Step 2 Focus on Foundations (4 Weeks)
    - a) Insure FRED Navigation(Open/Close, Campus & FRED Tabs, mark Done)
    - b) Review Time Frames(How much this well pile up if they don't get on it.)
    - c) Set expectation for Notes, prompt completion (“Coach into the Position”)
    - d) Schedule STTNL Classes
    - e) Followup & Give Credit in FRED.
  - iii. Step 3 Shift into Overdrive (7-8Hrs)
    - a) Schedule a shift to Coach your new SMT While they Manage the Shift.
      - If you haven't already.

#### IV.GBS Site

##### A. Roll Call (<https://gbsrestaurants.com/Training/RollCall.php>)

- i. Class Code (i0hXRJI)

##### B. People Resources Page

- i. Shift Leadership Foundations List
  - a) Shift Leadership Introduction
  - b) Campus Quick links
- ii. The Journey to Shift Leadership DL Link

##### C. Equipment

- i. File Ticket
- ii. Check Ticket
  - a) Filters
- iii. Update/Close Ticket

# GBS 3rd Quarter Peak Hour Evaluation Scores

General STNL		Yes	No			
1. Pre-shift checklist <b>complete</b>	68%			10		
2. Staffing levels appropriate for volume	64%			10		
3. Crew positioned to meet customer demands	68%			10		
4. Second side open (when needed)	100%			10		
5. Proactively <b>Manages</b> Danger Zones	92%			10		
6. Stocking 24/2 (SIP)	100%			5		
7. Manager <b>sets targets</b> , everyone knows targets	76%			5		
8. Target results are tracked, and <b>Communicated</b>	64%			5		
9. Manager managing from the <b>Observation Zone</b>	72%			10		
10. Cars roll forward <b>immediately</b> if order isn't ready	68%			5		
11. Hand washing is taking place	72%			5		
12. Food Safety Daily Checklist Complete	100%			10		
13. Shift Manager Food Safety Certified	96%			5		
<b>STTNL General - Total</b>	81%			<b>100</b>		
<b>Drive-Thru Car Count</b>		<b>Front Counter GC</b>		<b>Sandwich Count</b>		
<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	
	44%		76%	44%		
<b>OEPE</b>				<b>KVS</b>		
<b>SHINE</b>	<b>Present</b>	<b>Cash</b>	<b>DT OT1</b>	<b>DT OT2</b>	<b>FC</b>	<b>GEL</b>
<b>Great</b>						
<b>Smile</b>						
<b>Thank</b>						
<b>APP</b>						

Service	Yes	No	Pts
1. Results vs. target:	44%		
Front Counter GCs +/-			10
Drive-Thru Car Count +/-	76%		15
Sandwich Count +/-	44%		10
2. Six steps at front counter, seven at DT	4%		5
3. Order accurately filled; condiments, napkins receipt, etc.	80%		5
a. Great Smiles, courteous, helpful,	88%		10
b. Smile friendly, eye contact			10
c. Thank, invite back.	96%		10
5. Management Appearance- proper uniform, complete with name tag, clean/well groomed	92%		5
6. Crew Appearance- proper uniform, complete with name tag, clean/well groomed	88%		5
7. DT & Counter Equipment- operating and positioned properly, enough headsets, etc	8%		5
8. Order taker suggestive sells when appropriate	100%		5
9. Travel paths completed.	52%		5
<b>Service - Total</b>	70%		<b>100</b>

Quality	Yes	No	Pts
1. Product tested: Entr: _____ BEV: _____ Neat appearance? Dsert: _____ Properly prepared, Good taste? Hot, Fresh	100% 92% 92%		10 10 10
2. Fries/Hash brown- Hot, fresh, good flavor, salted properly, & golden color	84%		10
3. Beverages- Properly filled, proper temperature, good flavor, properly made	96%		5
4. Desserts- Properly prepared, good flavor and texture, holding time expectable	88%		5
5. Buns/Muffins/Bagels – toasted properly	88%		5
6. Production Manager - with 11 or more crew, a dedicated production manager has been shown to help expedite production and service. With fewer than 11 crew, it is helpful to have <u>someone</u> assigned production responsibilities.	88%		10
7. Charts/E-Production in place, & up to date. Trays & Levels correct. Holding times adhered to.	56% 28% 28%		5 5 5
8. Raw product/buns: Within code dates . Secondary shelf lives marked. Prep table times marked/monitored. Tempered product properly marked.	56% 68% 72% 92%		5 5 5 5
<b>Quality - Total</b>	83%		<b>100</b>

Cleanliness	Yes	No	Pts
1. Guest Conveniences- self serve area -clean, and supplies stocked, high chairs clean.	72%		15
2. Lobby/Dining Room-floors, chairs, tables, lobby trays properly cleaned.	68%		15
3. Restrooms- Clean, odor free, supplies available, hand dryer working.	72%		15
4. Windows/Doors- All windows/mullions clean (including DT windows).	32%		10
5. Outside Lighting - all bulbs working, clean & in good repair.	100%		5
6. Playplace/ Patio- seating, trashcans, floor, play unit, clean & well maintained.	72%		5
7. Trash Cans/Sidewalks- Clean and in good repair Emptied as needed.	28%		5
8. Signage/Flags- In good repair, clean and properly displayed, DT menu board and speaker/ COD clean and in good condition	68%		5
9. Landscape/Parking Lot- Parking lot free of litter, landscaping well maintained	60%		5
10. Kitchen- floors, walls, stainless, equipment clean, not cluttered and in good repair	64%		10
11. Front Counter/DT- floors, walls, stainless equipment clean, not cluttered and in good repair	68%		10
<b>Cleanliness - Total</b>	64%		<b>100</b>



## **Congrats to the Newest STTNL Alumni!**

**Brina Wilcoxon, and Holly Fleetwood  
Mitchell**

**Katelyn Mathews, Mia Clark, and  
Russel Waltman**  
North Vernon

**Becca Maly, and Hope Thigpen**  
Tipton



**Next Round of  
Shift to the Next level  
Classes Starting  
Mon, Oct. 10th**

Hoping the New Books  
well arrive on schedule.



# THE JOURNEY TO SHIFT LEADERSHIP



***Click Here***

**Once you select the “New Shift Leader Introduction” icon, you are entering the “Shift Leader toolkit”**



# THE JOURNEY TO SHIFT LEADERSHIP

**SHIFT LEADER:** \_\_\_\_\_

**COACH:** \_\_\_\_\_

*Owner/operators may choose to use information from these materials that will be helpful to them in operating their own McDonald's restaurant(s). The following document was designed to be used in conjunction with the "Shift Leadership Training Roadmap" in FRED. If you work for an owner/operator organization please check with your owner/operator, or the person designated by your owner/operator to determine whether and which of these materials apply to your organization. The following are recommendations only, and may be modified based on your organization and needs of your learner.*

## **Table of Contents:**

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**It's time to start your new shift leader on their journey to becoming "certified" to lead shifts! This document is a step-by-step guide for coach's to developing new shift leaders.**

**Step 1: Shift Leader Orientation** *Estimated Time: (1-2 hours)*

- Ensure Shift Leader has correct EID and login credentials to FRED.
- Review and be knowledgeable of crew training program and roadmap in FRED.
- Ensure that the Shift Leader has completed the modules within the "Safe and Respectful Workplace" collection in FRED.
- Ensure Shift Leader has completed or has a plan to complete ServSafe Certification.
- Briefly discuss the role of a shift leader in your organization and have the shift leader share their goals.

*Supplemental questions:*

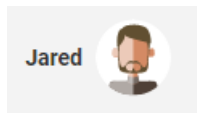
*What would you like to accomplish on your shifts?*

*What will be the first thing you would like to do as a leader?*

*What will be your impact as a shift leader?*

*What will you do to lead the team?*

- Log into FRED together **under the Shift Leader's EID** and access the Shift Leader Training roadmap.
- If it's their first time in roadmap, have them enter their name and select an avatar.



- Review the "Splash Intro" and Shift Leader Introduction together.



**Click Here**

**Once you select the "New Shift Leader Introduction" icon, you are entering the "Shift Leader toolkit"**

- Navigate through the sections in the "Shift Leader Toolkit" together, which provides a high-level overview of what the Shift Leader can expect on their development journey.

*Estimated Time: (15 minutes)*



*Sections included in the toolkit: Foundations, Shift into Overdrive, Leadership Transitions, McDonald's Culture, Expectations, Show up as a Leader, Delegating, and Archways.*

**Now that you have completed the Shift Leader Introduction, it's time to get the new Shift Leader started on completing their foundations section!**



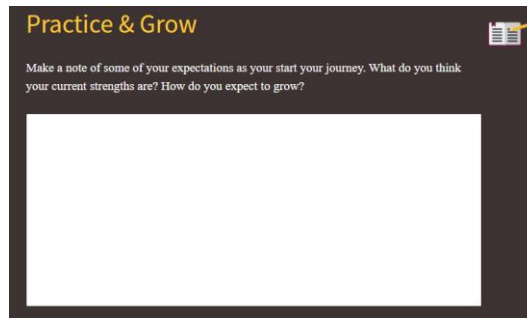
## **Step 2: Focus on Foundations** *Estimated Time: (4 weeks)*

Before letting the Shift Leader jump right in, we recommend you...

- Ensure the leader understands basic FRED navigation:
  - How to Login
  - Where to find the Shift Leader Roadmap
  - How to access the foundations modules
  - How to properly open/close e-learnings that link to CAMPUS throughout the modules
- Review the required e-learnings and time frame for completing. *(See list below)*

Required Pre Requisites	Estimated Time
Welcome to Shift Leadership	15 min
Stepping Up to Leadership	10 min
Delighting Guests on Your Shift	25 min
Leading Operations During Shift	10 min
Leading Operations Post-Shift	20 min
Leading Operations Pre-Shift	20 min
Engaging Crew on Your Shift	20 min
Using Emotional Intelligence	10 min
Maximizing Team Strengths	15 min
Coaching for Success	20 min
Delegating	20 min
Inclusive Shift Leadership	10 min
Safety and Security on Shifts	15 min
Food Safety for Shifts	15 min
Making Effective Decisions	15 min

- Set expectations for note taking throughout e-learnings using the Practice & Grow sections:



- Provide any further instructions/requirements that are specific to your organization.

*The Shift Leader should now be fully prepared to complete the foundations modules. Make sure to track their progress by using the “Shift Leadership Learner Progress” report from CAMPUS. In addition, we recommend having a touchpoint meeting with your leader at least once per week to discuss what they are learning, and provide the opportunity to ask questions.*

**Next Meeting Date/Time:**

**The following timeline is a recommendation for completing the Foundations modules from the “Shift Leadership Training Roadmap” in FRED. Please be aware that the time frame for completing these modules may vary based on the learner.**

## Week 1

- ▼ Welcome to the Shift Leader Learner Journal
- ☰ Welcome to the Shift Leader Learner Journal
- ☰ Your Role as Shift Leader
- ☰ Stepping up to Leadership
- ▼ Creating the Guest Experience
- ☰ Delighting Guests on Your Shift
- ☰ Using the Guiding Principles to Create the Guest Experience
- ☰ Regaining and Retaining Guests

Completion Date	Coach’s Signature
Completion Date	Coach’s Signature

## Week 2

- ▼ Leading Operations - Pre-Shift
- ☰ Leading Operations
- ☰ People Positioning
- ☰ Pre-Shift
- ▼ Leading Operations - Leading the Shift
- ☰ Leading During-Shift
- ☰ Danger Zones
- ☰ Observation Zones
- ☰ Post-Shift
- ☰ Putting it all Together

Completion Date	Coach’s Signature
Completion Date	Coach’s Signature

# Week 3

Leading Feel Good Shifts 


- Engaging Crew on Your Shift
- Getting to Know your Crew
- Build Trust and Respect
- Having a Leadership Mindset
- Concerns about Transitioning to Leadership

Completion Date	Coach's Signature

# Week 4

Skills for Shift Leaders 

- Emotional Intelligence
- Coaching for Success
- Maximizing Team Strengths
- Making Effective Decisions
- Delegating

Safe and Secure Shifts 

- Leading Secure Shifts

Completion Date	Coach's Signature
Completion Date	Coach's Signature

**After the learner has successfully completed the foundations modules, have a meeting with them and complete the following:**

- Check that all modules are marked complete in the tracker.
- Ask the learner to share their note sections from the Shift Leadership Training Roadmap.
- Discuss what they learned from completing the modules, and answer any questions.

### **Step 3: Shift into Overdrive(SIO)**

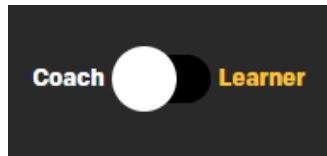
**Estimated Time: (7-8 hours in restaurant)**

**This material is designed to provide you the information that needs to be covered for Shift into Overdrive. How this information is covered at your restaurant may vary. The materials can flex to your circumstances.**

*It is now time for the Shift Leader to practice and apply what they have learned with Shift into Overdrive! The goal is to spend a full day shoulder-to-shoulder with your new shift leader, showing them how to run a successful shift.*

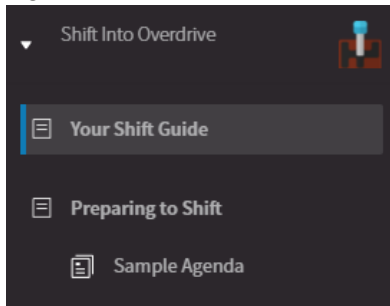
*Your role as the Coach is to guide the shift leader through Shift Management using all the tools, processes and procedures needed on every shift. The day will consist of shoulder-to-shoulder walk-throughs and coached practices of the Pre-Shift, During Shift, and Post-Shift processes along with completing all the steps in each phase.*

**\*You will need to use the toggle tool at the top of the roadmap to switch between “Coach” view and “Learner” view throughout the SIO section.\***



#### **Before the shift:**

- Both the coach and the shift leader should review the “Preparing to Shift” section, including the “Sample Agenda” on the Shift Leadership Training Roadmap in FRED.

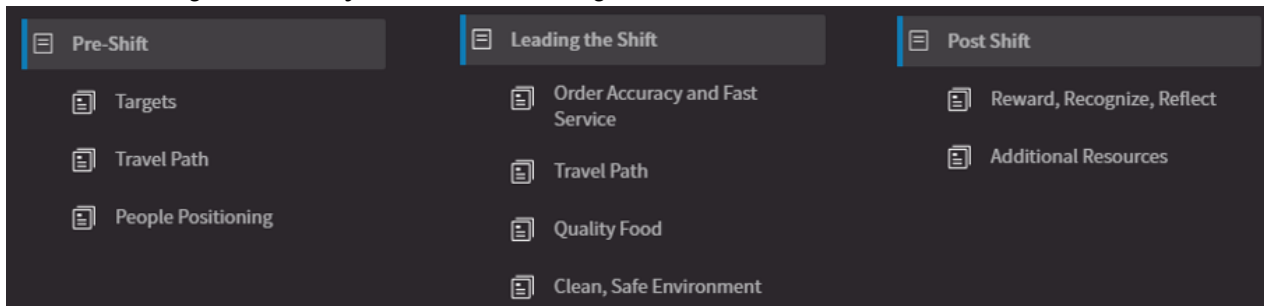


- Schedule the Shift into Overdrive session:

**Shift into Overdrive Date/Time:**

**Completion Date:**

**During the Shift:** Use the Shift Leadership Training Roadmap in FRED to navigate through the following SIO sections throughout the day: (Pre-Shift, Leading the Shift, & Post-Shift)



## Appendix

### Shift Leader Performance Verification Tool

Restaurant Name: \_\_\_\_\_ Store #: \_\_\_\_\_ Date: \_\_\_\_\_ Time/Daypart: \_\_\_\_\_  
 Shift Leader Name: \_\_\_\_\_ Completed by: \_\_\_\_\_

Operations Score: \_\_\_\_\_ Service Score: \_\_\_\_\_  
 Quality Score: \_\_\_\_\_ Cleanliness Score: \_\_\_\_\_ Verified: Y / N

#### Purpose

1. To determine if the shift leader can lead the shift successfully.
2. To assess the shift leader to establish what is working well and what would work even better by:
  - Setting performance expectations
  - Reinforcing standards of operations
  - Reinforcing effective people practices

#### Instructions

- Step 1.** The Coach and Participant
  - Review the document to understand the behaviors of a successful shift leader.
  - Set and record shift targets.
- Step 2.** The Coach
  - Observes pre-shift, managing the area, and post-shift tasks.
  - Complete points assessment for all four sections.
- Step 3.** The Coach
  - Determine the result by totaling the points for each section.
- Step 4.** The Coach & Participant
  - Use the "Shift Leader Key Success Factors" page of this tool to discuss what the participant did well, and what they may need more practice with.
  - Develop an action plan

Drive-Thru Targets				Dine In Targets				Additional Targets			
Cars	Actual	DT OEPE	Actual	Guests	Actual	Time	Actual		Actual		Actual

Operations Critical behaviors	Y	N	Comments
<b>Pre-Shift</b>			
Food Safety daily checklist complete			
Communicates with previous Shift Leader			
Pre-shift checklist complete and actions prioritized			
Any items from the pre-shift checklist that could not be fixed during the shift (broken equipment etc.) are communicated			
Restaurant is stocked for 24/2			
Crew positioned correctly per the DSPT- Second Side Open, Functions Split, Park , Pull Runner Assigned, Beverage Specialist if warranted			
Secondary responsibilities assigned and communicated			
Production Leader in place and effective			
Targets set and communicated			
Conducts Shift Huddle with the team			
<b>During Shift</b>			
Maintains Food Safety procedures and a safe and secure environment			
Leads from the observation zone (not in position)			
Hand washing is taking place a minimum every hour			
Coaches crew using positive and developmental feedback			
Travel paths completed every 15/30 mins and are effective			
Targets are updated and communicated throughout the shift			
Appropriately reacts to and removes danger zones - works through/communicates with area leaders			
Management and Crew Appearance - proper uniforms, name tags, clean/well groomed			
<b>Post Shift</b>			
Communicates results to the team			
Communicates with the incoming manager - sets them up for success			
Reviews schedule for the next shift - sets up DSPT			
Reflects on what went well and what can be improved			
Operations - Need 18 out of 22 to pass			Total

Quality Standards	Y	N	Comments
<b>Results vs targets: KVS targets</b>			
<b>Sandwich/Entrée</b> – Hot, fresh, neat appearance, good taste, properly prepared			
<b>Fries/Hash brown</b> - Hot, fresh, good flavor, salted properly, & golden color – oil meets standards			
<b>Beverages</b> - Properly filled, proper temperature, good flavor, properly made. Bev stickers used			
<b>Desserts</b> - Properly prepared, good flavor and texture, holding time acceptable			
Grill slips are positioned correctly <b>for accuracy</b>			
<b>Cabinet Charts</b> - in place, up to date, and followed. Holding times adhered to			
All products within <b>primary shelf life</b>			
<b>Secondary shelf lives</b> marked / monitored			
<b>Prep table times</b> marked/monitored			
<b>Tempered product</b> properly marked / monitored			
<b>Waste cans</b> in place and counted			
<b>Procedures observed and coached</b> in the production area			
<b>Quality - Need 10 out of 13 to pass</b>			<b>Total</b>

Service Standards	Y	N	Comments
<b>Results vs. targets: In Store GCs +/-</b>			
<b>Results vs. targets: Drive-Thru Car Count +/-</b>			
<b>DT service times</b> - Restaurant targets			
<b>In Store Service times</b> - Restaurant targets			
Employees interact with <b>customers in a polite, friendly and effective manner</b> . Crew look for opportunities to <b>create feel good moments</b>			
Orders <b>accurately and properly assembled</b> including condiments, napkins, straws etc.			
McDelivery orders are <b>properly assembled, packaged, double checked for accuracy, and handed off</b>			
<b>Guest Recovery Process</b> in place, understood and followed using LAST.			
<b>Use back to basics order taking, Ask-Ask-Tell and proper pull forward procedures</b>			
<b>Crew are attentive to the guest:</b> table touch backs, assisting guests, greetings and farewells			
<b>Cars - pull forward happening</b> – 10 second rule			
<b>Service - Need 9 out of 11 to pass</b>			<b>Total</b>

Cleanliness Standards	Y	N	Comments
<b>Guest Conveniences</b> - high chairs clean, music on			
<b>Self Service beverage bar</b> area clean and stocked			
<b>Dining Room</b> - floors, chairs, tables clean			
<b>Kiosks and table locators</b> clean			
<b>Playplace / Patio-seating</b> – trashcans, floor, play unit, clean & well maintained, etc.			
<b>Restrooms</b> - Clean, odor free, <b>supplies stocked</b> , hand dryer working			
<b>Windows/Doors</b> - All windows/mullions clean, Entrance doors and DT windows			
<b>Outside Trash Cans/Sidewalks</b> - Clean – not full			
<b>DT Menu Board and DT lane clean</b> - Promotions properly displayed, and DT window areas clean			
<b>Landscape/Parking Lot</b> - Parking lot free of litter, landscaping well maintained			
<b>Kitchen</b> - floors, walls, stainless, equipment clean, not cluttered			
<b>Front Counter/DT</b> - floors, walls, stainless equipment clean, not cluttered			
<b>Fry station and Shake machine</b> area cleaned			
<b>Office / Crew Room/ Stock Room</b> neat, clean and organized			
<b>Cleanliness - Need 12 out of 14 to pass</b>			<b>Total</b>

Discuss Shift Leader's Role and the Key Success Factors.  
 Highlight 1-2 success factors you observed the Shift Leader successfully demonstrated, and 1-2 that appear to be the most important opportunities.  
 Use them to coach the Shift Leader: What is a strength that they can leverage? What is an opportunity to improve?  
 Discuss why all the factors are critical to the success of their shift.

## Shift Leader Key Success Factors

Pre-Shift	During Shift			Post-Shift
	Service Standards	Grill Standards	Cleanliness Standards	
24 hours in Advance	Adjust Positioning as conditions change	Maintain & Complete Food Safety Procedures	Quality Products being served	Communicate Target Results / Recognition
Understand & use positioning guide (DSPT recommended)	Coaching team using positive & development feedback	Hospitality Standards/Smiles/Tone of Voice/Eye Contact	McDelivery Standards	Reflect on What Went Well
Knows and Sets Targets and Expectations	Travel Paths every 15/30 Minutes	Product Prep & Pull Thaw Complete	DT Pull Forward Procedures followed / Park Runner & GEL in place	Communicate Necessary Information to Management Team
Executes Pre-shift Checklist	Monitors & communicates progress towards targets	All Products within Code Dates	Role Models Hospitality and interacts with the guests	Transition Shift to Next Manager
Prioritizes Tasks and Assignments or training plan	Identify & Eliminate Danger Zones	HOTG Standards in Place	Dining Room/Beverage Station/Restrooms Clean and Stocked	Prepare Next Shift Positioning
Assist in Shift Management Transition	Customer Recovery steps are utilized as appropriate	UHC Cabinet Levels Correct	Exterior Clean	Continuous Improvement Mindset

### Very Good Understanding:

1)

2)

3)

### More Practice:

1)

2)

3)

**Congratulations!**  
**You have passed your Floor Verification.**

Shift Leader Signature \_\_\_\_\_  
 Restaurant Leader Signature \_\_\_\_\_  
 Coach Signature \_\_\_\_\_ Date: \_\_\_\_\_

**Floor Verification not passed.**  
**Return Date:**

Shift Leader Signature \_\_\_\_\_  
 Restaurant Leader Signature \_\_\_\_\_  
 Coach Signature \_\_\_\_\_ Date: \_\_\_\_\_



**People**

**Equipment**

**Product**

Resources

**Roll Call**

Evals

Attendance

Pictures

**To Sign in for todays Class Please**

**Go to:**

**gbsrestaurants.com > People >**

**Roll Call**

**The Code for This Class is:**

**i9hXRJI**



gbsrestaurants.com/Training/Resources.php

People Equipment Product

Resources Roll Call Evals Attendance Pictures

2022 SRIW Learning Links

- Building a Legacy for your Restaurants through RMHC.
- Columbus Feild Office People And Training
- Shift Leadership Foundations McdCampus Learning Links.**
- PeopleDM Meeting 09-14-2022
- Planning Meeting 09-28-2022
- CODE Training
- Get Class Code.

Shift Leadership Foundations McdCampus Learning Links

- Shift Leader Introduction (15Min)**
- Welcome to Shift Leadership (5 min)
- Stepping Up to Shift Leadership (10 min)
- Creating Feel- Good Moments (20 min)
- Leading Operations Pre-Shift (20 min)
- Leading Operations During Shift (10 min)
- Leading Operations Post-

https://gbsrestaurants.com/Training/Resources/GMMMeetings/09282022/The Journey to Shift Leadership.pdf

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Shift Leadership Introduction

**Congratulations!!**  
Welcome to Shift Leadership

Hi!  
You either just took the next step in your career by becoming a **Shift Leader**, or someone believes you have what it takes to get there soon! You'll have a lot of help on the way.

Take the next 15 minutes to see what it means to be a Shift Leader, get tips on how to be a rockstar leader and, check out other information you'll need to know. First we'll walk through the Shift Leader Learning Journey on the next page.

15min

Owner/operators are independent employers and make their own policies and practices regarding employment-related matters, including policies and practices relating to providing orientation and training to their employees. Owner/operators may choose whether and how to use part, all, or none of these optional materials and resources to the extent that they will be helpful to them in operating their own McDonald's restaurants.

- Splash Intro
- Congratulations!!
- Foundations
- Leading Great Shifts Pre-Shift
  - During-Shift
  - Post-Shift
- Leadership Transitions
- McDonald's Culture
  - McDonald's Culture!
  - Serve
  - Inclusion
  - Integrity
  - Community
  - Family
- Expectations
  - Your New Expectations.
  - What Will You Do?
  - What Other Responsibilities Might You Have?
  - What Does a Great Shift Look Like?
- Show up as a Leader
- Show Up as a Leader

[gbsrestaurants.com/Training/Resources.php](#)


People
Equipment
Product

Resources
Roll Call
Evals
Attendance
Pictures

**2022 SRIW Learning Links**

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Columbus Feild Office People And Training

Shift Leadership Foundations McdCampus Learning Links.

PeopleDM Meeting 09-14-2022

**Planning Meeting 09-28-2022**

CODE Training

Get Class Code.

**Planning Meeting 09-28-2022**

**Resource Links**


**The Journey to Shift Leadership**

Columbus Feild Office People And Training

https://gbsrestaurants.com/Training/Resources/GMMMeetings/09282022/The Journey to Shift Leadership.pdf

[gbsrestaurants.com/Training/Resources/GMMMeetings/09282022/The%20Journey%20to%20...](#)

The Journey to Shift Leadership 1 / 12 100%



**THE JOURNEY TO SHIFT LEADERSHIP**

**SHIFT LEADER:** \_\_\_\_\_

**COACH:** \_\_\_\_\_

Owner/operators may choose to use information from these materials that will be helpful to them in operating their own McDonald's restaurant(s). The following document was designed to be used in conjunction with the "Shift Leadership Training Roadmap" in FRED. If you work for an owner/operator organization please check with your owner/operator, or the person designated by your owner/operator to determine whether and which of these materials apply to your organization. The following are recommendations only, and may be modified based on your organization and needs of your learner.

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gbsrestaurants.com/Repairs/File.php

People **Equipment** Product

Check ticket **File ticket** Up Load Picture

Ticket Title: Item Brooken, & Issue.

Store Location/Name: Select Your Store

Date Filed(Auto Filled): 09/23/22

Person Filing Ticket: First Last

Phone: 8121234321 Max 10 digits(no 1) Best number to reach you

Your E-mail: E-mail for notificatin of updates.

Equipment Info: Name & Modle

Trouble shooting Done: ex.. Braker, Power off/on, unpluge/pli

Full Description of Issue: Item Broken? All Symptoms? What where the circumstances when it broke? When did it Brake? (How long has it been?)

All Fields are Required.

Submit Ticket

gbsrestaurants.com/Repairs/Check.php

People **Equipment** Product

Check ticket **File ticket** Up Load Picture

Date: Store: Ticket#  Closed  Open Filter

**All Open Tickets, listed last Filed to first.**

Ticket #: [103](#)  
 Title: [Filet steamer button](#)  
 Store: [West Baden](#)  
 Date Filed: [09/19/22](#)  
 Name: [Kaitlin patton](#)  
 Phone: [8128656222](#)  
 Email: [Kaitlinhammond0814@gmail.com](mailto:Kaitlinhammond0814@gmail.com)  
 Equipment: [Filet steamer](#)  
 Tried: [None](#)  
 Full description: [Button is broke](#)  
 Date Scheduled: [TBD](#)  
 Date Completed: [TBD](#)  
 Last Up-Dated/Closed BY: [TBD](#)  
 Note: [TBD](#)  
 Pic: [TBD](#)

Ticket #: [102](#)  
 Title: [Air](#)  
 Store: [Salem](#)  
 Date Filed: [09/18/22](#)  
 Name: [Cindy Porter](#)  
 Phone: [8122768187](#)  
 Email: [cheyenne281@hotmail.com](mailto:cheyenne281@hotmail.com)  
 Equipment: [Kitchen air](#)  
 Tried: [None](#)  
 Full description: [Air not working on kitchen](#)

[People](#)
[Equipment](#)
[Product](#)

[Check ticket](#)
[File ticket](#)
[Up Load Picture](#)

Ticket #: 103  
[Title: Filet steamer button](#)  
 Store: West Baden  
 Date Filed: 09/19/22  
 Name: [Kaitlin patton](#)  
 Phone: 8128656222  
 Email: [Kaitlinhammond0814@gmail.com](mailto:Kaitlinhammond0814@gmail.com)  
 Equipment: Filet steamer  
 Tried: None  
 Full description: [Button is broke](#)  
 Date Scheduled: TBD  
 Date Completed: TBD  
 Last Up-Dated/Closed BY: TBD  
 Note: [TBD](#)  
 Pic: [TBD](#)

Full Name:	<input type="text" value="First Last"/>
Your E-mail:	<input type="text" value="E-mail of person making update."/>
Scheduled Completion:	<input type="text" value="mm/dd/yyyy"/> <input type="checkbox"/>
Date Completed:	<input type="text" value="mm/dd/yyyy"/> <input type="checkbox"/>
Notes on project:	<input type="text"/>

[Update Ticket](#)  
[Close Ticket](#)

[People](#)
[Equipment](#)
[Product](#)

[Check ticket](#)
[File ticket](#)
[Up Load Picture](#)

Date:  Store:  Ticket#  Closed  Open [Filter](#)

**All Closed Tickets,  
 listed last Filed to first.**

Ticket #: 105  
[Title: Test Updated Email Function](#)  
 Store: Salem  
 Date Filed: 09/23/22  
 Name: [John Campbell](#)  
 Phone: 8128964115  
 Email: [gideon611@hotmail.com](mailto:gideon611@hotmail.com)  
 Equipment: Email Function  
 Tried: first test  
 Full description: [Created a Consolidated script so that there is a single Email list for all pages that send Emails. Allows for one change instead of having to update/change Emails on each page.](#)  
 Date Scheduled: TBD  
 Date Completed: 2022-09-23  
 Note From James: [TBD](#)  
 Pic: [TBD](#)

Ticket #: 104  
[Title: ticket up date test](#)  
 Store: Salem  
 Date Filed: 09/21/22  
 Name: J C  
 Phone: 1231231234  
 Email: [gideon66@hotmail.com](mailto:gideon66@hotmail.com)  
 Equipment: [UpDate.php](#)