

Opening Activity

Paula Ziegler



M&M ICE BREAKER

2025 Planning

- Give each participant a fun size bag of M&Ms
- Have them select 2 or 3 colors from the bag
- During introductions have them introduce themselves by using the color of the M&Ms as follows:



Green

Which cartoon character best describes you?



Red

Describe your personality in one word.



Yellow

What do you like the most about your job?



Blue

What is one thing your parents taught you?



Brown

What is one thing you want to learn today?



Orange

What is your favorite food?



Planning 2025 Agenda

Icebreaker Activity Paula Ziegler

Opening Comments Michael Stieglitz

Ops Plan "Alive in '25!" Sonny Morgan, with Shelly and Todd

Profit: 2024 Performance & 2025 Plan Gerry & Paula

Lunch & Nuts and Bolts with Greg

Equipment and Tech Update Ed & Joey

PACE Performance Plan "No 3rd Box" Greg & Jean

New Year Activity Paula Ziegler

People Plan "Thrive in '25" Joann, John, Mikey & Jennifer

Yearly Awards, Next Steps & Closing Michael Stieglitz

Stieglitz Organization Planning Meeting

**“WALK OUT
WORKING”**

January 14, 2025



Opening Comments

Michael Stieglitz



“Walk out Working” 2025



Leaving here with a list of Action Items to complete in each Pillar Area and Clear Assignments



Operations “Alive in ‘25”

**Sonny Morgan
Welcome & Introduction**



Operations Performance

PACE Metrics of KVS, OEPE & R2P

Sonny Morgan,
Todd Stinson & Shelly Pinnick





OEPE

R2P

KVS



Why are these so important to the business?

How do each affect the other?

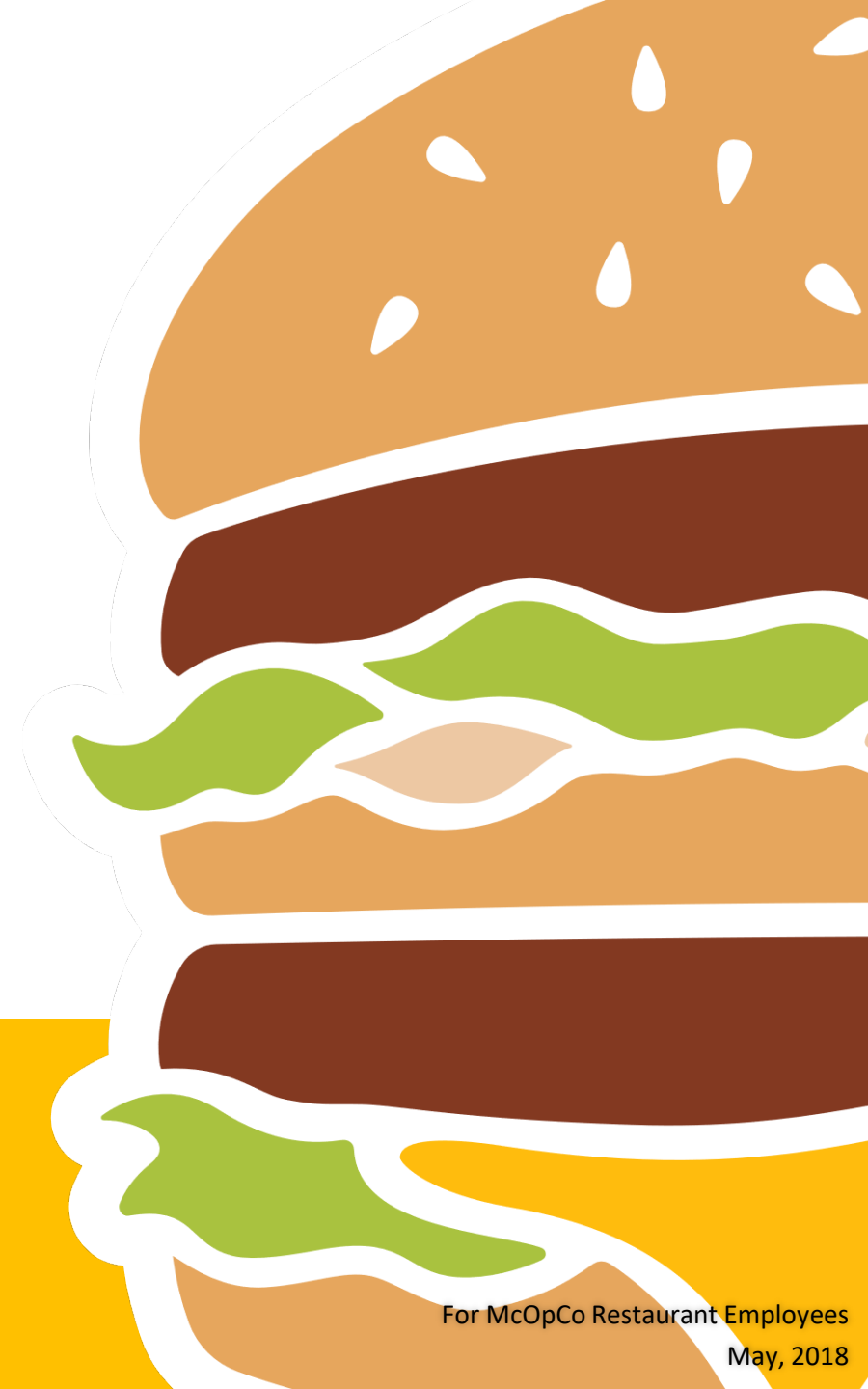
Which one has the biggest impact?





Fix Food First!

**Kitchen Efficiency
Affects 75% Of All Orders
Placed In The Restaurant**



Service



OEPE W/O Park

196.2



-35.5

R2P

168.1



-34.3

Healthy Use

47.83%



-23.60%

KVS Time / GC

77.4



-27.7



Service



OEPE W/O Park	196.2	-35.5
R2P	168.1	-34.3
Healthy Use	47.83%	-23.60%
KVS Time / GC	77.4	-27.7

Parked Percentages:

Breakfast – 13%





Lunch – 26%

Dinner – 28%



Service



OEPE W/O Park	157.4	 -46.9
R2P	103.2	 -49.8
Healthy Use	66.67%	 -6.67%
KVS Time / GC	58.7	 -29.0



Service



OEPE W/O Park	157.4	-46.9
R2P	103.2	-49.8
Healthy Use	66.67%	-6.67%
KVS Time / GC	58.7	-29.0



Parked Percentages:

Breakfast – 8%

Lunch – 12%

Dinner – 11%



Congratulations!

The image features the word "Congratulations!" in a large, white, 3D sans-serif font. The text is centered and has a slight drop shadow. It is surrounded by a dense, scattered shower of small, rectangular confetti pieces in various colors including red, blue, yellow, and pink. The background is plain white, and the entire composition is framed by a thick yellow border.

2024 OEPE Market Leaders



2024 OEPE Market Leaders

#4 – Salem 158

#4 – Tangerang 158



2024 OEPE Market Leaders

#4 – Salem 158

#4 – Tanger 158

#3 – North Vernon 156



2024 OEPE Market Leaders

#4 – Salem 158

#4 – Tanger 158

#3 – North Vernon 156

#2 – Georgetown 155





**GM AWARD
"LOWEST OEPE"
IN 2024 GOES TO**

**Ian Mills
Seymour Tipton
141 sec YTD**

2024 KVS Market Leaders



2024 KVS Market Leaders

#4 – North Vernon 81

#4 – Salem 81



2024 KVS Market Leaders

#4 – North Vernon 81

#4 – Salem 81

#3 – Georgetown 79



2024 KVS Market Leaders

#4 – North Vernon 81

#4 – Salem 81

#3 – Georgetown 79

#2 – Tanger 68





**GM AWARD
“LOWEST KVS”
IN 2024 GOES TO**

Ian Mills

Seymour Tipton

63 sec YTD

2024 R2P Market Leaders



2024 R2P Market Leaders

#5 – Bedford 142



2024 R2P Market Leaders

#5 – Bedford 142

#4 – North Vernon 111



2024 R2P Market Leaders

#5 – Bedford 142

#4 – North Vernon 111

#3 – Tipton 110



2024 R2P Market Leaders

#5 – Bedford 142

#4 – North Vernon 111

#3 – Tipton 110

#2 – Tanger 99





GM AWARD
“LOWEST R2P”
IN 2024 GOES TO
Emily Morgan
Salem
75 sec YTD

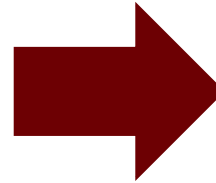
Operations “Alive in ‘25”

Sonny Morgan



Alive in 2025!

Sometimes 2024 might have looked like this...



Working in 2025 with Supervisors and GMs working together to Improve Ops
WIN-WIN!



Focus on Winning the PEAKS 2025

Track Breakfast, Lunch & Dinner Peaks

Our trends follow the Peak Performance



RESTAURANT PEAK OEPE in 2024



BREAKFAST PEAK 7-9am
ORGANIZATION AVERAGE 130.5






LUNCH PEAKS 11-2pm
ORGANIZATION AVERAGE 158



DINNER PEAKS 5PM-9PM
ORGANIZATION AVERAGE 185

Key Performance Indicator Goals for 2025

	KPI YTD	Nat AVG	2024 Target	Sept 24	2025 Targets
 <p>People</p>	90-Day Crew Turnover	45%	47%	48%	45%
	TTM Shift Mgr. Turnover	42%	51.5	42%	42%
	Shift Manager Training %	78%	75	72%	78%
	Overall Digital Training %	16%	x	11.1%	75%
 <p>Running Great Restaurants</p>	Total OSAT	73.9%	75	65.4%	75%
	Trailing 90 Day EAP (Store)	8.1%	8%	9.8%	7%
	OEPE	141	141	152	130
	KVS	70.4	65	76	60
 <p>Digital & Delivery</p>	% Executed as Designed	68%	70%	57.6%	70%
	Digital App GC/R/D	284	300	349	TBD
	GMA GC (% of GC's)	23.9%	35%	28.1	TBD
	MOP GC Penetration	49.1%	56	55.6%	70%
	Delivery GC Penetration <i>(includes GMA Delivery)</i>	4.4%	6%	3.6%	6%

Winning Peaks 2025

*HOURLY- SET TARGETS, COMMUNICATE

*DAILY- SHARE WINS WITH TEAM

*WEEKLY- GM REVIEW & RECOGNIZE PROGRESS

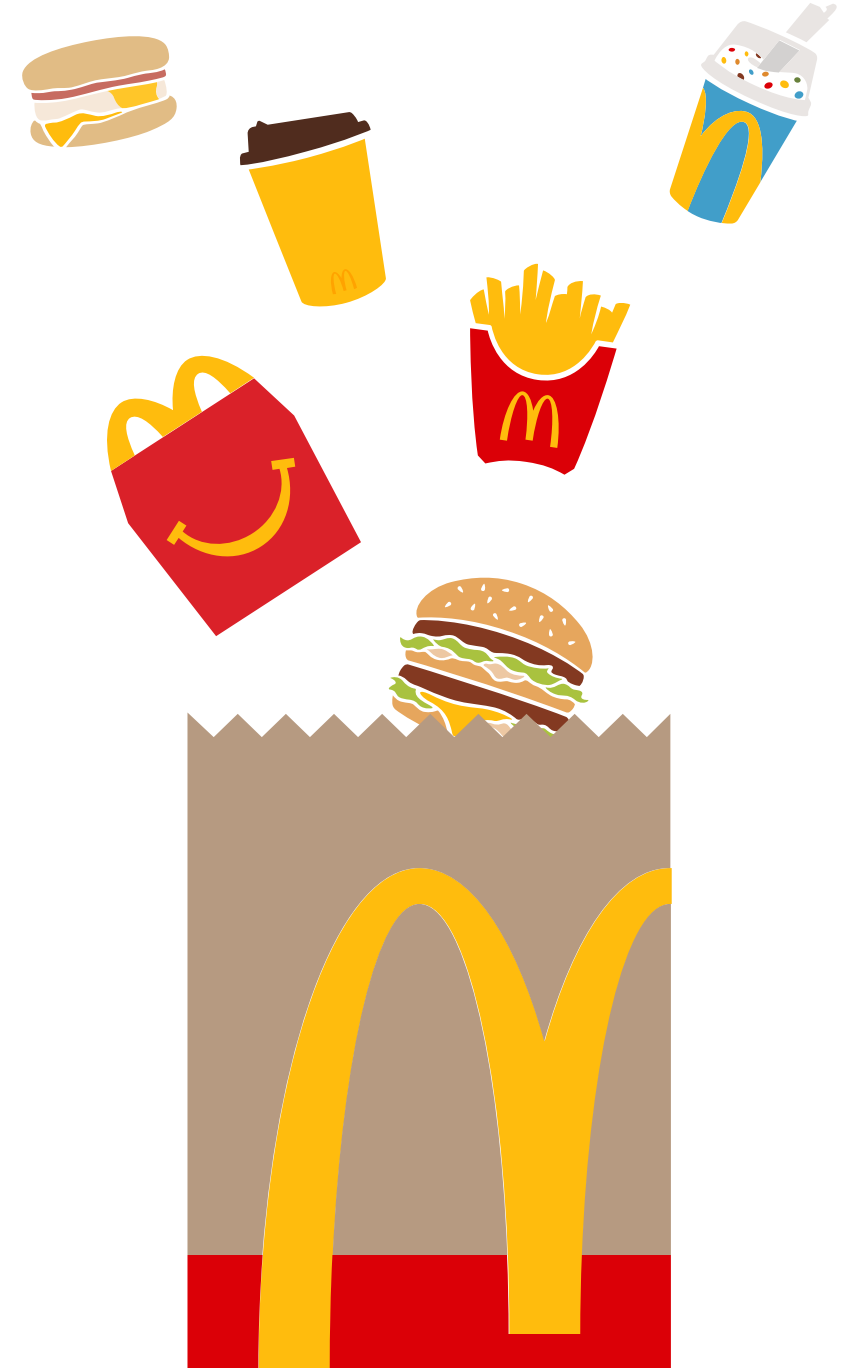
*MONTHLY- EARN REWARDS WITH YOUR TEAM

KVS

R2P







OEPE

**Work it Out! Get better
EACH PEAK!**



Winning Peaks 2025

“Walk Out Working” To Do List

-  Communicate expectations
-  Set Goals & Use “Winning Peaks Tracking Sheet” Daily, Consistently
-  Coach During Peaks: All hands on deck, ready to deliver QSC, Trained Team, EAD
-  Recognize Progress or redirect
-  Follow-up with Peak Shift Eval on Shift Mgrs
-  Sups & GMs Work to Execute Plan



Winning Peaks 2025

- *HOURLY- SET TARGETS, COMMUNICATE RESULTS
- *DAILY- SHARE WINS WITH TEAM
- *WEEKLY- GM REVIEW & RECOGNIZE PROGRESS
- *MONTHLY- EARN REWARDS WITH YOUR TEAM

KVS

R2P

OEPE

6-7 AM			
7-8 AM			
8-9 AM			
11-12 AM			
12-1 PM			
1-2 PM			
5-6 PM			
6-7 PM			
7-8 PM			

Shift Manager: _____

Date: _____

We are open late, continue to GROW your business in 2025

STORE	3 RD SHIFT SALES	LATE NIGHT GUEST COUNTS
SEYMOUR WEST	\$47,571.89	3951
MARTINSVILLE	\$36,280.40	3004
NORTH VERNON	\$31,187.52	2721
BEDFORD	\$27,957.89	2128
MITCHELL	\$27,606.90	2158
SEYMOUR EAST	\$23,815.10	2032
SALEM	\$22,086.25	1755
CHARLESTOWN	\$3983	421
TOTAL	\$220368.95	18,170



**MOST IMPROVED
OPERATIONS**

**GM Awards
For
2024**





GM AWARD
“MOST IMPROVED OEPE”
IN 2024 GOES TO
-69 sec YTD
SHANNE
MONTGOMERY
MARTINSVILLE



GM AWARD
“MOST IMPROVED R2P”
IN 2024 GOES TO

-108 sec YTD

Bridget Davis

Bedford



GM AWARD
“MOST IMPROVED KVS”
IN 2024 GOES TO
-32.8 sec YTD
SHANON ARTHUR
NASHVILLE

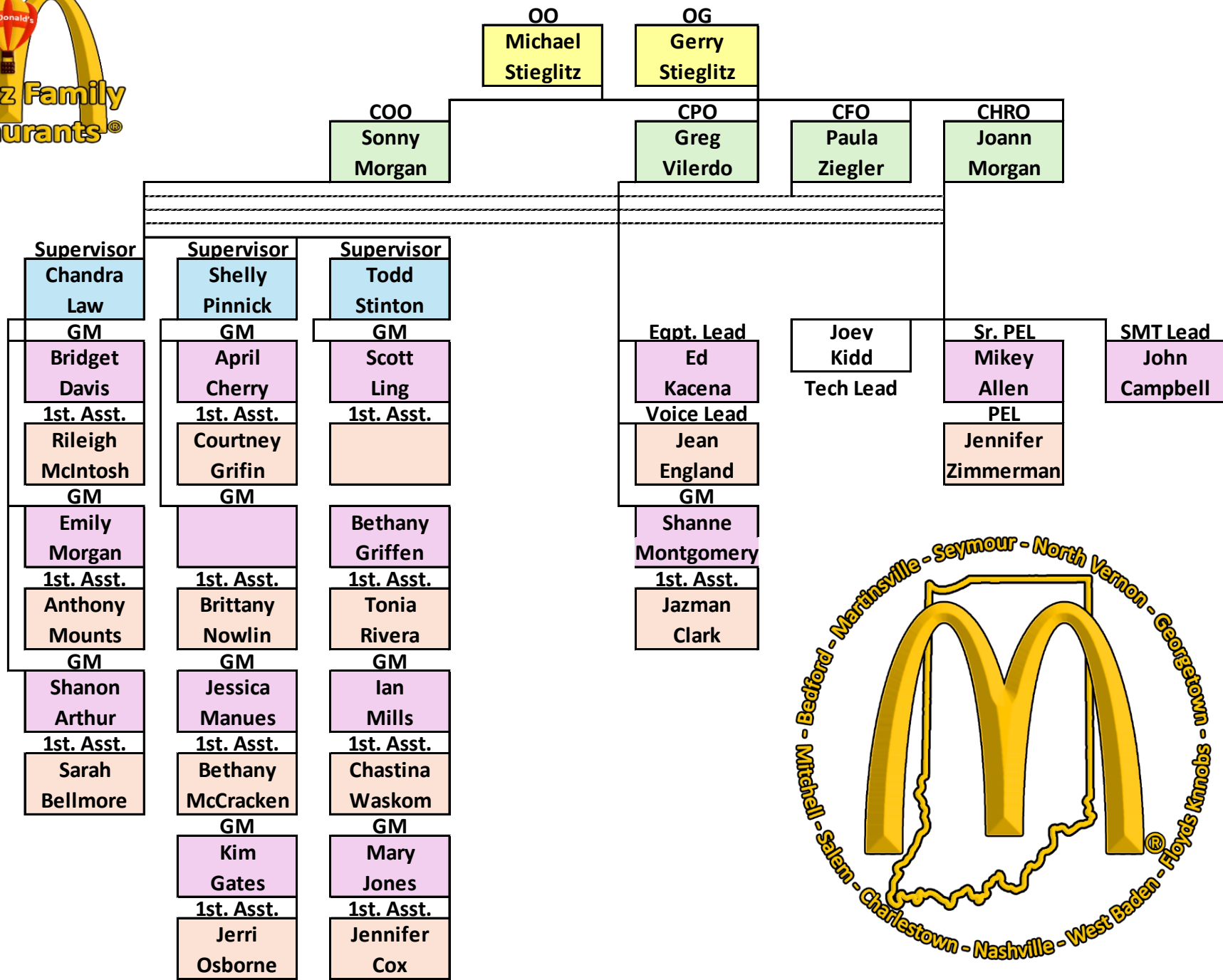


**GM AWARD
“MOST IMPROVED
HEALTHY USAGE”
IN 2024 GOES TO**

**Mary Jones
Seymour East Tanger
+16.66 in Healthy Use YTD**

GROWING AND FINDING THE RIGHT FIT





Supervisor Routines



Evaluate Store Performance each month, Make Plan & Work it



Post Organization Target Sheet and keep one copy in your GM & Sup Binders updated Monthly & Bring to monthly meeting



Use Organization Target Sheet and **Schedule Monthly Manager Meeting** with your team in your store to discuss business performance. Post a sheet in your office and use it.



Make “SMART” Action Plan with your team



Use **On the Floor Coaching**, QSR, Shift Manager Evaluation, Shift Manager Summary and PACE diagnostic tools to educate, evaluate & improve performance

Fast Friday February

February - “Keep it friendly, fast and accurate ”

This month it’s time to;

Review [Back to Basics Order Taking](#)

Refresh crew on Gold Standard Fryer procedures

Smash your January First Friday results

Check out First Friday on @McD for execution ideas



Share “Rock Star Photos” on Group Me to GBS & Co-Op Groups
(Look Good: Correct uniform, Smile!
SHINE GBS BRIGHT!)



Have FUN with this incentive!



First Friday Page

1/3 2/7 3/7 4/4 5/2 6/6

First Friday

7/11 8/8 9/5 10/3 11/7 12/5

DOUBLING DOWN ON THE 3Ds

The image shows a '3Ds Health Check' form. The sections include:

- Foundations:** Questions about COVID-19 screening, PPE, and safety protocols.
- Drive Thru:** Tasks related to drive-thru service, including signage and staff training.
- Cash:** Questions about cash handling, including change and receipt procedures.
- Digital:** Tasks related to digital health services, such as patient registration and digital check-in.
- Front Counter:** Tasks related to front counter service, including patient greeting and order taking.
- Delivery:** Questions about delivery services, including order accuracy and packaging.



Download and use 3D's Health Check on LAST Friday to be ready for FIRST Friday



Conduct Shift Evals and CFV's During PEAK's EACH WEEK & PLAN SOME on Friday's



Put completed CFV's & Eval in "Walk out Working" Binder—Bring to meeting each month

FIRST FRIDAY

2025 BIG BETS DOMINATION

9th EDITION

1/3 2/7 3/7

DOUBLE DOWN IN 2025!

BREAK YOUR RECORD
DIGITAL APP GC/R/D

CHICKEN URW

I DARE YOU!

Visit the First Friday site!
Check out the First Friday site for the latest tools and resources, including the First Friday Playbook, First Friday Widget on QSRSoft, and First Friday Certificates!

HOW ARE YOU PERFORMING?

YEARLY TARGET	KPIs	LAST MONTH TARGET	LAST MONTH ACTUAL	THIS MONTH TARGET
	Overall GC/R/D			
	OSAT			
	DT DEPE			
	Total Digital % of Sales			
	Digital App GC/R/D			
	McDelivery Inaccuracy %			
100%	Verified Digital Ambassadors (Mgr.)			
60%	Verified Digital Ambassadors (Crew)			

FIRST FRIDAY ROCKSTAR AWARD GOES TO
drum roll please.....

Rock Star Crew Member Recognized each week!



Get Big Bets 2025 Board posted with Targets for 2025



Check Manager & Crew Schedule and coach team PRIOR to First Friday



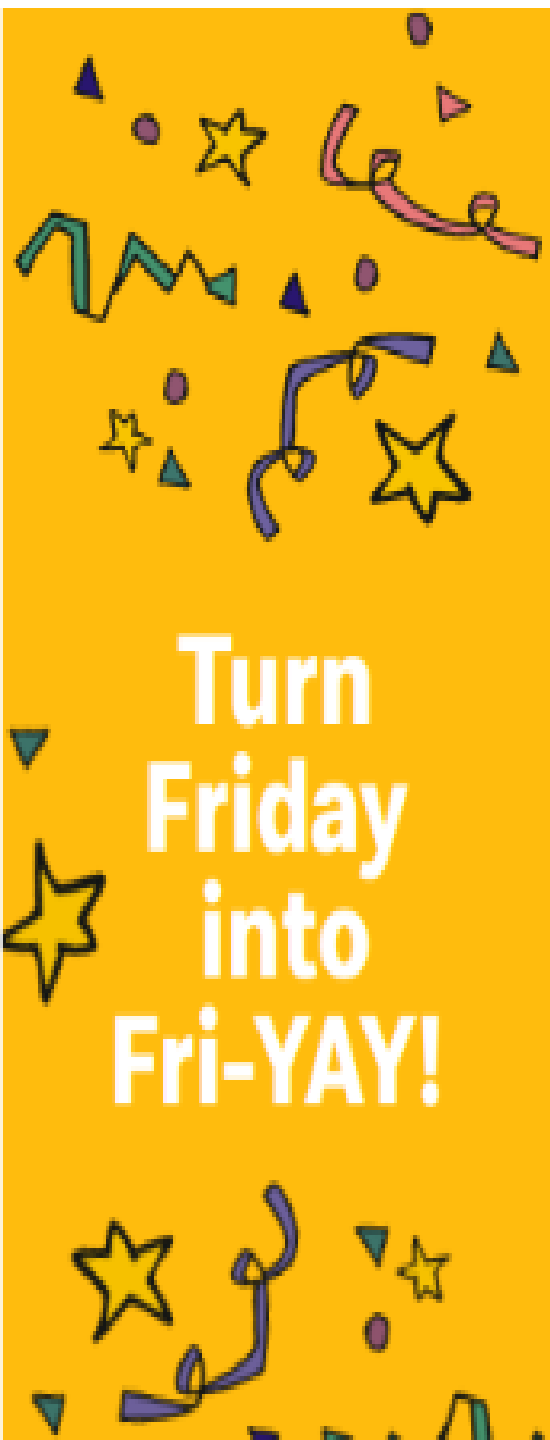
Recognize & Reward Crew each First Friday using Board and “Rock Star Certificate”



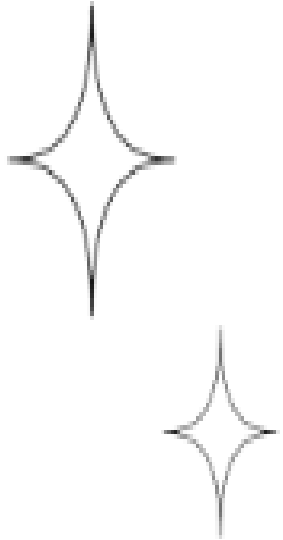
Update Board Using First Friday Scorecard on QSR

Drive Quality, Increase Transactions, Build team skill level and Recognize your top performers





Turn
Friday
into
Fri-YAY!

- 
1. **Reflect** on the previous month's results
 2. **Refine** targets for the coming month
 3. **Celebrate** performance wins and completion of activities from the Big Bets Roadmap
 4. **Activate** digital via an "event" (Digital Block Party etc.)
 5. **Compete** to SMASH old restaurant records!

Moving toward Model Store

2024 is no more!

Let's replace it with Alive in '25



MODEL RESTAURANTS IN STIEGLITZ ORG 2025



What does a Model
Restaurant look and
feel like?

Benefits of
establishing a
Model
Restaurant?

Leveraging Model
restaurants

How to accelerate
as a model
restaurant?

Measurements/
used to identify
Model

Digital
Measurements/
Factors used to
identify Model
restaurants?

Measurements/
Factors used to
identify Model
restaurants?

MODEL RESTAURANT VERIFICATION

POWERING PEOPLE	Yes	No	Comment
Learning and Development Center on-site and Training plan for new hires			
Recruitment and sourcing on-site			
Employee Opportunity Boards & QSR soft updated			
Crew and manager's uniform are clean, neat, and complete			
The crew room is in good repair and clean, and all communication and targets are posted in an orderly fashion and up-to-date			
All signage is current, and Owner-Operator signage is present (e.g., Wage signage, federal and state policies, workplace signage, etc.).			
People Brand Standard systems in place			
SLX training plan in place and SLX Verifications being completed monthly			
The staffing, Scheduling, and Positioning tool is updated with the most recent version			
Verify that the SSP Health Check is completed and that the Principles of Scheduling			
DRIVING DEMAND	Yes	No	Comment
Role model people practices and improve People KPIs such as Shift Manager turnover			
Training on upcoming New News (NABIT) -Gold Standard Execution on Day 1			
Utilize the Extended Hours Profit Tool to capture demand			
Parking stalls identified with wayfinding signage and striping			
RFM Hours reflected properly for OMNI channel business (McDelivery/MOP)			
OJO utilize the MyStore tool to maximize reinvestment projects			
GROWING CAPACITY			
Showcase outstanding Speed of Service and Best Practices Tracking Sheet utilized and posted in the restaurant			
Digital Ambassador in place during every peak			
Showcase Digital channels (McDelivery, Mobile Order & Pay)			
Hold Digital Acquisition Events			
Production Leader in Place during Peaks			
ROA Simulator completion 75% or higher			
Submit completed Verification to US-ColumbusDeploymentTeam@us.mcd.com			
ONGOING ACTION ITEMS-MONTHLY/QTR			
3D Health Check -Monthly			
eProduction Health Check-Monthly			
Spectrum of Success for Digital -Quarterly			
Digital Ambassador Verification -ongoing as needed			
Production Leader Verification -ongoing as needed			
Shift Leader Verification -ongoing as needed			



Model Restaurant Verification



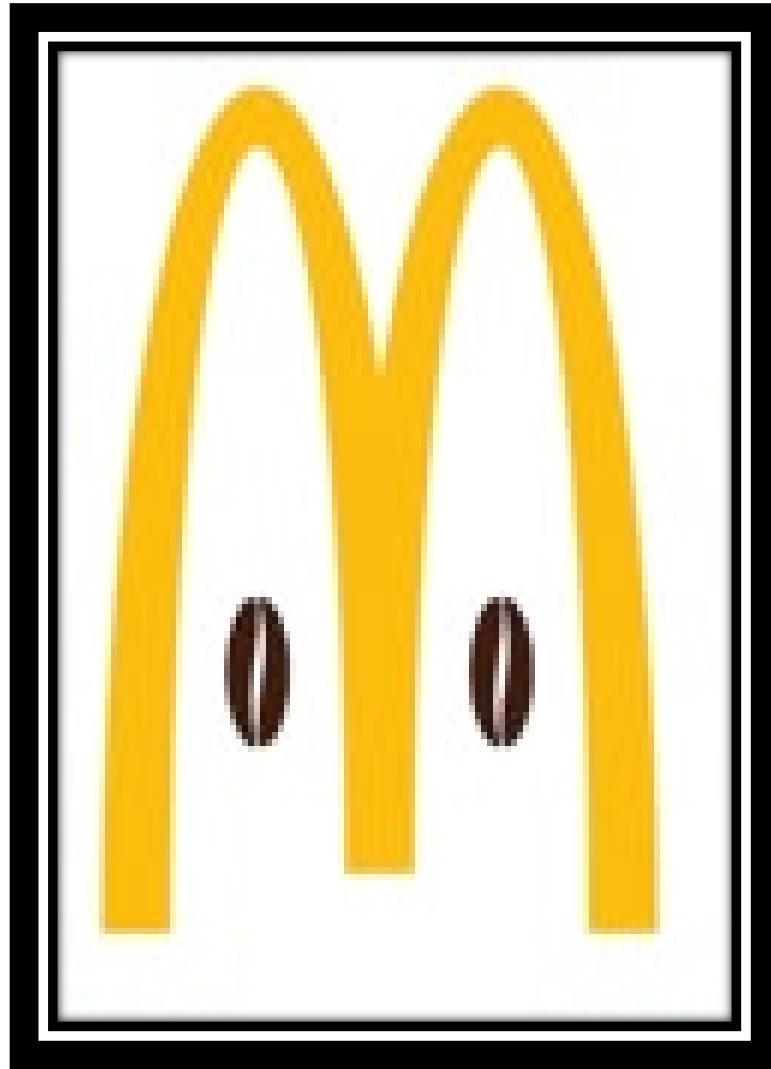
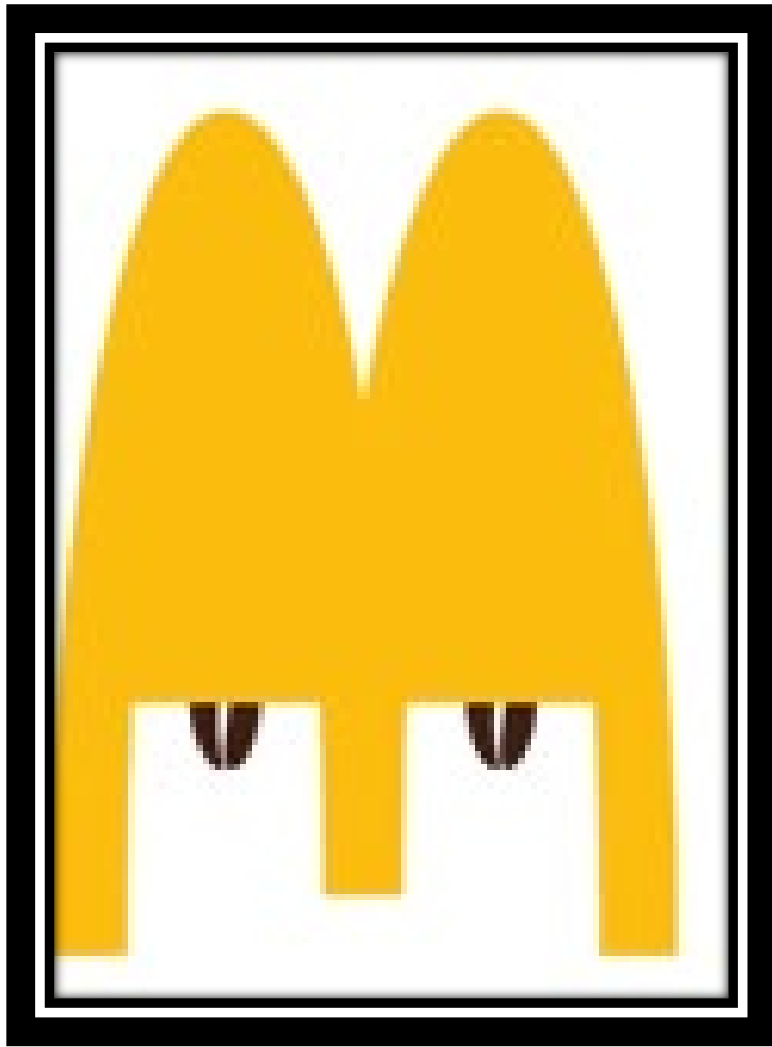
- Bring Model Store Verification to Monthly Meetings to discuss progress
- Will be checking progress In-Store during Q1
- Final Inspection Visit by Sonny 4/1-4/15



Spring Up Checklist

- Bring Spring Up Checklist to Meetings to discuss progress
 - Will be checking progress In-Store during Q1
 - Final Inspection Visit by Sonny 4/1-4/15

2024 Spring Up Checklist			
People	Yes	No	Comment
Learning and Development Center on-site and Training plan for new hires			
Recruitment and scoring on-site			
Employee Opportunity boards & CSR soft updated			
Crew and manager's uniforms are clean, neat, and complete			
The crew room is in good repair, and clean, and all communication and targets are posted in an orderly fashion and up to date			
All signage is current and Owner Operator signage is present (Wages signage, federal and state, policies, workplace signage, etc.)			
People Brand Standard systems in place			
The staffing, Scheduling, and Postbooking tool is updated with the most recent version . Verify SSP Health Check is completed and Principles of Scheduling			
Drive-Thru	Yes	No	Comment
Drive Thru canopy , clean and good repair, properly mounted			
Guard Post in good repair, painted or covered, and straight			
All ext. and int windows, Mullins clean free and good repair			
ODM's in good repair, and correct marketing elements posted			
The lot is clean and in good repair including paving			
Signage and lighting: Road sign, directional, roof beams, lots of lights, working and in good repair Landscaping and surrounding areas are clean and maintained (add other lines)			
Control areas doors and waste receptacles are clean (no litter showing, etc.)			
Touchless hand sanitizer dispensers are in the cashier and presenter booth			
The PED coin changer, PED Coin Reader , in the OT is working and in good repair			
Are the present booth , and back wash booth , set up according to the Be Well Served			
Are the OT cameras pointed in the right direction and showing the merge point			
The correct number of printers are present, functioning properly, stocked with paper, and clean			
Are headsets and batteries charged, in good working condition, with a minimum of 5 headsets and 7 batteries			
All POS monitors working in good repair, and complex orders labeled on the monitor			
Does the crew have a comfortable working environment (HVAC working, hats/gloves in cold weather)			
Runners/Digital Ambassadors safety vests are clean and in good repair			
Digital/McDelivery			
Appropriate signage (real estate signs, mini billboards, window signage) directional signage for McDelivery Couriers			
Table McDelivery are in position and in good repair			
McMcOrder Board signage is in good repair and clean and meets the restaurant's needs			
Stands in good working condition with storm pads on 10% of the units (If 4 stand/bands then 1 is needed)			
Billboards for MOP and McDelivery, Google Maps are accurate			
McDelivery tablets are working and set up because of the restaurant team. Diy/Other Kats/Arbbitus			
MOP/McDelivery station is set up properly according to Be Well Served present with a Monitor			
Product Outage/Equipment Outage directions posted on the front counter			
Front Counter/ Dining Room			
Coffee brewers, cream dispensers , sugar dispensers in clean and good repair			
Coffee thermal pots in use with a coffee dining system			
CRB machine is working and in good repair, labeled according to Be Well served			
Weekly and monthly calibrations on coffee equipment performed and ensure accurate labeling CG, AMG, Tea brewers(basket), and arm, labeled and in good repair (including signs for lids)			
Ice Cream/Shake Machine, Blender Ice Machine and PCR clean and good repair including labeling according to Be Well Served			
All POS stations, and monitors are in good working condition and placed according to Be Well served PM calendar is utilized to ensure all equipment is clean and in good working condition			



Which box do you want to lead from in 2025?

REACHING GOALS AND WINNING BATTLES TAKES...

- DISCIPLINE



- DEDICATION



- DELIVERING RESULTS TOGETHER



**ANY QUESTIONS ON THE
OPERATIONS PLAN
FOR 2025?**





**Profit Review 2024
& 2025
Expectations**

Gerry Stieglitz



P& L 2025 Required Actions

Reinvestment \$ Actions Required by GM & Sups

-  P&L Actions Required by GM, Sup (with Paula & Gerry overseeing the process)
-  Sups Schedule P & L GM Meeting by patch with Gerry and Paula to develop Line Items to meet PAC %
-  GMs must complete 2025 Monthly Profit Projections and review past month 1:1 with Supervisor by the 5th each month
-  **Stores must STAND on their OWN, and earn their reinvestment \$,to Keep in 2025! Controls are a Sup & GM job requirement**



Improving Reinvestment \$ in 2025

Paula Ziegler & Chandra Law



Improving Reinvestment \$ in 2025








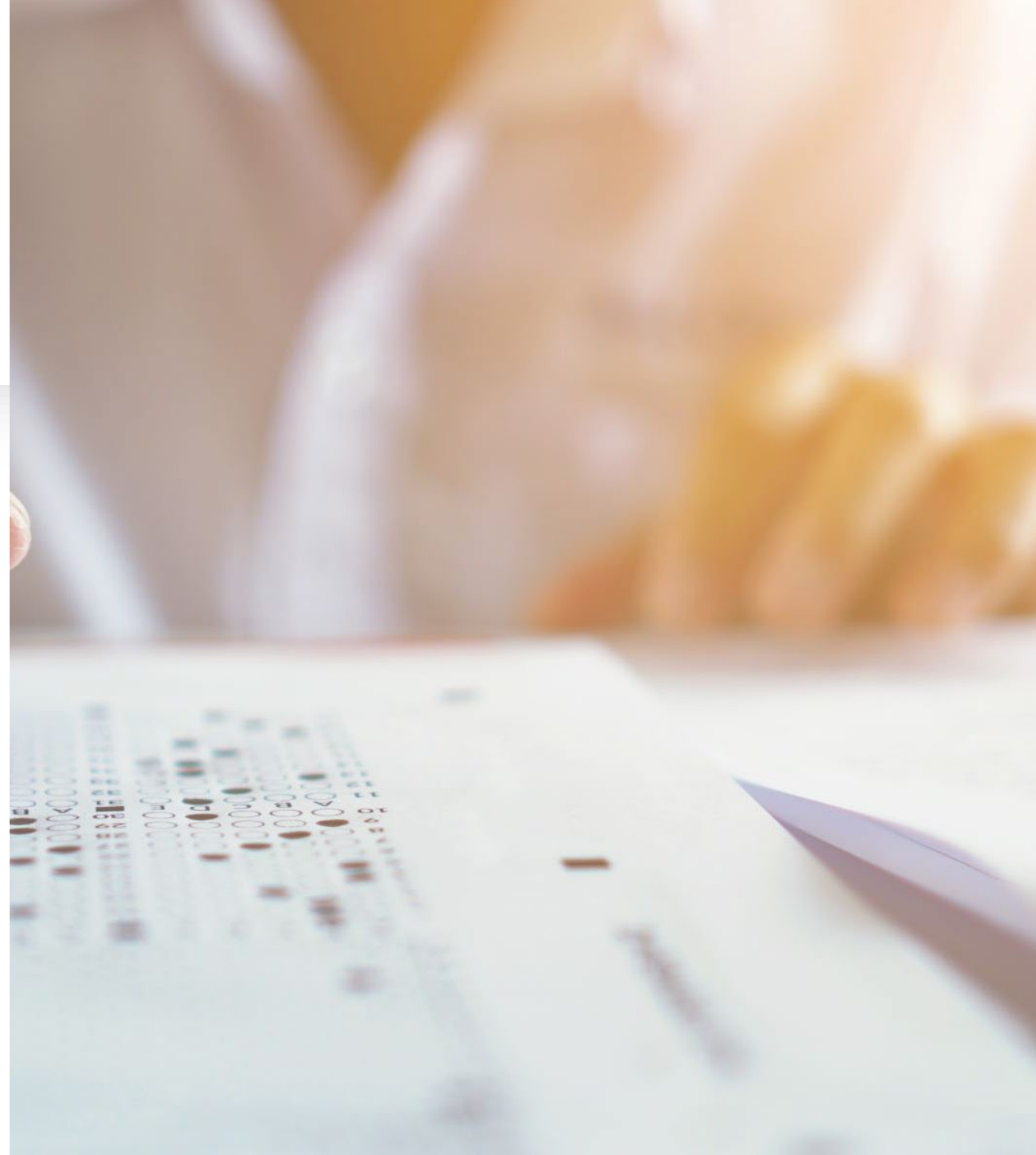
**ACTION
REQUIRED BY
RESTAURANT
LEADERS &
TEAM**

- **Action is the foundational key to all success.**



Labor Scheduling Actions

- **Starts with accurate projections that should be completed by the GM & Supervisor** 
- **Skill levels updated weekly** 
- **Availabilities keep updated** 
- **Schedule to your labor target** 
- **Fixed Hour contract agreed upon between GM & Supervisor** 



There are 3 categories of hours that are used:

Variable = hours that are used to directly make and serve goods to our guests

An orange rounded rectangular box containing the text 'Variable = hours that are used to directly make and serve goods to our guests'. A light orange arrow points downwards from the bottom right corner of this box towards the next box.

Floor = hours used to run the floor and or an area and these are your shift & production managers

A grey rounded rectangular box containing the text 'Floor = hours used to run the floor and or an area and these are your shift & production managers'. A light grey arrow points downwards from the bottom right corner of this box towards the next box.

Fixed Hours = non unit producing

A yellow rounded rectangular box containing the text 'Fixed Hours = non unit producing'.

Fixed Hours Contract Updated by January 20, 2025

- **Fixed Hours**(non-unit producing)

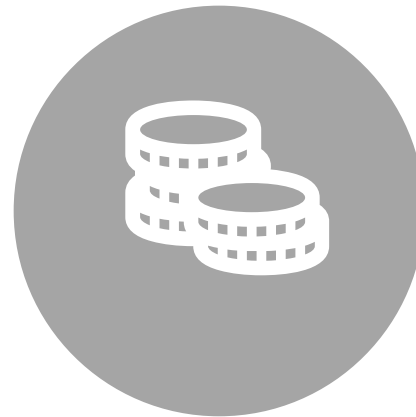
Including: Maintenance, Prep, Lobby, Opening, Schedules, Inventory Counts, Food Safety Checks etc.

10-15% total hours

Reducing Over-Time \$\$



GBS SPENT BY NOT
MANAGING SMARTLY



\$360,035.00 ON OT
IN 2024



OVER-TIME AFFECTED US
ACHIEVING OUR LABOR
TARGETS BY **.10-.45**




Altmetrics DAR & Schedules App for Shift Manager tracking TPPH hourly

Invite Coworkers



Altmetrics Schedules®



Ask your coworkers to use the camera on their phone to scan the QR Code.

Share URL 

Click on the Share URL button to share invitation with your contacts.

Download/Share QR Code 

Click on the Download/Share QR Code button to save QR code in your images directory.

Paula Ziegler
PSziggy7563@aol.com
E1278268
Thu, Jan 09 10:56 P. EST

- Home
- Clock Dashboard
- Schedule
- Weekly Labor Report
- My Punches
- Employee Notifications

Communication

- ChitChat/Notifications
- Invite Coworkers
- Contacts
- Notes
- More Apps
- Settings
- Logout

Building Productivity in Our Restaurants



Cross training



Teaching our employees how to **Multi-Task**



Setting Expectations



Clean as you go




Assigning **Secondary Duties**

Productivity Measures



- Use this sheet EVERY DAY
- Track and bring to weekly profit accountability call
- Teach your team to calculate TPPH Hourly
- Use Staffing Goals Monthly to help meet needs of business to ELIMINATE OT
- Sups/GM enforce use of this document and coach on how to manage labor on the floor
- Metrics **and** Productivity are the expectation
- I will be looking for these and asking questions of your team

Productivity & 	4632		Date _____		Day of Week		Labor Equation: Total Transactions/Punched Hours= Transactions Per Punched Hour *Punched hours is # of people clocked in					Jan/Feb 2025	
	DT Car Count		FC Customer Count		KVS Time		Total Projected Transaction	Total Actual Trans	Trans (+/-)	Punched Hours	Transaction Per Punched Hour		Shift Manager Initials
	Target	Actual	Target	Actual	Target	Actual					Target	Actual	
5-6											5		
6-7											5.8		
7-8											6.6		
8-9											6.8		
9-10											6.2		
10-11											6.2		
11-12											6.8		
12-1											7.1		
1-2											7.1		
2-3											6.4		
3-4											6.6		
4-5											6.6		
5-6											7.1		
6-7											6.8		
7-8											6.6		
8-9											6.2		
9-10											6		
10-11											5.8		
Day Total											6.4		

Food Over Base Improvement

	2023	2024	+/-
Georgetown	4.29	3.41	-.88
Bedford	4.10	3.49	-.61
Tipton	3.83	3.23	-.60
Floyds Knobs	3.72	3.18	-.54
Martinsville	4.60	4.27	-.33
Stieglitz Org.	4.23	4.11	-.12



Food Cost Board

EDUCATE ENGAGE AND EXECUTE

Manager: _____

Month: _____

Crontrrollables Control	Target \$ Meta \$	Previous Month End Actual \$ Resultado Mensual \$	Week 1 Actual \$ Resultadao Semanal 1 \$	Week 2 Actual \$ Resultadao Semanal 2 \$	Week 3 Actual \$ Resultadao Semanal 3 \$	Week 4 Actual \$ Resultadao Semanal 4 \$
Completed waste Desperdicio Completo						
Raw Waste Desperdicio Crudo						
Condiments Condimentos						
Employee Meals Comida de Empleados						
Stat Loss Comida Perdida						

- Food Cost Board posted in every restaurant and updated every Monday



Food Cost/Labor
Wednesday Conference Calls
9:30 am – 10:30 am

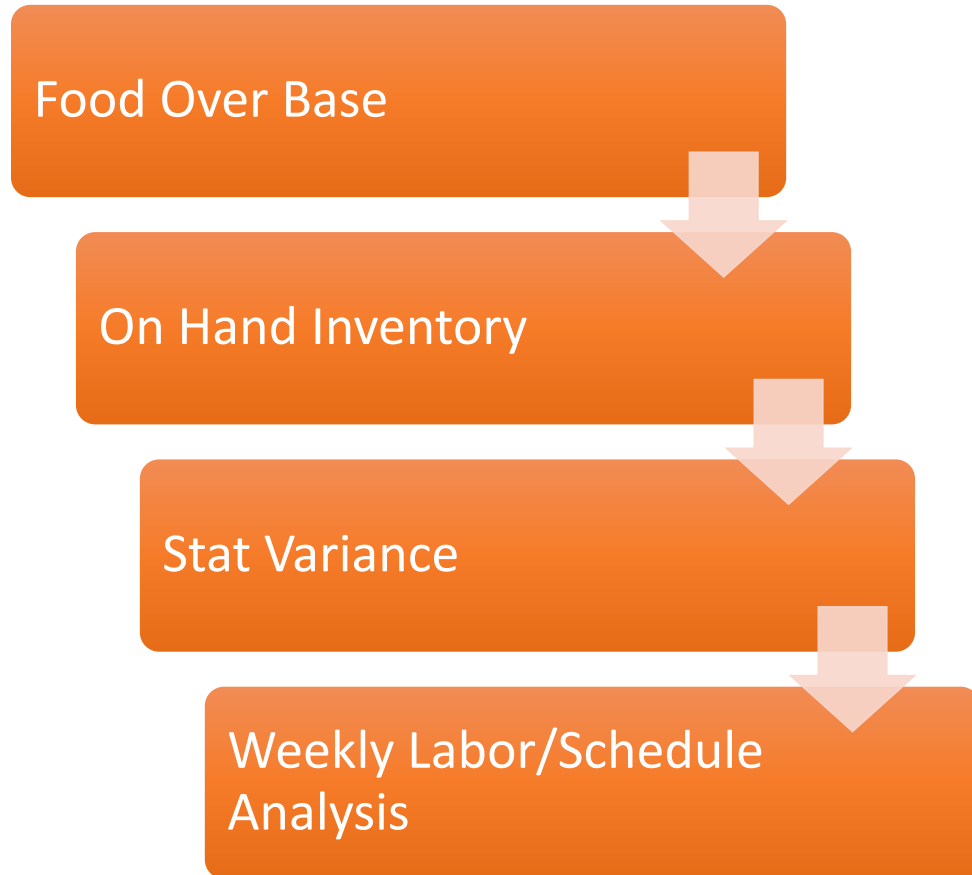
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This is a wake-up call to Food
Cost/Labor in 2025

Schedule, prepare, attend &
engage



Reports for Wednesday Call



Schedule time to prepare for this call each week

QSRSoft Home Screen



QSRSoft
Inventory: 3.4.152
Current Business Day: 01/08/2025



Cash Balance ▼



POS



Server



Cloud

Hi, Paula Z! ▼





4632 - BEDFRD-STONE CTY ▼

Home


Cash	Inventory	POS Functions
<ul style="list-style-type: none"> Drawer Countdown Safe Count Skims Deposits Cash Sheet Cashless Activity Gift Certificate Redemption Group Sales Sales Ledger 	<ul style="list-style-type: none"> Physical Inventory Purchases Promotions & Waste Transfers Raw Item Information & Activity Menu Item Information & Activity Variance Stat/Yields Food Over Base On Hand Inventory Manual Vendors Inventory Analysis Inventory Summary And Usage 	<ul style="list-style-type: none"> POS Open/Close Start Business Day End Business Day Assign POS Badge Numbers Reports Audit Disciplinary Action Store Settings Focus On Service Product Mix Reports

Variance Stat		Yields
		Need Help ?
		 
8137.68	Stat Variance: \$12178.68	
\$ Difference	Percent Net	View Activity
-\$1,280.99	-0.25%	View Activity
-\$781.81	-0.15%	View Activity
-\$677.50	-0.13%	View Activity
Food	02813-084 Biscuit	21.00 0.00 21.00 1680.00 -1659.00 0.00 -\$451.96 -0.09% View Activity


Food Over Base




QSRSoft
inventory: 3.4.152
Current Business Day: 01/08/2025
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Cash Balance ▼




POS




Server



Cloud

Hi, Paula Z! ▼ 

4632 - BEDFRD-STONE CTY ▼ 

Food Over Base

Current Month

Date Range

Month-End

Projections

[Need Help ?](#)

Month-End:

December 2024 ▼



Contributors	Target	Actual	%	Difference	\$	Total Food Cost			Total P&L Food Cost		
Completed Waste	0.07%	0.05%	0.02%		\$110.78	Base Food	19.80%	\$100,101.45	Beginning Inventory		\$33,260.89
Raw Waste	0.25%	0.19%	0.06%		\$284.43	Discounts/Coupons	1.76%	\$8,918.10	Food Purchases	+	\$118,759.81
Condiments	1.40%	1.66%	-0.26%		-\$1,292.47	Food Over Base	3.42%	\$17,269.60	Food Transfers	+	\$673.37
Emp/Mgr Meals	0.01%	0.04%	-0.03%		-\$149.57	Total	24.98%	\$126,289.15	Food Promotions	-	\$4,287.05
Variance Stat	1.82%	1.61%	0.21%		\$1,054.90	<i>Product Net Sales:</i>		\$505,493.44	Ending Inventory	-	\$22,117.87
Unexplained	-0.12%	-0.13%	0.01%		\$60.76	<i>Total Paper Cost:</i>	3.77%	\$19,056.81	Total:		\$126,289.15
Totals	3.43%	3.42%	0.01%		\$68.83						

[New Comment](#)

Total P&L Paper Cost

[Beainnina Inventory](#) \$8,716.53

Variance Stat

Variance Stat/Yields

Variance Stat

Yields

Need Help ?

Variance Stat

Period: Date: Filter: Search:
 

Stat Gain: \$2020.50

Stat Loss: \$10158.18

Stat Net: -\$8137.68

Stat Variance: \$12178.68

Class	WRIN	Description	Raw Waste	Completed Waste	Expected Usage	Actual Usage	Variance	Yield	\$ Difference	Percent Net	View Activity
Food	00004-849	Fries/440 Natural F16/6	10.00	0.00	2471.48	2710.04	-238.56	87.55	-\$1,280.99	-0.25%	View Activity
Food	00005-086	100% Pure Beef	124.00	53.00	49822.00	52010.00	-2188.00	0.00	-\$781.81	-0.15%	View Activity
Food	00006-465	4:1 100% Beef Patty	37.00	20.00	6611.00	7291.00	-680.00	0.00	-\$677.50	-0.13%	View Activity
Food	02813-084	Biscuit	21.00	0.00	21.00	1680.00	-1659.00	0.00	-\$451.96	-0.09%	View Activity
Food	06008-009	Frappe Base/caramel	0.00	0.00	61.32	79.44	-18.12	191.78	-\$429.04	-0.08%	View Activity
Food	00507-009	Bacon Strip/thick Cut Apl Wood	65.00	6.00	4911.00	6224.50	-1313.50	0.00	-\$419.11	-0.08%	View Activity
Food	00013-297	Cheese/american/slices	15.00	106.50	63559.50	69395.50	-5836.00	0.00	-\$408.93	-0.08%	View Activity



Food Cost Board

EDUCATE ENGAGE AND EXECUTE

Manager: _____

Month: _____

Crontrrollables	Target \$	Previous Month End Actual \$	Week 1 Actual \$	Week 2 Actual \$	Week 3 Actual \$	Week 4 Actual \$
Control	Meta \$	Resultado Mensual \$	Resultadao Semanal 1 \$	Resultadao Semanal 2 \$	Resultadao Semanal 3 \$	Resultadao Semanal 4 \$
Completed waste Desperdicio Completo						
Raw Waste Desperdicio Crudo						
Condiments Condimentos						
Employee Meals Comida de Empleados						
Stat Loss Comida Perdida						

Weekly Schedule Analysis

Action ▾ | Audit Trail | Dashboard | Reports | Store Shifts | **Analysis** 60 - OT 4:00 | Fixed 440:30 | Warnings 289 Alerts | Skill Upgrade App | **Help** | Search | User

People Management > e*Labor > Crew Schedule > 04632, BEDFRD-STONE CTY > 01/05/2025 Last Saved : 01/02/2025 09:54 EST | Edits since last Save :

Day **Week** | 01/05/2025 | **Edit** | Select | Week : Sun, Jan 5 2025

Search Employee	SUN (01/05)	MON (01/06)	TUE (01/07)	WED (01/08)	THU (01/09)	FRI (01/10)	SAT (01/11)
Unassigned (0) <input type="checkbox"/>							
AD Alysha Dougan ⌚ 0:00							
AB Amanda Burton ⌚ 40:00 ▲	14:00-22:30 Mult... ☕	14:00-22:30 Mult...		14:00-22:30 Mult... ☕		14:00-22:30 Mult...	14:00-22:30 Mult... ☕
BD Bridget Davis ⌚ 45:00 ▲		06:00-15:00 A	09:00-18:00 MM	06:00-15:00 A	06:00-15:00 A	06:00-15:00 A	
CO Courtney Owen ⌚ 39:30 ▲	05:00-14:30 Mult... ☕			04:00-13:30 Mult... ☕	04:00-13:30 Mult... ☕	05:00-11:30 Mult... ☕	05:00-13:30 Mult... ☕
CB Cynthia Brooks ⌚ 37:30 ▲ ▲	05:00-13:00 D ☕	05:00-13:00 D ☕			05:00-13:00 D ☕	05:00-13:00 D ☕	06:00-14:00 D ☕
GV GREG VILARDO ⌚ 0:00							
JM Jackie Miller ▲							12:00-20:00 D ☕
Employee Hours - 1974:15	253:00	318:30	295:00	253:30	287:00	280:45	286:30
Projected Sales \$(117706.80)	\$ 17237.99	\$ 15008.09	\$ 14393.33	\$ 15543.87	\$ 16370.14	\$ 19162.35	\$ 19991.03
Projected Labor % (20.53)	17.88 %	24.82 %	23.66 %	20.68 %	21.10 %	18.99 %	18.23 %
Total Scheduled Hours (1911:45)	245:00	299:00	276:00	253:30	279:00	280:45	278:30

Monthly Restaurant Visits

Complete

- Complete profit walk-thru with GM

Review

- Review Food Cost Board

Complete

- Complete Food Cost Audit

Review

- Review Oil Management & Tracking

Review

- Review current Action Plan & Update

Store:

NS #:

JANUARY

	ACTUAL		GOAL		TRENDING		DIFFERENCE	
	\$\$\$	%	\$\$\$	%	\$\$\$	%	\$\$\$	%
Product sales					\$0		\$0	
Food	\$0		\$0		\$0	0.0%	\$0	0.0%
Paper	\$0		\$0		\$0	0.0%	\$0	0.0%
Cost sales	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$0	0.0%
Gross Profit	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$0	0.0%
Crew labor	\$0		\$0		\$0	0.0%	\$0	0.0%
Mgr Labor	\$0		\$0		\$0	0.0%	\$0	0.0%
Payroll tax	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$0	0.0%
Training		0.0%		0.0%	\$0	0.0%	\$0	0.0%
Advertising	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$0	0.0%
Promo \$		0.0%		0.0%	\$0	0.0%	\$0	0.0%
Outside services	\$0	0.0%		0.0%	\$0	0.0%	\$0	0.0%
Linen	\$0	0.0%		0.0%	\$0	0.0%	\$0	0.0%
Op Supplies		0.0%		0.0%	\$0	0.0%	\$0	0.0%
Small Equip	\$0	0.0%		0.0%	\$0	0.0%	\$0	0.0%
M & R	\$0	0.0%		0.0%	\$0	0.0%	\$0	0.0%
Utilities	\$0	0.0%		0.0%	\$0	0.0%	\$0	0.0%
Office Exp	\$0	0.0%		0.0%	\$0	0.0%	\$0	0.0%

Weekly P & L



Profitability Traveling Trophy

1st Qtr.

January: Raw Waste

February: Complete Waste

March: Stat Loss

“If everyone is moving forward together, then success takes care of itself.”



**A SATISFIED
CUSTOMER**

IS THE BEST
BUSINESS
STRATEGY
OF ALL



Growing Guest
Counts will be
crucial to our
overall plan for
improving
REINVESTMENT \$

**IT'S
AWARD TIME!**
ROFIT AWARD
**Reinvestment \$
AWARDS
FOR 2024**

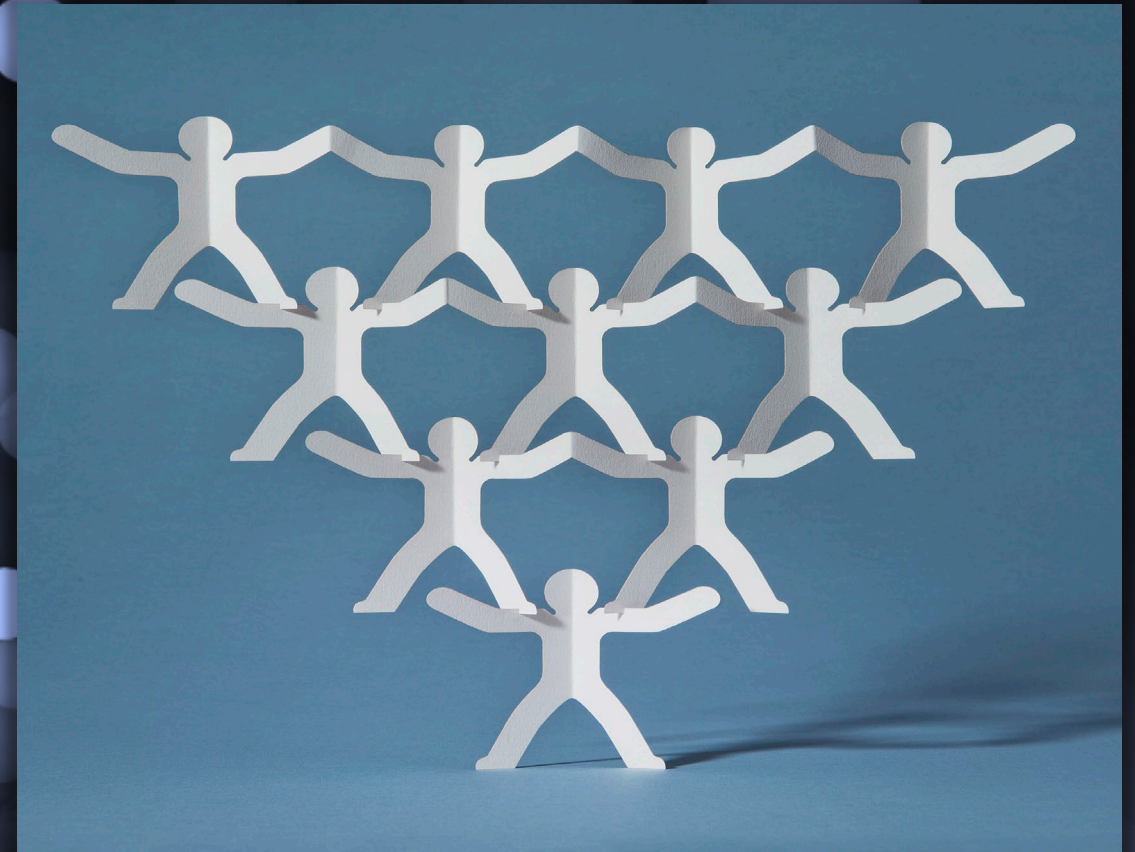
**PRESENTED BY
PAULA**



LOWEST LABOR FOR 2024 GM AWARD GOES TO...



**BRIDGET DAVIS
BEDFORD**



**Transactions Per Punched
Hour = 5.8 YTD
22.18% YTD**



FOOD OVER BASE AWARD

**“BEST FOOD
OVER BASE
IMPROVEMENT”**

BRITTANY NOWLIN

GEORGETOWN

-.88 YTD FOB



This Photo by Unknown Author is licensed under [CC BY-SA](#)

GM AWARD

LOWEST

CASH +/-

APRIL CHERRY

-\$648.66 YTD

FLOYD KNOBS

GM AWARD

PRESENTED BY
CHANDRA

NEW
AWARD TIME!





GM AWARD

**“Outstanding
ROOKIE OF THE
YEAR AWARD in
2024!”**

Emily Morgan

What time is it?

TIME TO RECOGNIZE...

IAN MILLS!

for

“Highest Bonus \$\$ Earned”

in 2024



“GM & Team awarded most Bonus \$\$\$ in 2024”

A grand total of was \$35,125
awarded to Ian and Shift
Managers at Tipton in 2024
(\$3,512.50 X 10 Mgr)



**Ian & Team were awarded
the most Bonus \$\$\$
BUT...**

Ian and his team could have earned \$144,000 if they had hit all bonus metrics!

**That's over \$110,000 that
Tipton left on the table!**

**EVERY store team could have
earned up to \$144,000 in Bonus
\$ in 2024!**



**ANY QUESTIONS ON THE
PROFIT PLAN
FOR 2025?**

What time is it?

A photograph of a stage with red velvet curtains. The curtains are pulled back slightly, revealing two large, light-colored tassels hanging from the bottom. The background is dark with some bokeh light effects.

Stieglitz Organization
2024 Yearly Awards

A background image of red curtains with tassels, set against a dark background with bokeh light effects.

Stieglitz Organization
“Fastest Drive-Thru of
THE YEAR AWARD in
2024”

Congratulations
Ian Mills

A background of red velvet curtains with gold tassels, set against a dark background with bokeh light effects.

**Community Award
2024**

**Congratulations
Shanne Montgomery**

Working Lunch

Grab some pizza & be ready for “Nuts & Bolts”



Countdown to Nuts & Bolts

15 minutes

https://youtu.be/u_BcMXgws6Y



Nuts & Bolts

Greg Vilaro



NUTS & BOLTS

McDonald's

McDonald's

McDonald's

1. How many days, after being hired, do crew have to complete SRIW and all orientation?

A.3 Days

B.7 Days

C.14 Days

D.30 Days

2. When make Reconstituted onions you should use what temperature of water?

A. Hot

B. Warm

C. Cold

D. It doesn't matter

3. Frozen buns need a minimum of how many hours to thaw?

bun thaw rack / without thaw rack

A. 2 / 8 hours

B. 6 / 8 hours

C. 4 / 12 hours

D. 4 / 10 hours

4. McDonalds sell how many cups of coffee in the US every day

A.1 million

B.2.5 million

C.8 million

D.750,000

5. Who was the original McDonalds mascot?

A. Ronald McDonalds

B. Speedee

C. Mayor McCheese

D. Grimace

6. How much did GBS raise for the RMHC last year?

A. \$12,105.16

B. \$36,849.32

C. \$154,877.66

D. \$255,163.97

7. How many toys does McDonalds give away each year?

- A. 1.5 Billion
- B. 1.5 Million
- C. 900 Million
- D. 3.5 Billion

8. Lunch food safety must be completed when?

- A. As soon as possible
- B. 30 minutes after lunch starts
- C. 1 hour after lunch starts
- D. By the end of the day

9. The temperature in the Simplified Breakfast cabinet?

Air / water

A. 160 / 210

B. 155 / 176

C. 120 / 190

D. 160 / 186

10. How many Burritos can be held in the Simplified Breakfast cabinet?

A. 24

B. 36

C. 72

D. 84

E. We don't hold them in the Simplified Breakfast cabinet.

11. The Maximum run size for round eggs is?

2 / 3 platen grill

A. 6 / 6

B. 12 / 8

C. 8 / 12

D. 4 / 4

12. In 2024 our top 1-800 complaint was?

- A. *Missing Menu Item*
- B. *Speed of Service*
- C. *Professionalism / Friendliness*
- D. *Cleanliness*

13. Black chill pans need to be changed out every?

- A. 2 Hours
- B. 4 Hours
- C. 6 Hours
- D. 8 Hours

14. Dishes must soak in the sanitizer for a minimum of ?

- A. 20 seconds
- B. 30 seconds
- C. 60 seconds
- D. 90 seconds

15. On the App how many points do you need to get a free Happy meal?

A. 1500

B. 2000

C. 4500

D. 6000



ANSWERS

1. How many days, after being hired, do crew have to complete SRIW and all orientation?

A.3 Days

B.7 Days

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D.30 Days

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- D. *Cleanliness* 8.5%

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C. 4500

D. 6000

What's New for 2025
Michael Stieglitz



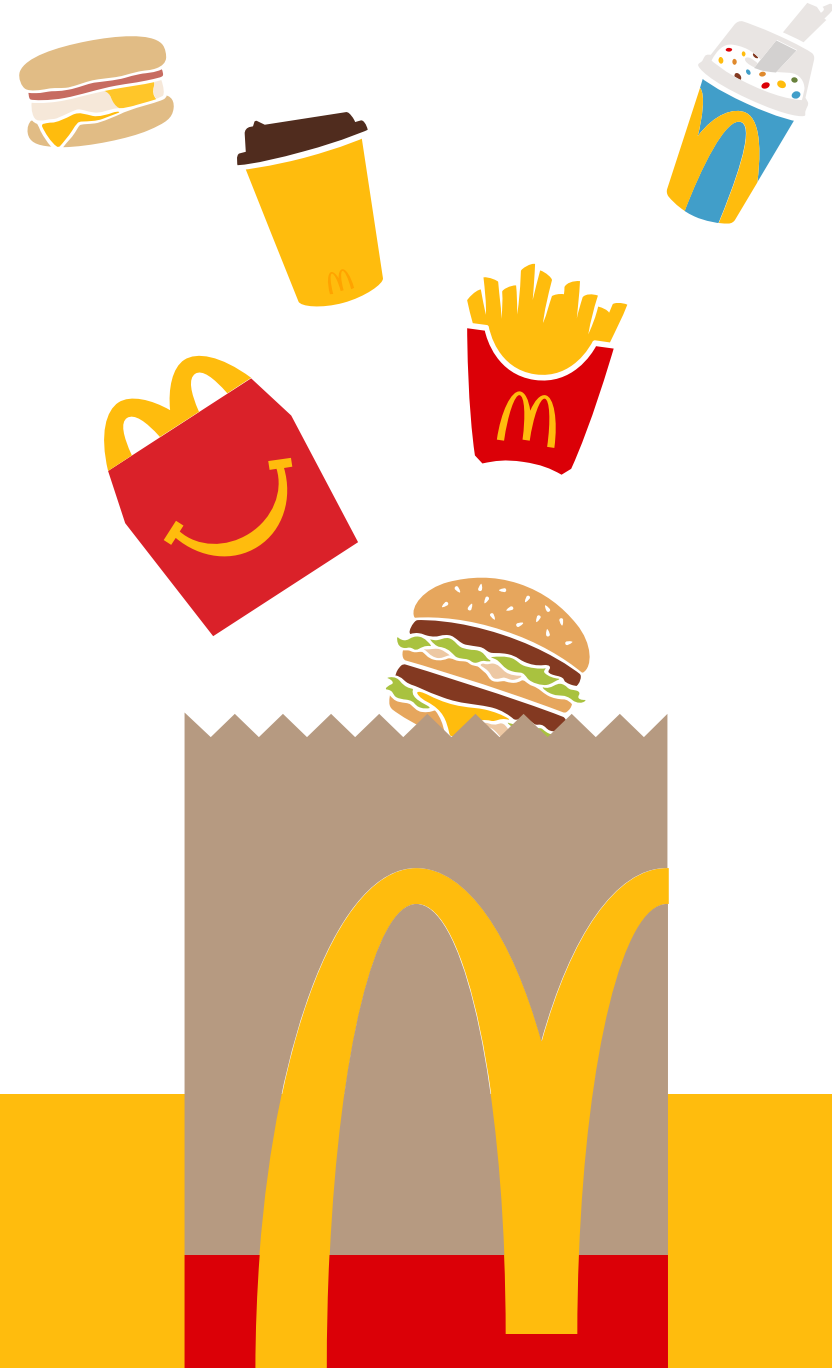
Menu Items & Pricing Strategy

Michael Stieglitz



Menu Item Update and Using Business Strategy in 2025

- ABOA/GIO & National Menu Changes
- Building the Business through Increasing Average Check
- Local Store Marketing to increase transactions and add to top line sales



Technology Update
Joey Kidd



Joey- Technology



Utilizing a tech
lead in each store



OTP Learning Pathway

★
OTP1
(Foundations)

🕒 1.5 Hours

CODE
Core Operations Digital Expert

🕒 3.5 Hours

★★★
OTP2
(Troubleshooting)

🕒 5 Hours

\$199

Tactical Tech

- AWE Portal
- Cable Management
- MOST
- Dual Point (eLearning)
- RRM
- ServiceNow & Helpdesk
- VHQ & PED Rescue
- Maximizing Your OTP Potential

30 Day Homework Period before this class becomes available:

🕒 17 Hours
*Includes homework times

Entrance Exam
50 Questions

★★★
OTP PRO
PART II

\$550

🕒 3 ½ Days
(includes exam time)
(cost includes class materials, meals & drinks)

OTP Pro
PART I

🕒 4 Hours

eLearning (Self-Paced Online) Virtual Instructor Led In-Person 🕒 Indicates the approx. time to complete

OTP1 - Job Responsibilities



Technology	Administrative
<ul style="list-style-type: none">- Labeling of equipment- Complete WTPP with OTP2 as ongoing training- Basic understanding of computer concepts- Use of basic technology terminology- Basic knowledge of equipment in these areas:<ul style="list-style-type: none">• Customer Area• Drive Thru• Drive Thru Cashier• Front Counter• Front Counter Pick Up• Kitchen• Manager Office• Outside Drive Thru	<ul style="list-style-type: none">- Do NOT share eID and/or password credentials- Log into the OTP Portal regularly to remain active- Bi-weekly review of OTP Bits & Bytes- Recommend Shift Managers complete OTP1 within first 90 days of promotion- Communicate issues to OTP2/Pro- Be able to accurately identify equipment when calling issues into the helpdesk

OTP2 - Job Responsibilities



Technology	Administrative
<ul style="list-style-type: none"> - All functions of an OTP1 - Obtain hands on experience with replacing/troubleshooting: <ul style="list-style-type: none"> • Registers • PEDs • Controllers • Printers - Replace with Pre-Imaged <ul style="list-style-type: none"> • Registers • KVS Controllers • ORB Controller - Replace: <ul style="list-style-type: none"> • Components of Dual Point 2.0 (USB Extenders, Scanners, Mini-ORB & ORB) • Printers/Cables • BumpBars/Cables • PEDs/Cables • Mobile App Scanners • BOS (may require assistance from Atos helpdesk) • Moxa Serial Hub - Actively work as an OTP2 prior to registering for OTP Pro class - Shadow OTP Pro (if one is available) during upgrades, etc. <p style="text-align: center;"><u>COMPETENCIES AFTER COMPLETION OF ADDITIONAL TACTICAL TECH TRAINING</u></p>	<ul style="list-style-type: none"> - Do NOT share eID and/or password credentials - Log into the OTP Portal regularly to remain active - Bi-weekly review of OTP Bits & Bytes - Delegate responsibilities and train OTP1s - Follow up with OTP1s completing WTTP and create action plans - Attend OTP2 Office Hours to share and obtain information - For visibility, report issues via OTP Journals <p style="text-align: center;"><u>COMPETENCIES AFTER COMPLETION OF ADDITIONAL TACTICAL TECH TRAINING</u></p> <ul style="list-style-type: none"> - ServiceNow Portal <ul style="list-style-type: none"> • Create P2 Incident Requests • Create P2 Break/Fix Requests • Review closed incidents for potential patterns • Ability to search Knowledge Articles - Research top 10 calls from Atos and communicate with your OTP Pro - Access to online Tools: <ul style="list-style-type: none"> • RRM • MOST (permissions based) • AWE Portal (troubleshooting) • VHQ (read only access) • ServiceNow
<ul style="list-style-type: none"> - Perform local PED Rescue (Hardware Troubleshooting & Reload of Software) - Aruba POS Network Switches (with direction of HPE Support) - Aruba Gateway Controller (with direction of HPE Support) 	<p style="text-align: center;">Maintenance</p> <ul style="list-style-type: none"> - Cable Management for POS Equipment - Maintaining cleaning kits for Registers, PEDs & Printers

Tech Lead Responsibilities



- ❖ Weekly technology travel paths completed on OTP Portal
- ❖ Clean and maintain monitors, bump bars, kvs controllers, cabling
- ❖ Update me on any equipment or training needs
- ❖ Assist with installs
- ❖ Be point of contact for me and ATOS

Steps for training



❖ GM Identify someone interested & speak with Sup about their readiness and plan for development



❖ Schedule time for their OTP 1 training



❖ Make sure they have completed OTP 1 training at the least

❖ Interview - I will set up a time to go over duties and responsibilities

❖ I will conduct side by side training and get them through OTP 2 if not already completed

❖ I will follow up with them weekly after the WTTP is completed and communicate “Actions Needed” by Tech Lead with them and their GM/Supervisor

❖ Once “Tech Action Items” are completed I will log and follow-up with GM & Supervisor about any further actions or clean up need

GRADED VISIT AWARDS

By Greg Vilardo

IT'S
AWARD TIME!





**IT'S
TIME TO AWARD
CHANDRA, TODD
& SCOTT
FOR
CHARLESTOWN**

**“NO FAILED VISITS
IN 2024!”**

**IT'S
AWARD TIME!**

**“HIGHEST CFV
SCORE IN 2024”**

JESSICA MANUES

MITCHELL

100% CFV SCORE



Round Up

Greg Vilaro





RONALD
MCDONALD
HOUSE
CHARITIES®

**Celebrating a RECORD year for
our organization! Thank you!**




GBS 2024
\$154,895.15



1,114
NIGHTS

ROUND UP % of transactions

- **Martinsville 9.55%**
 - **Floyds Knobs 9.71%**
 - **Tipton 10.65%**
- 

TOP STORES

- **Bedford \$19,534.97**

TOP STORES

- **Bedford \$19,534.97**
- **Tipton \$22,128.63**

TOP STORES

- **Floyd Knobs \$16,802.80 (Highest of our ABOA stores)**
 - **Bedford \$19,534.97 (That's 140 nights)**

- **Tipton \$22,128.63 (Made Top #10 in GIO Co-Op)**

Martinsville \$23,566.66

(Made Top #10 in GIO Co-Op)

**2025
PACE Performance
Plan**

Greg Vilaro



BIG BETS Roadmap

- Establish McDonald's as a destination for chicken
- Deliver a consistent, crispy, juicy, tender chicken experience

- Greater than 50% of sales come through Digital channels
- Maintain 100% of shift managers certified as Digital Ambassadors
- 60% of service crew completed the MMR/ROA Simulator

- Drive visits with predictable, compelling value for our customers

First Friday Dates
 1/3 2/7 3/7 4/4 5/2
 6/6 7/11 8/8 9/5
 10/3 11/7 12/5

The **People Foundational** elements are key practices to consider executing year-round to enable success with all initiatives.



2025 PACE VISITS

- 1 Announced MCD/ internal visit
- 1 Unannounced internal visit 96 hr. notice store choose daypart

	MCD			Internal	
	RGR	CFV		RGR	CFV
Level 3	1	4		1	4
Level 2	2	3		1	3
Level 1		2		2	2



Current Opportunities

2025 Goal

No store in
bottom
consulting
category

- Ended 2024 at 7 out 12 store at level 3
- Need to start 2025 strong
- OEPE / EPB2B focus

PACE

**WALK OUT
WORKING**



Salem - EPB2B up
down OEPE and KVS R2P good



Mitchell -trending the wrong way in all
metrics



Charlestown -OSAT and EPB2B needs to get
closer to the average



Nashville / West Baden - Friendliness increase.
Keep service metrics close to co-op average

FOOD SAFETY ACTION ITEMS



**Do food safety
travel path each day
part**



**Weekly food safety
audit**



**Follow up on
afternoon/evening shifts**



FOOD SAFETY CHANGES 2025

Failed visit = progressive actions

Food safety action with in 1 week of failed visit

6 months of at least 1 food safety visit

Progressive actions ends if no failed visits in 6 months

Food safety failed visit Restaurant loses bonus that month

REHIT IN 2025

ACTION NEEDED

RGRV / CFV calibrations

- Setup help days if needed



E*Production

- Store level SME



Simplified breakfast

Best burger

Krispy Kreme

**2025
PACE Performance
Voice**

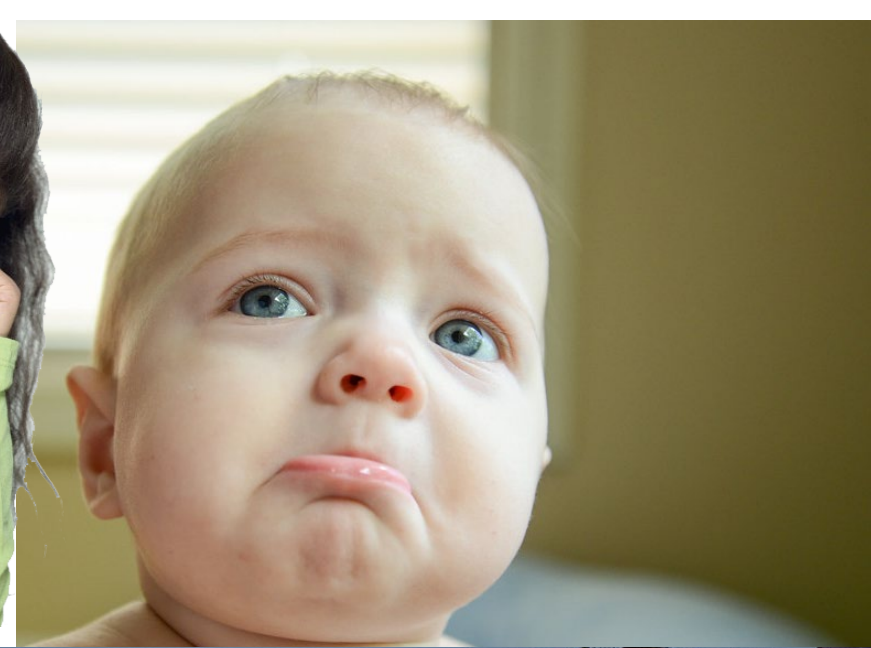
**Greg Vilardo &
Jean England**



Update on 1-800 Complaints

Most Customer concerns identify the following Opportunities in 2024

- Professionalism/Friendliness 33.3%
- Missing Menu Item 22.2%
- Undercooked Condition/Texture/Appearance 11.1
- Speed of Service 11.1%



“No French fries in my Happy Meal!...left me feeling blue”



EP2BP Action Items



75% starts with
accuracy 72%
friendliness



Fix the problem
***B L A S T ***



Answer phone

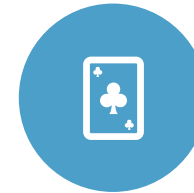
Improve VOICE: Action Items



Read weekly comments



Reward employees



Use "Voice" cards



Use period end reports to zero in on problem areas



Shift manager summary report



Voice action plan to address issue and track trends

**ANY QUESTIONS ON THE PACE PLAN
FOR 2025?**



**IT'S
AWARD TIME!
2024
VOICE AWARDS**



GM AWARD
“HIGHEST ACCURACY
ON VOICE”
IN 2024 GOES TO
APRIL CHERRY
73.2%
FLOYD KNOBS



GM AWARD

“OOOHHH SO CLOSE
ON VOICE OSAT”

IN 2024 GOES TO

**SHANNE
MONTGOMERY**

66.4%

MARTINSVILLE



GM AWARD

“HIGHEST OVERALL
SATISFACTION ON VOICE”
IN 2024 GOES TO

Emily Morgan

68.2%

SALEM

What time is it?

**TIME FOR
MORE PACE &
BONUS
AWARDS!**




GM AWARD

FOR 2024

**“HIGHEST CLIMB on
PACE!”**

**SHANNE MONTGOMERY
MARTINSVILLE**

 **to 65% From 21%**



PM Update

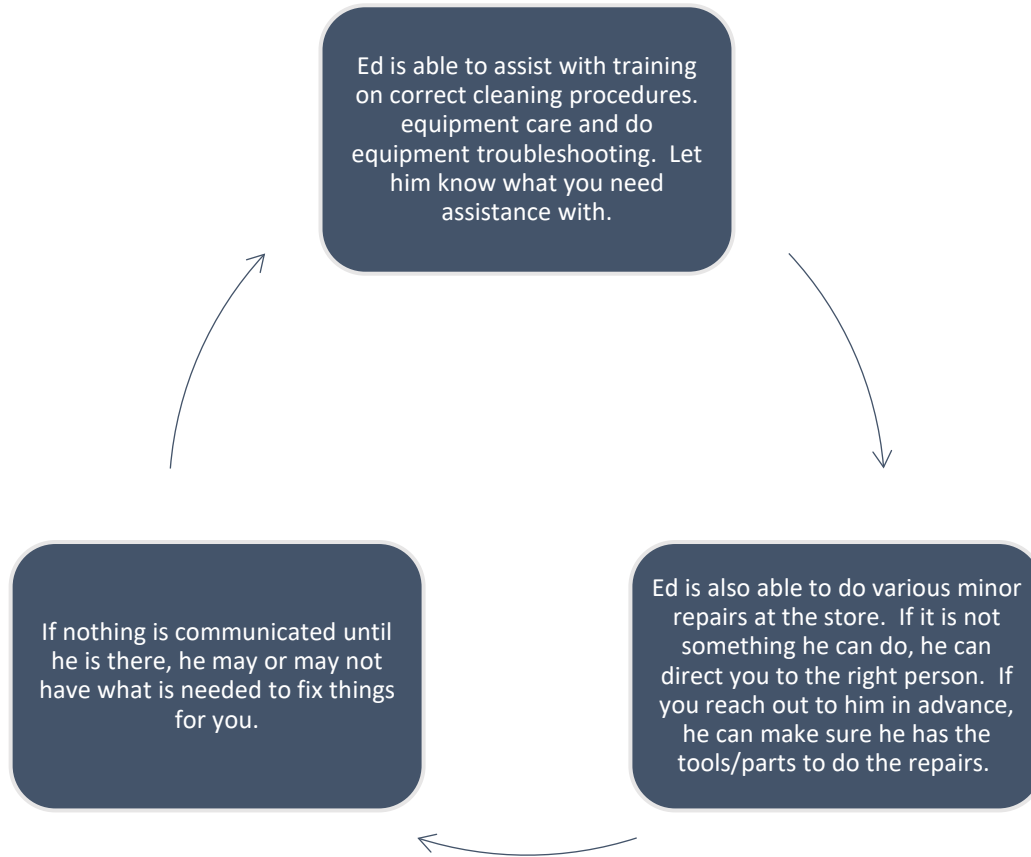
Ed Kacena



"Planned" Maintenance

- **"Planned" Maintenance is looking ahead to prevent/minimize issues before they become crises**

PM Help Utilization and Communication



PM & Equipment Lead & Ed--Here to HELP

- ❖ GM Identify someone interested & speak with Sup about their readiness and plan for development
- ❖ Schedule time for their PM training with Ed
- ❖ Make sure they have communicated Name and Phone Number to Ed
- ❖ Interview - Ed will set up a time to go over duties and responsibilities
- ❖ I will conduct side by side training and get them through PM on FRED, if not already complete. PM Calendar Set up and Review
- ❖ I will follow up with them weekly to see PM is completed and communicate “Actions Needed” by Tech Lead with them and their GM/Supervisor
- ❖ Once “PM Action Items” are completed I will log and follow-up with GM & Supervisor about any further actions or clean up need

"Planned" Maintenance

Keeping equipment correctly calibrated saves on food cost...yields, waste, etc. Ed can help calibrate, train crew managers, to keep things properly calibrated.



Keeping equipment cleaned and closed properly saves on both waste cost (sticking/burnt buns, meat stuck to teflons) and M&R costs (longer life on teflons)



Kay Cleaning Card binders at each store have the correct cleaning procedures and chemicals for anything in the store.

Electronics (butter warmers/marinators) do not go anywhere near water.
Teflons are not taken back to the wash area or 3 compartment sink and grill pads and scrubbies are NEVER used on them...Grill cleaning
Kay Card outlines correct cleaning procedures for teflons

Costly missteps In PM



STORES MAY NOT NEED PARTS/SMALLWARES EVERY WEEK, BUT LONG LISTS OF NEEDS FOR AN UPCOMING RGR IS A SIGN THAT MAINTAINING IS NOT BEING DONE. (WE WANT TO RUN GREAT RESTAURANTS EVERY DAY...NOT JUST FOR GRADED VISITS!)



PARTS ORDERS/REQUESTS ARE USUALLY MADE WEEKLY ON MONDAY EVENING. TEXTING/EMAILING A PIC OF THE SMALLWARES SHEET BY NOON MONDAY (BLANK IS IN MY FILES:PM FILES ON QRSOFT IS THE BEST WAY TO GET THINGS QUICKLY.



ICE CREAM MACHINE CLEANINGS ARE ALWAYS SCHEDULED IN ADVANCE AND LAMINATED "REMINDER" CARDS ARE AVAILABLE TO COMMUNICATE TO MANAGERS/CREW AND AVOID FILLING. THIS CAN, ON AVERAGE, SAVE BETWEEN 1/2 AND A FULL DAY'S WORTH OF RAW WASTE COST FOR THE STORE IN ICE CREAM MIX.(\$50-70)

Afternoon Activity

Paula Ziegler



2025

HAPPY NEW YEAR

**What is your professional
New Year's Resolution?**

People Plan 2025

People Team


Joann, Mikey, John & Jennifer



Crew Training Results Discussion


Is your crew training program providing the results you want, need, or expect?

- Do the crew in your store perform the way you want them to.
- Do they Host our guests with hospitality that SHINEs?
- Do they serve Gold Standard Product?
- Is the product Presented with Pride?
- Are they Responsible for and take Ownership of their work area?
- Are they happy, and proud to be part of the culture in your McDonald's?



You might not always get
what you want, but you
always get what you expect.

Charles H. Spurgeon

 cc BY-NC-SA

“Whose Crew?”

“our crew won’t...”

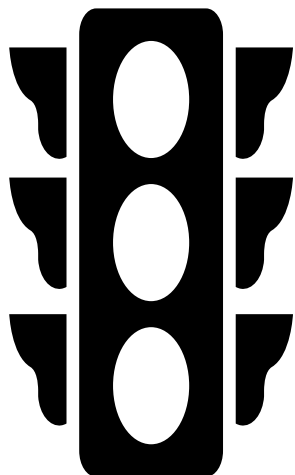
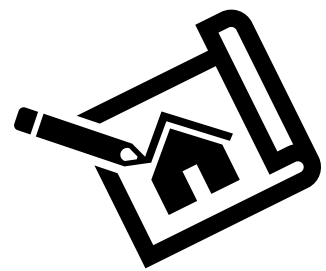
“My crew can’t...”

“Our store doesn’t...”

Who is responsible for the Orientation, Development, Mentoring, Empowerment, and Culture in your store?

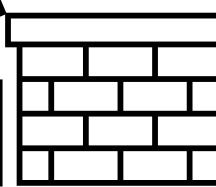
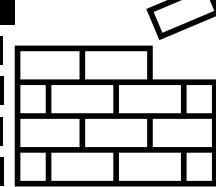
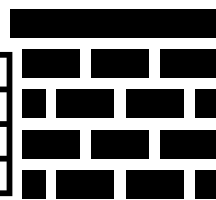
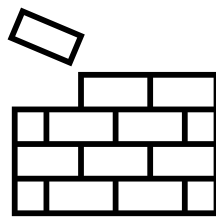
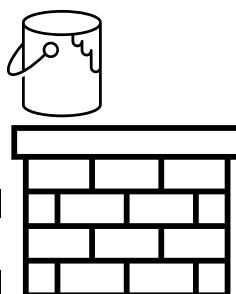
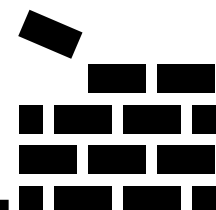
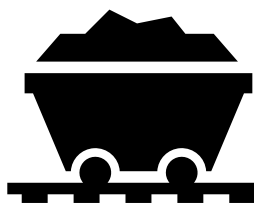
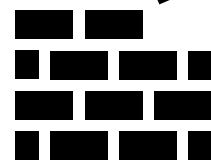
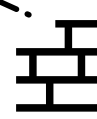
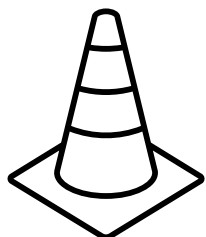
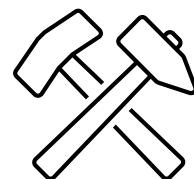
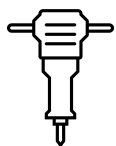
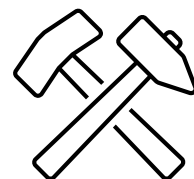
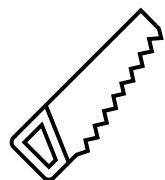
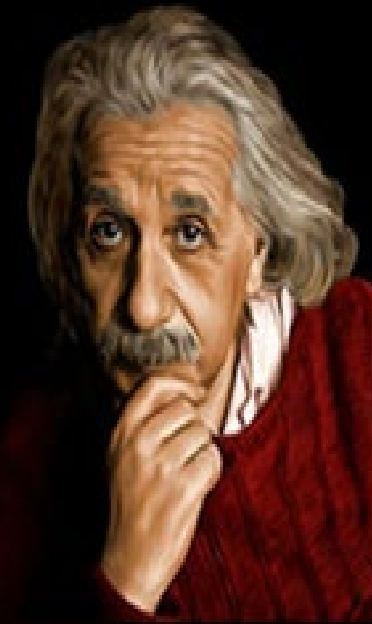
**Time for a
True Story...**





"You never fail until you stop trying."

- Albert Einstein



Who, How, What?

Who will be your
stores Crew
Development lead?



What hours will you
schedule them to
work on Crew
Development?

People Metrics

- Retention Focus Areas:
 - NEW HIRES – Org Avg. rest. **hired 9 Crew** and **termed 10** each month
- Average Headcount Per Store:
 - Crew: 55
 - Crew Trainers: 6
 - Shift Mgrs: 11 (Org total 130 coded, **only 40 verified in 2024**)
 - **Total Roster Size: 69**
 - **Apps per Rest. Flow: 48/month**
 - **35% Apps Interviewed 32% of Interviewed are Hired**
- Training Focus Areas:
 - **CREW TRAINERS: 55%**
 - 72 coded/**49 trained**
 - **SHIFT MGR trained: 97%**



GM AWARD
“SHIFT MANAGERS
IN TRAINING HIGHEST NUMBER
& BEST PCAPS”
IN 2024 GOES TO

Bridget Davis

Thank you Bridget!



GM AWARD
“LOWEST TURNOVER
PERCENTAGE”
IN 2024 GOES TO

Ian Mills

81.8% Turnover



GM AWARD
“TEAM PLAYER AWARD”
IN 2024 GOES TO

Mary Jones
Thank you Mary!



GM AWARD

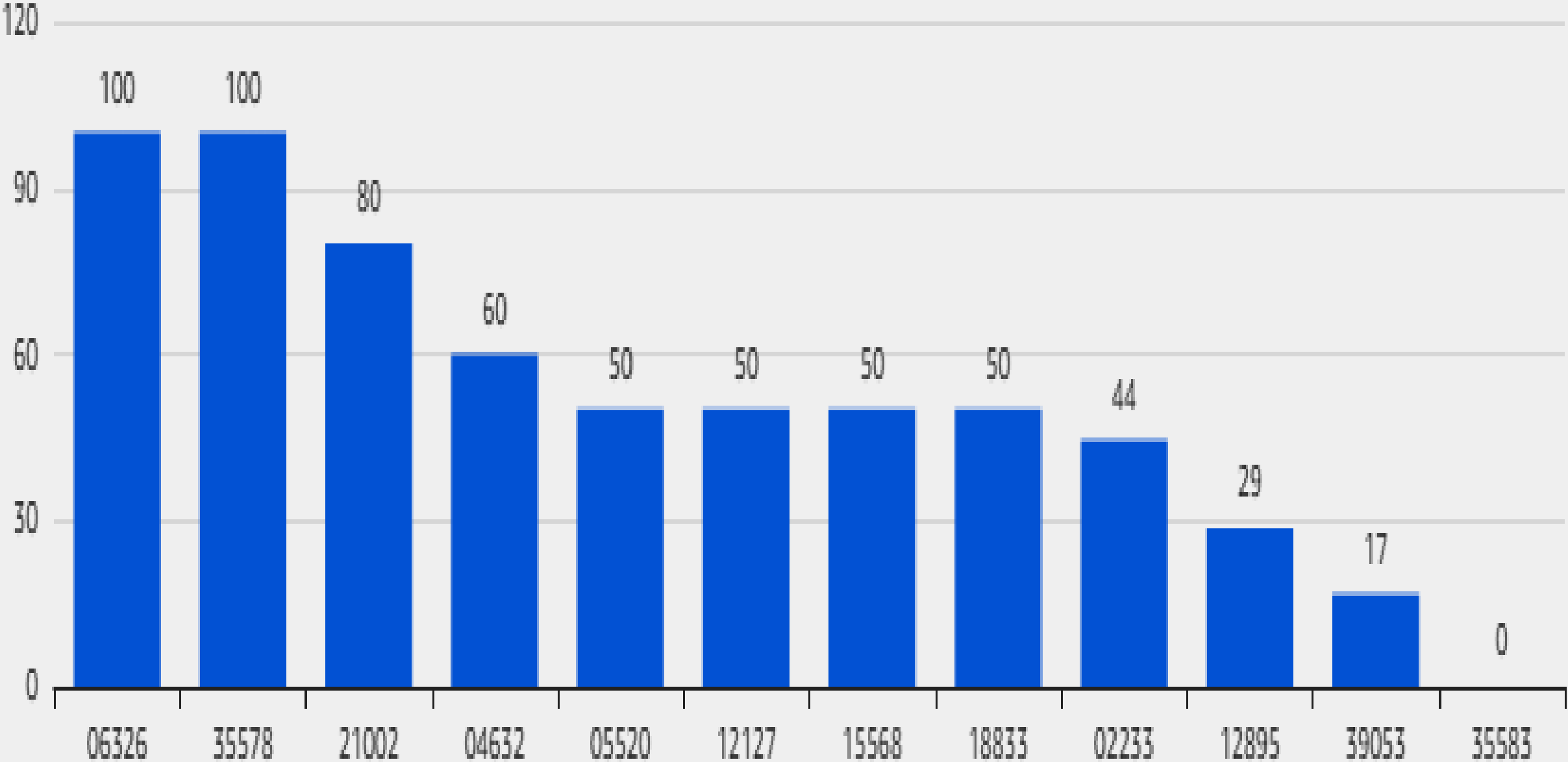
**“OUTSTANDING DEVELOPMENT
OF SHIFT MANAGERS”**

Emily Morgan

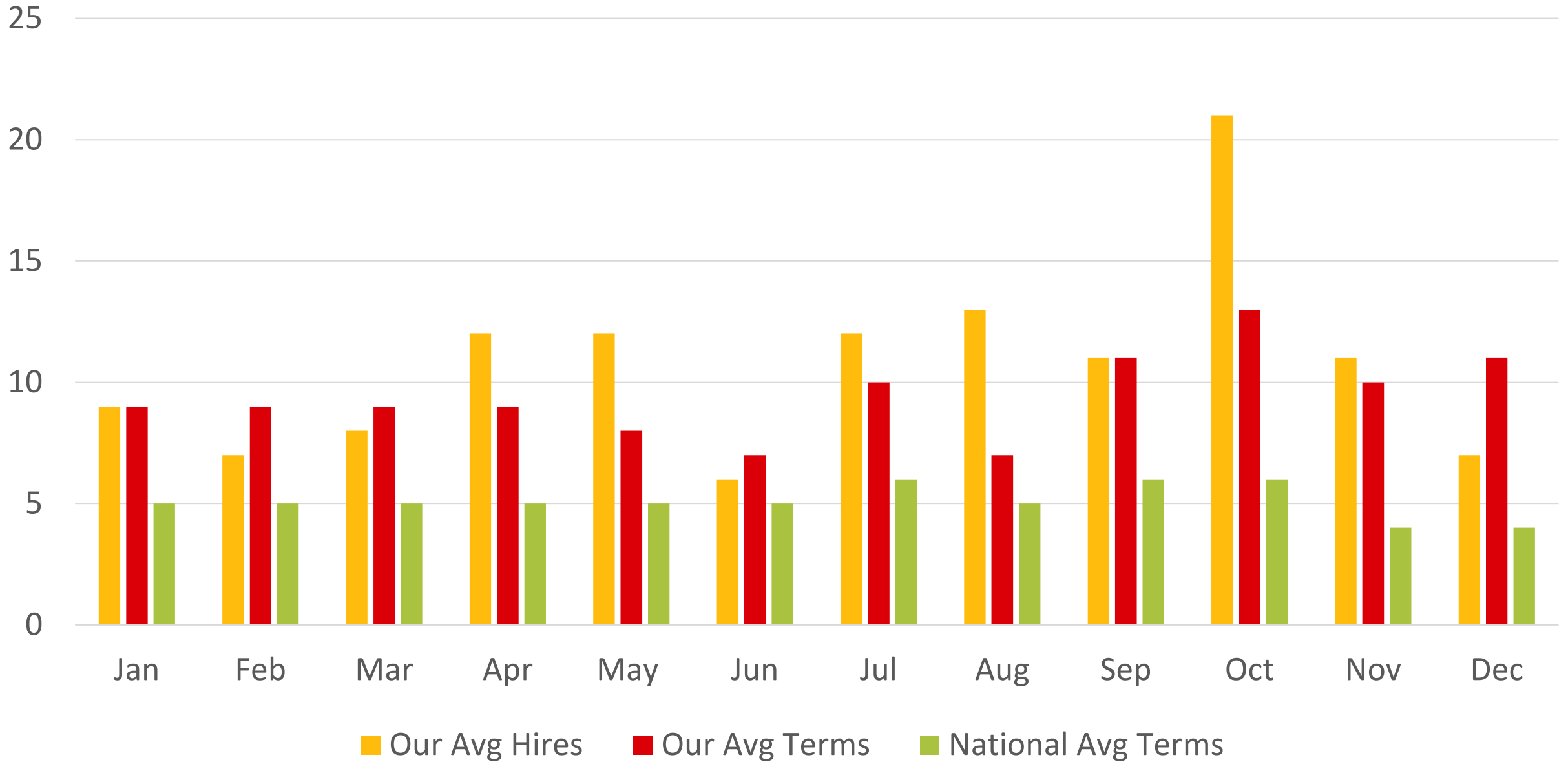
**Highest % On Sift Leader
Verification
(Stephnie Cain 94%)**

Thank you!

Crew Trainer Trained Percent per Store



2024 Monthly Terms Avg for Stieglitz Org vs Natl

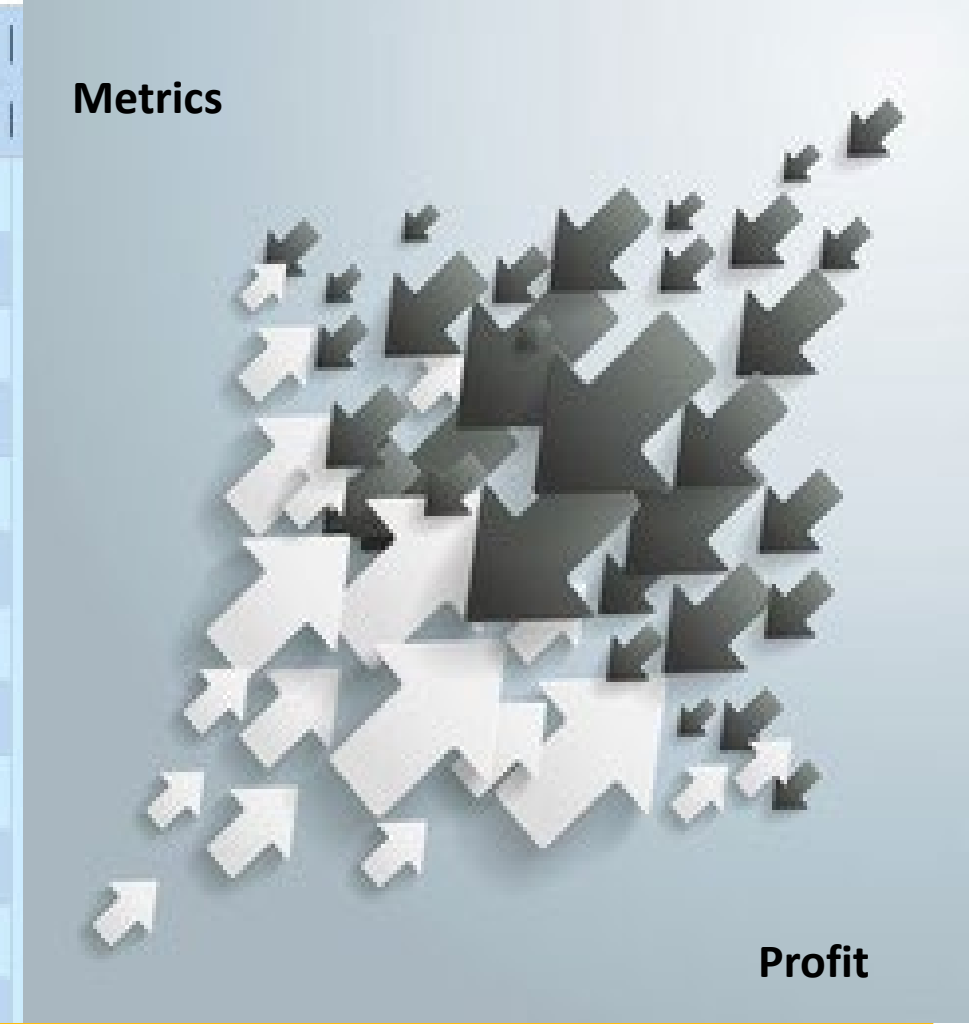


Mixed results in 2024

Balanced Priorities & Well-trained, verified team required to

Meet Performance & Meet Profit in 2025

Loc	OEPE W/O Parked	R2P	KVS Time Per GC	Overall Sat %	Total Labor %	FOB %
2233	135	63	52	65.66%	23.23%	3.04%
4632	182	137	97	56.62%	21.64%	3.35%
5520	164	78	80	65.00%	24.21%	4.49%
6326	173	58	83	67.63%	23.21%	4.77%
12127	171	168	82	57.48%	24.69%	4.70%
12895						
15568	190	100	78	51.95%	23.19%	3.00%
18833	200	176	91	54.95%	22.90%	4.49%
21002	177	152	74	53.70%	25.57%	4.32%
35578						
35583	158	124	107	53.73%	26.45%	5.84%
39053	181	181	95	67.61%	22.43%	3.46%



CREW TRAINING KPIS



STORE COUNT

12

% TRAINED IN FOUNDATIONS

76.12%

-1.15% ↓

% TRAINED IN PRODUCTION

0.00%

0.00% →

% TRAINED IN SERVICE

0.00%

0.00% →

Crew Training Key Performance Indicator's Report from PDW 1/6/25

CREW ACADEMY

Grilling, Fryer, and Breakfast Cooking modules

Are Now Available On The Crew Training
Roadmap!



[Crew Training Roadmap](#)



Training Resources

Be sure to check out the [Crew Trainer/Coach Resources](#) and [Station Training Aids](#) available on the Crew Training Roadmap.

Best Practice: Print out each module's Station Training Aid to ensure each Crew member receives the best training experience possible!



How easy would your jobs as leaders be if...



Crew know stations and performance is gold standard QSC



Every shift was ran by great shift runners



You have a strong help in an Assistant under you who moves metrics and helps meet profit goals




2025 People Plan

- **CREW TRAINING PROGRAM**
- **SHIFT LEADERSHIP PROGRAM ENHANCEMENTS**
- **DEVELOPMENT: SUPs, AGMS & SME LEADS**

CREW TRAINING PROGRAM CLASSES

Goal: Build Crew Skill Level and Improve Retention by holding 3-Session Training Classes in store

- Class 1: CT Expectations & GBS Leadership Requirements
 - Class 2: Production Procedures, Quality & Food Safety
 - Class 3: Service-EAD, Food Cost and Service Quality
- 

Crew Training Lead Responsibilities



Check-ins and Follow-up with New Hires 30,60 & 90 to evaluate CT Program effectiveness & feedback to retain more crew. Jennifer and Vercies will conduct Check ins & Exit interviews and report progress



Crew Training Lead established to help you make sure all Crew Training is happening & People Measures are **GOLD STANDARD** and in compliance all year



Have a pool of Verified Crew Trainers who are **READY** and **EQUIPPED** to move forward when you need to replace or build current Shift Manager

SHIFT LEADERSHIP PROGRAM ENHANCEMENTS 2025

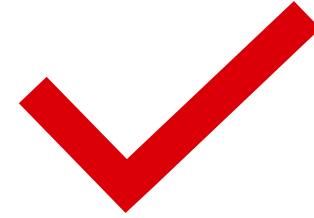


Addition of PCAP STTNL Class

In Store PCAP that impacts store performance positively

GBS Growth Agreement & must be willing to drive if promoted

Only Certified 80% or Higher running shifts



Perform, Reform or Go

Implement Q1 Addition of In store Peak Hour Evals by SUPs/GMs to verify all Shift Runners are up to GBS Standards

GMs must use Coaching Plan for MITs

Evaluate Shift Manager Output---Often---and pick bottom 1/3 of Shift Managers to reform or they step down from SM role or go

30-Day Improvement Plan for Shift Managers in 2025



Shift Manager 30-day Improvement Plan for _____ Date _____

My Back: Policy, Communication and Appearance expectations for our Shift Leaders

1. Policy:
Shift Leaders must enforce and abide by all QOS Steigitz Family Restaurant Policies. Specifically, as it pertains to Shift Leaders regarding: (detail policy and concerns)

2. Communication Expectations & Job Performance:
You will be required to have check-ins weekly with your GM and Supervisor regarding your progress toward meeting Shift Leadership Responsibilities, proper Leadership Behaviors and Shift Performance measures that are required for you to stay in your current role. Shift Manager Summary & QSR Reports, Time Punch Reports, Manager & Crew feedback, On the Floor Coaching and Feedback 1:1 will be utilized to determine progress toward written Improvement Goals (Attach Goal Setting Form with more details of specific areas in which improvement is required and any reports utilized to support progress.)

3. Appearance:
Our team operates with a people first culture. We are an ownership that is collaborative. We are a team, one team. There is no "me" it is now "Our Team". Appreciate and utilize strengths of others on the team. This helps us all to be better and learn from one another. There is no one left alone in their own bubble, we are here to support each other. Welcome, kindness and courtesy should be extended to every customer, crew and team member, every day. Ability to accept feedback and adapt to company directives and work to stay aligned with the vision, values and plans laid out by leadership. Support Steigitz policy and processes especially when communicating to current crew teams and with new Steigitz team members.

Working hour requirements:
We need to see that you are willing and able to work as a team and meet Shift Leadership Role Requirements. Our hope is to move forward with everyone on board. We understand that previous work patterns and job duties or previous job requirements may have been different before 2025 under different ownership, however adaptation time is now. We will discuss these again in 30 days

Shift Manager _____ GM _____ Supervisor _____

SHIFT MANAGER ROLE PROFILE & LEADERSHIP BEHAVIORS

Overview
Completing assigned responsibilities for shift is critical to being a great leader, as well as using the right leadership behaviors to get

Behaviors
BUILDS TEAMWORK

- Participates actively and willingly as a team member; volunteers to help others when it is important to the restaurant's performance.
- Addresses conflict in a timely manner; does not avoid dealing with
- Proactively coaches crew and other managers when they want to or need to learn something new.
- Acknowledges others' efforts and accomplishments daily.
- Delegates daily tasks and demonstrates trust in others' ability to perform them.

PLANS BEYOND THE SHIFT

- Shows an ability to think "beyond the shift" by reviewing past shift information to plan for the current shift (e.g., manager's GroupMe)
- Records important information about the shift to help with planning for the next or future shifts (e.g., record the next promotions or community events to the store's GroupMe)

SHIFT MANAGER ROLE PROFILE & LEADERSHIP BEHAVIORS

Responsibilities

FOOD SAFETY

- Complete and verify daily food safety is complete on tablet.
- Monitor food safety procedures during the shift.

INTERNAL COMMUNICATION

- Read messages from manager's communication log.
- Communicate with manager on shift and identify sales trends/problems.
- Communicate shift targets and goals to all areas.
- Monitor and communicate progress toward targets throughout shift.
- Communicate results and opportunities to the next manager.

PEOPLE PRACTICES

- Check crew appearance.
- Coordinate breaks for team
- Enforce all applicable labor and employment laws and McDonald's policies.

INVENTORY MANAGEMENT

- Maintain stock levels for 24hrs dry & 2 hrs freezer/cooler.
- Receive products by checking order accuracy, quality, and condition.
- Track raw and completed waste on each shift.

SAFETY AND SECURITY

- Ensure cash controls are in place for shift (safe contents, skims, deposits, +/-)
- Check security equipment for proper operation.
- Maintain safety and security during the shift.
- Use staggered method for open and close.
- Enforce all applicable laws and policies.

TRAINING (CREW)

- Ensure training device is charged and ready for use.
- Review training needs for crew
- Monitor execution of training throughout shift.
- Assign training credit when necessary.

PRODUCTION

- Monitor and correct production procedures.
- Monitor E*Production levels.
- Monitor cabinet levels and make sure charts are followed.
- Monitor UHC for correct holding times and quality.
- Monitor finished food quality.

SCHEDULING (CREW)

- Review crew schedule for proper staffing
- Create and execute DSPT for each shift.
- Ensure labor/TPPH controls are in place each hour, each shift.

PLANNED & DAILY MAINTENANCE & CLEANLINESS

- Identify and respond to equipment and unplanned activity, failures and follow-up on cleaning tasks.
- Verify completion/follow-up on PM tasks.

PERFORMANCE TARGETS

- Sales actual vs. projected
- Drive-thru car counts
- TPCH/TPMH Labor
- Cash +/-
- Raw and completed waste %
- Assigned Training, PM & Cleanliness tasks.
- KVS/DT/FC times
- Pre-shift checklists complete
- Travel paths complete

CUSTOMER FIRST

- Be visible and accessible to customers on the floor by resolving problems.
- Ensure that he/she can see the customer level of service and a customer from being satisfied.
- Ensure that clearly show a commitment to total customer service (e.g., holding doors, high chairs, greeting customers, refilling others to provide high levels of service.
- Work with customers to ensure their issues are solved.

CHANGE

- Have a positive attitude about change when being asked to do something new or when explaining changes to others.
- Be open and adapts to change. Think up on and adapts to new things to others. Others why changes are needed.

Shift Manager Performance Improvement Goal Setting Form 2025

Goals Should Be:

Specific: _____ Important - Value Driven: _____ Measurable: _____

Shift Manager Name: _____ Co's Name: _____ Supervisor: _____ Date: _____

Performance Goal #1

Goal: _____

Goal Deadline: _____

Performance Goal #2

Goal: _____

Goal Deadline: _____

Performance Goal #3

Goal: _____

Goal Deadline: _____

Icons:

DEVELOPMENT OF FUTURE LEADERS...IMPACTING OPERATIONS AS WE GROW!

ASST GM ROLE

AGM CLASSES:

16 AGM-ITs in Q1-Q2

SUPS WILL ATTEND ALSO

MUST SEE STORE METRIC
IMPROVEMENT DRIVEN BY
SUPS,GM & AGM DURING
DEVELOPMENT

INTERNAL JOB POSTING WITH
APPLICATION & INTERVIEW
PROCESS

SME ROLES IN-STORE

Identify SMEs:

Food Safety

E Production

Profit

People Experience Lead (PEL)

PBS & Onboarding Lead

Voice Lead

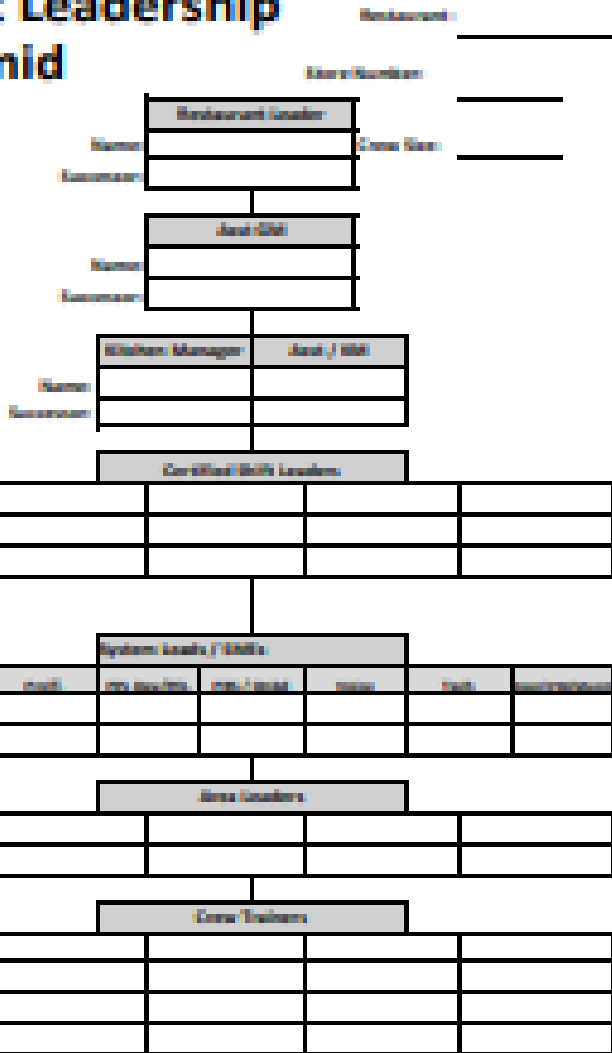
Tech Lead

Equipment PM Lead

*We will work to develop applications, job descriptions, requirements and a learning plan for each area Q3-Q4

PLANNING FOR GROWTH THROUGH INDIVIDUAL DEVELOPMENT

Restaurant Leadership Pyramid



Individual Development Plan Goals



Please download this form and save to your computer prior to entering any information

Goals should be:

Aligned to our business strategy

&

Specific
Here's what I'll do

Important –
Values Driven –
Here's why it matters and how it contributes

Measurable –
Here's how to tell



Serve



Inclusion



Integrity



Community



Family

Goal 1

S Specific language
I Important language
M Measurable language

Deadline

By X Date

Goal 2

S Specific language
I Important language
M Measurable language

By X Date

Goal 3

S Specific language
I Important language
M Measurable language

By X Date

LEADERSHIP DEVELOPMENT CLASSES FOR AGM & SUPS COMBINED IN 2025

- WE HAVE 16 ASST STUDENTS COMING TO LEADERSHIP CLASS
 - EACH CLASS IS REQUIRED ATTENDANCE BY AGM-IT & SUP
 - Measures of Students In-Store Progress will be discussed at each session
 - All may not make it, up to them, their commitment and results at their store level
 - After the first class we will split into ABOA & GIO groups
 - Sups stay an hour after session to learn more & discuss their students progress and in-store impacts during their shifts

TOPICS ARE COVERED BY JOANN & LEADERSHIP SME'S

- Session 1 Setting Expectations & Asst GM Role Requirements
- Session 2 Food Cost and Excelling at Co-op Level Initiatives with Joann & Paula
- Session 3 Crew Training 101 & Accountable Leadership with Joann & John
- Session 4 Production Diagnostic PACE with Joann & Greg
- Session 5 Drive Thru, Digital & Delivery with Sonny, Joann & Greg
 - April 4th at Salem
 - April 10th at North Vernon
 - April 24th at Mitchell
- Session 6 Qualities of Effective Coaching & Gold Std People Practices

Individual Development Plan Goals



Please **download this form and save to your computer** prior to entering any information

Goals should be:

Aligned to our business strategy &

Specific
Here's what I'll do

Important –
Values Driven –
Here's why it matters and how it contributes

Measurable –
Here's how to tell



Serve



Inclusion



Integrity



Community



Family

Goal 1

S

Specific language

I

Important language

M

Measurable language

Deadline

By X Date

Goal 2

S

Specific language

I

Important language

M

Measurable language

By X Date

Goal 3

S

Specific language

I

Important language

M

Measurable language

By X Date

People Brand Standards

Q1 2025

Organization Level Visit Due March

Required

Training Class for PBS:

ABOA- Jan 20th

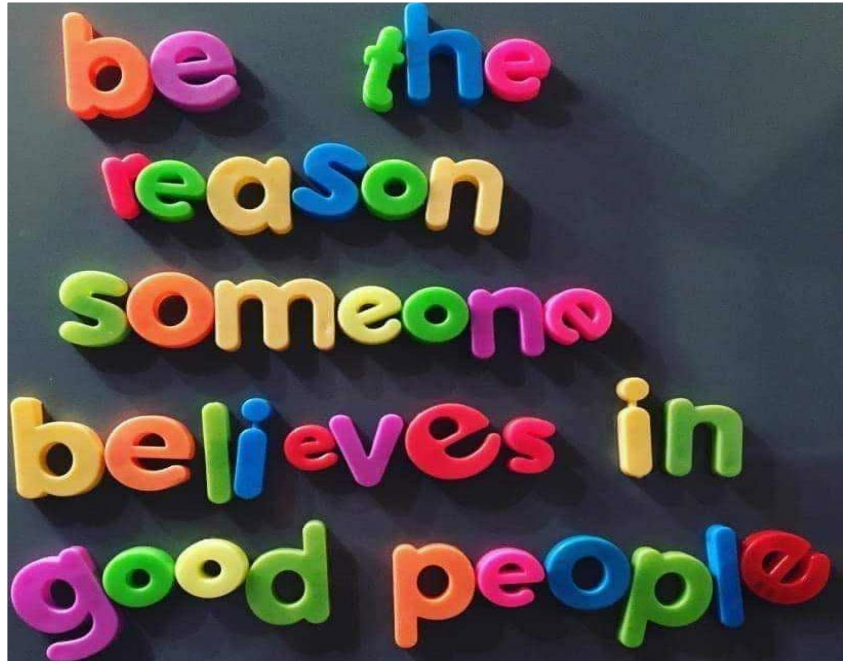
GIO- Jan 22nd

9am-3pm at the office both dates

Who: Sups, GMs and PBS Leads from each store

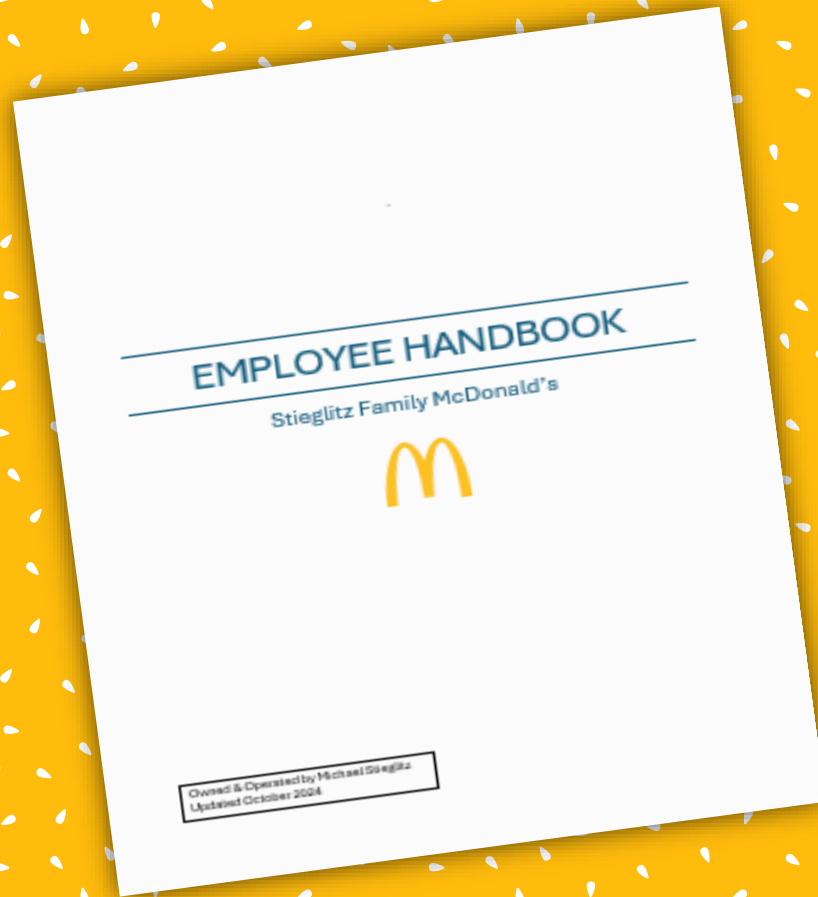
Sign up who is coming on Time Tree in comments & complete PBS Class PREWORK from PBS Prework email sent by Joann on Dec 27th prior this class

****ALL PBS Metrics must be 100% from Jan 2-Mar 2 Check monthly People Scorecard & react to it**



be the
reason
someone
believes in
good people





We have policies! Let's use them to improve performance, compliance and profit!

People Brand Standards Summary of 2025 Updates



Employee & Brand Protection

- **Child Labor Policy**



Training & Listening






- **SRIW Training Modernized**
- **Shift Leader in Training**
- **Listening Survey**









Visit Process Efficiencies

- **Virtual Restaurant Visits**

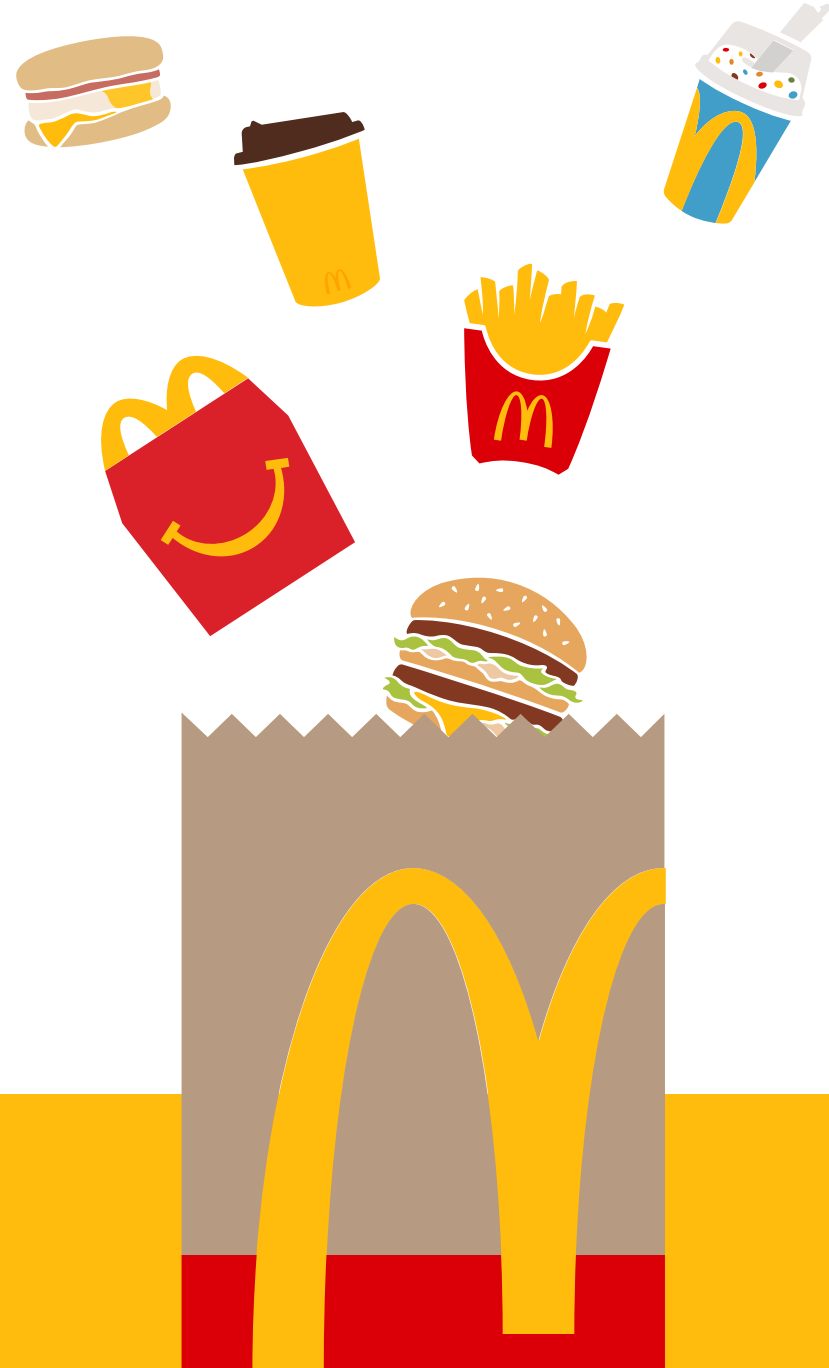
Supported by data from 2024 visits and ongoing program feedback

Minors			Crew					Managers			
	2024 Minors	2025 Min Goal		2024 Cr Goals	2024 Act	2025 Cr Goals	2024 Act CT	2025 GL CT		2024 Actual	2025 Goals
Jan	11	20		80	72	75	14	8		13	12
Feb	15	20		85	73	75	19	8		9	12
Mar	12	24		87	66	80	17	9		10	12
Apr	14	24		91	67	80	14	9		11	14
May	12	28		95	66	85	16	9		10	14
June	11	28		100	66	85	14	10		10	14
July	7	28		105	60	90	14	10		11	15
Aug	10	28		110	69	90	14	10		9	15
Sept	5	26		110	61	95	13	10		10	15
Oct	12	26		105	58	90	16	10		10	15
Nov	12	24		100	52	90	16	10		10	15
Dec	3	24		100	60	85	10	10		9	15

	TPPH			Labor			Terms			Turnover	
	2024 Actual	2025 Goal		2024 Actual	2025 Goals		2024 Actual	2025 Goals		2024 Actual	2025 Goals
Jan	4.84	5.84		25.12%	22.40%		13	2		14.60%	5.00%
Feb	5.42	6.42		22.45%	21.50%		18	1		20.90%	5.00%
Mar	5.22	6.22		22.53%			6			17.90%	5.00%
Apr	5.24	6.24		22.99%			7			4.70%	4.00%
May	5.18	6.18		22.51%			10			10.50%	4.00%
June	5.37	6.37		21.94%			8			14.60%	5.00%
July	5.53	6.53		20.99%			5			23.10%	5.00%
Aug	5.71	6.71		20.46%			9			10.50%	5.00%
Sept	5.49	6.49		22.98%			8			10.50%	4.50%
Oct	5.84	6.84		21.51%			10			25.30%	5.00%
Nov	5.76	6.76		21.50%			9			10.50%	4.50%
Dec	5.75	6.75		21.87%			10			12.80%	4.00%

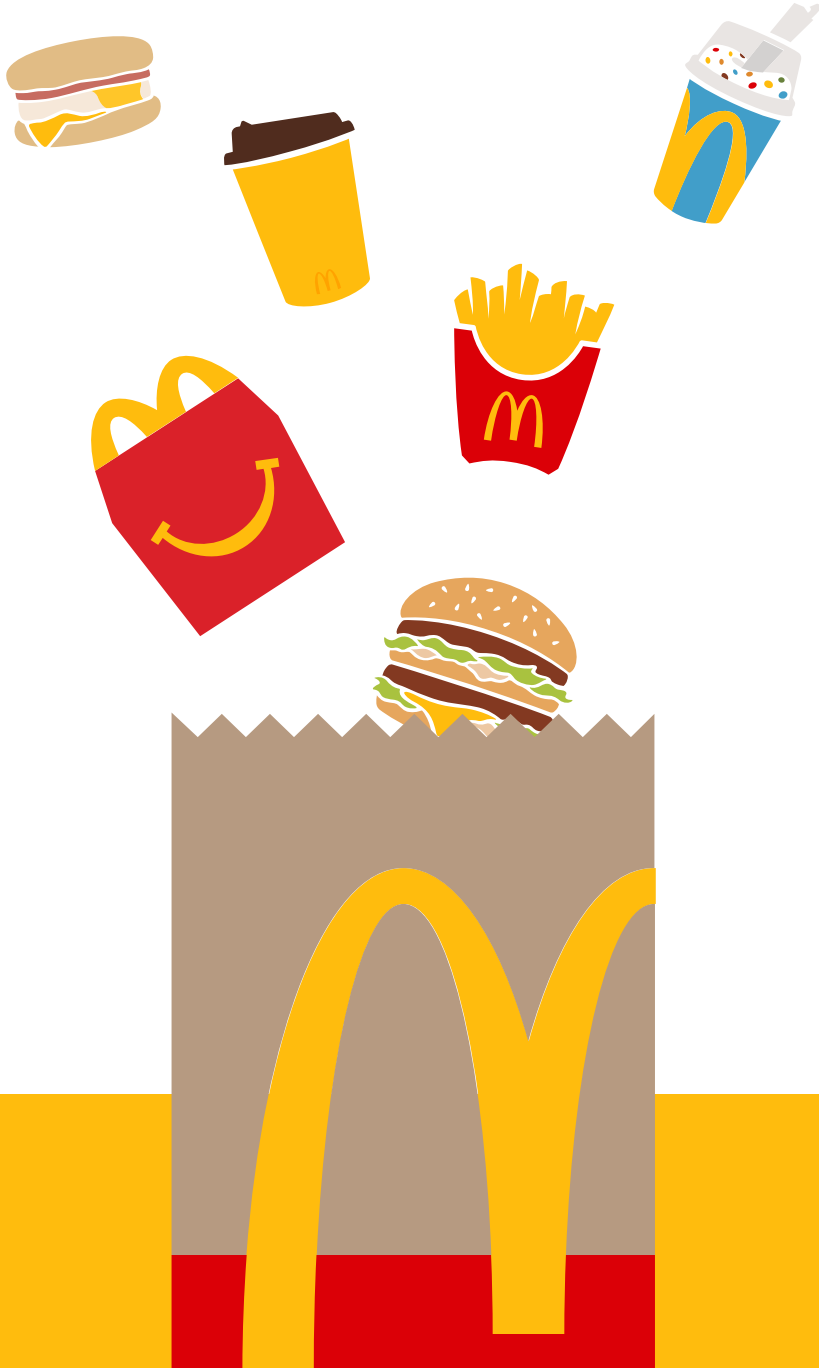
Serv Safe Food Safety Training Update

Mikey



Staffing Goals and People Scorecard Measures

Mikey & Joann



2025 Monthly Staffing Goals




Pull out your Staffing Goals for 2025

*These are **GUIDELINES** to go by to help improve TPPH Goals: Balance Retention, Training & Profit. Mikey has completed first 2 months to give you a starting range

*Work with your Supervisor to use People Scorecard & Staffing Goals to build your team and your business

 -Meet with Sup on PEOPLE once a month & review Goals and Progress

 -Bring your Staffing Goals sheet, filled in to Leadership Panel each month, be ready to discuss progress

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Serv Safe Program 2025 Overview

- * Students must create account and Complete prework prior to class
- Cost of Certification will be Payroll Deducted (\$40)

- Mikey will make sure prework is done by checking 1 & 2 weeks out
- Students without fully completed prework will be sent home from class



Download and follow the detailed instructions on QSR My Files under 2025 Planning





SERVING DELICIOUS, FRESH MEALS WHILE ENSURING THE SAFETY & QUALITY TO OUR CUSTOMERS.



Servsafe Classes are the 3rd Tuesday of every month. Here is how to sign someone up.

If you have someone who needs to attend that months class you will need to go on timetree and leave their name in the class comments within the first week of the month and also get them started on class prework.

On the 2nd Tuesday of the month all class participates most be at least 50% down with pre-work or could be pushed back to a later class date. Pre-work must be completed before classdate to get their ticket to attend Class

On the 3rd Tuesday we will meet at the Mitchell office at 9am and we will review the information in the morning than have lunch and recap and take the exam. Since the Employees get their Servsafe Certificate for their own future use, They will be responsible for the price of the exam. Michael will continue to buy them in bulk to a lower price, so instead of the \$69.99 price they will only have to pay the \$40 which can just be taken out of their the following week. please bring ID, laptop and attention to class.





SERVING DELICIOUS, FRESH MEALS WHILE ENSURING THE SAFETY & QUALITY TO OUR CUSTOMERS.



How to set up a new Servsafe account.

Have employee go to GBSRestaurant.com. Follow the link to ISP/Whitelist



On Whitelist in the 4th column 3rd from the bottom is Servsafe link



Have employee complete the Create account Section. The end will ask Operator, Region, Company. Have them enter Stieglitz, Chicago and McDonald's







SERVING DELICIOUS, FRESH MEALS WHILE ENSURING THE SAFETY & QUALITY TO OUR CUSTOMERS.



How to set employee up with class pre-work for Servsafe.

Have employee log into campus and go to Servsafe Manager



Next they will choose online courses and buy now.



Look for class SSMCT7 it should have no price listed with it and click add to profile and follow directions.





Walk Out Working People Checklist



Commit to help grow yourself & your teams by being...

All In
THRIVE IN 25



Identify Crew Training Lead & Attend February Crew Training 101 Session with them



Schedule Shift manager evals to implement review of SM Performance. Every SM gets Peak Hour Eval every 2-3 months, 80%+ goal



Put bottom 1/3 of Shift Managers on plan to reform or they step down from SM role or go



Establish (Schedule, Plan & work it out) to build solid People Routines & IDP in your store & utilize tools and training resources available. **Budget your time & Code these People Duties on Feb Manager Schedule:**

- *Do In Store IDP Planning 1:1 with each Mgr*
- *Schedule AGM & MIT Coaching Training in store time for homework and shoulder-to-shoulder*
- *Plan & Schedule Crew Training hours with training times including FRED & Schedule CT Classes*



Fill in your store's People Pyramid and bring it to PBS Class Jan 20 or 22nd



Post "Crew Trainer" Job Openings and take applications and interview for those positions and use "Readiness for advancement checklists

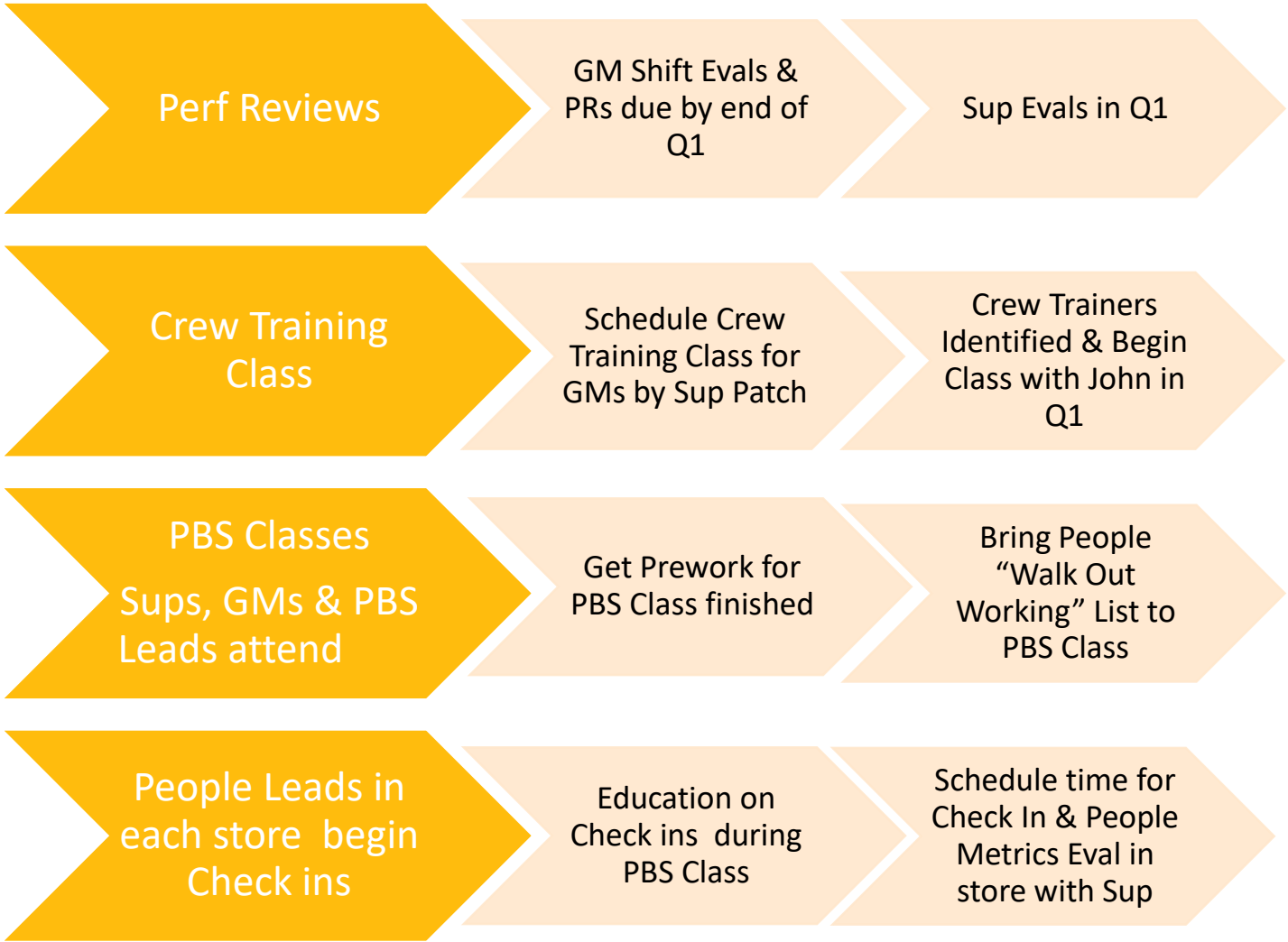


Do PBS Prewrite, attend PBS Class with PBS and meet PBS metrics 100% Jan-Mar by checking PDW weekly

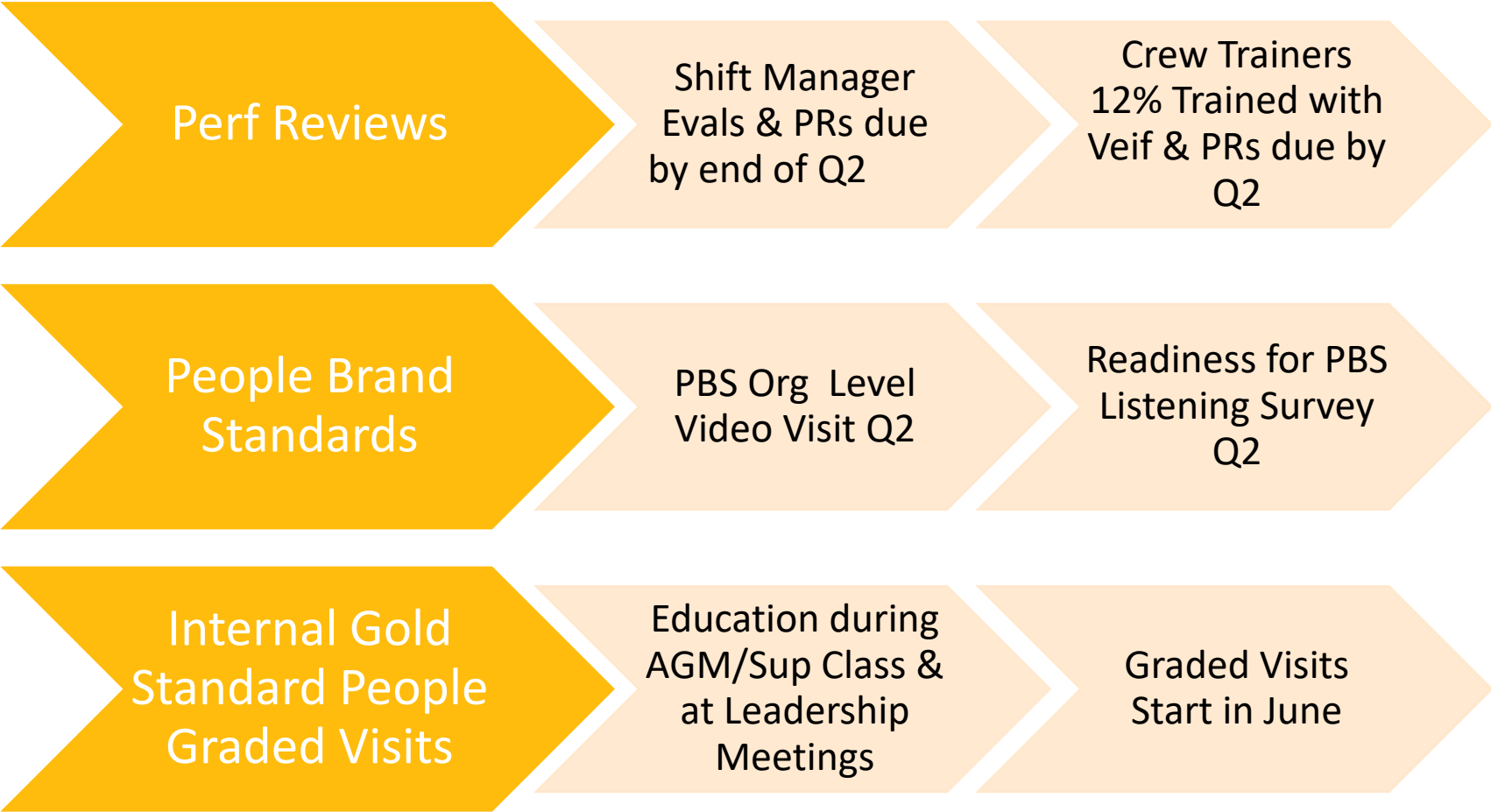
2nd & 3rd Quarter Goals Preview



Q1 People Items



Q2-Q3 People Items



“Gold Standard People Visit”

To be graded by PEL, MM, People DM
or whomever you choose:
Done to evaluate People Systems

✓
Goes beyond People Brand Standards to incorporate
each of the tiers of People Readiness in the stores

✓
Plans for new Crew IDP, MIT and CT Training,
Connecting and Career Conversations, Staffing Plans

✓
Checks level of effectiveness of all
People Routines

✓
Recognition and Reward the common
thread of every level of this tool



Gold Standard People Visit

Store # _____ Date _____ Completed By _____

Reviewed With _____

Time _____

Score _____

Safe, Respectful & Inclusive Workplace

- | | |
|---|------|
| 1. Harassment, Discrimination & Retaliation policy is in place and available to all crew | 5pts |
| 2. All new employees have completed training on Safe, Respectful and inclusive Workplace within 14 days of hire. | 5pts |
| 3. Reporting and response protocols and procedures are in place for crew and managers to report harassment and discrimination | 5pts |
| 4. Restaurant has an Anti-Violence policy in place that is communicated to all new employees during onboarding. | 5pts |
| 5. Records indicate that crew and managers are completing Workplace Violence Prevention Training within 14 days | 5pts |
| 6. Reporting and Response protocols and procedures are in place for crew and manager to report any incidents of violence | 5pts |

30 pts

Restaurant Listening

- | | |
|--|------|
| 7. An anonymous employee survey is completed at least once a year by Crew and Managers. | 5pts |
| 8. After each employee survey, an action plan is created based on the results and is posted | 5pts |
| 9. Restaurant has mechanism in place, that Crew and Managers are aware of, to freely raise comments, suggestions or concerns (ie: GM | 5pts |

15pts

Hiring & Staffing

- | | |
|---|------|
| 10. Open roles are updated on a regular basis on McHire, In store, Media | 5pts |
| 11. Restaurant has a staffing plan in place with goals for the month, year | 5pts |
| 12. Restaurant advertising hiring through digital, in-store and internal crew referral program | 5pts |
| 13. Restaurant uses McHire to hire employees. Keeping an active profile Posting openings quickly, scheduling interviews and following up with with all candidates | 5pts |
| 14. Restaurant has an interview guide that has a list of standard question and has enough people to interview to meet needs? | 5pts |
| 15. Restaurant has a WOW! Orientation program for new hires and there adequately trained personal to conduct it, Shares Vision of Org and I-sto | 5pts |
| 16. All newly hired crew have an executed training plan in place, on file, | 5pts |

35pts

Page 1 total is _____ out of 80 points

Training & Education

- | | |
|--|------|
| 17. Training program includes "Individual Crew Development Plan" for | 50pt |
| 18. New crew are partnered with certified crew trainers for shoulder at oreientation. Weekly Onboarding Schedule is communicated to Crew Trainers, Shift Managers and team | 5pts |
| 19. Verification is completed for all crew after training and is required based on RGRV-identified oppertunities. | 5pts |
| 20. Restaurant has a succession plan in place for the development of Crew Trainers, Area Leaders, Shift and Department Leaders | 5pts |
| 21. Shift Leaders have completed required FRED, In-house 8-session | 5pts |
| 22. Crew Trainers have completed required FRED and 3 session In-house classroom training and are "Crew Trainer Verified" | 5pts |
| 23. Shift, Department, and Restaurant Leaders have completed or are scheduled to complete all required FRED and classrrom training. | 5pts |
| 24. Shift Managers are fully trained and certified within 9 mos of assuming their position (only if hired after Jan 01, 2022) | 5pts |
| 25. Crew Trainers have attended "Crew Trainer Boot Camp" | 5pts |
| 26. Campus is being utilized by restaurant, achievements there communicated to all the team and are recognized | 5pts |

50pt

Recognition

- | | |
|---|------|
| 27. Monthly "Thank You" time is planned, Celebrating milestones & wins | 5pts |
| 28. "Connect Conversations" conducted with Crew weekly | 5pts |
| 29. Employees received timely reviews and "Career Conversations" 1:1 with their GM | 5pts |
| 30. The restaurant offers rewards and incentives programs to crew and managers using different channels for activities(Social Media, In Person) | 5pts |

20pts

Page 2 totals _____ out of 70pts

Total points achieved _____ out of 150 points

Score _____

Next Steps / Closing


Michael Stieglitz



What time is it?

A pair of red velvet curtains with gold tassels, partially drawn to reveal a dark background. The text is centered on the curtains.

**TIME FOR
Fianle
AWARDS!**

A pair of red velvet curtains with tassels, partially drawn to reveal a dark background with bokeh light effects.

**“Outstanding GM of
THE YEAR AWARD in
2024”**

**Congratulations
Bridget Davis**

WINNER

There's a lot of nasty people out there don't let them change you into one of them. Keep your head up and keep going.

Michael Allen

People Lead & Onboarding Subject Matter Expert

Stieglitz Family McDonald's

RED SHOE LIVING AWARD

WINNER



Lorem Ipsum

Michael Allen

People Lead & Onboarding Subject Matter Expert

Stieglitz Family McDonald's

RED SHOE LIVING AWARD