

Big Rocks: Policy, Communication and Acceptance expectations for our Shift Leaders

1. Policy:

Shift Leaders must enforce and abide by all GBS Stieglitz 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. Acceptance:

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 Stieglitz policy and processes especially when communicating to current crew teams and with new Stieglitz 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 on _____.

Shift Manager

GM

Supervisor

Shift Manager Performance Improvement Goal Setting Form 2025

Goals Should Be:

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
Store:

Shift Managers Name

GM's Name

Supervisor

Date

Performance
Goal #1



Goal Deadline

Performance
Goal #2



Goal Deadline

Performance
Goal #3



Goal Deadline



Improvement Plan Conversation Notes and Follow Up Dates

Meet (Once a week for 4 weeks)

Initial Meeting Notes:

Week 1

Date:

Week2

Date:

Week 3

Date:

Final Meeting Notes

Outcome: Retain Position

Demotion to _____

Termination

Shift Manager _____

GM/Supervisor _____

SHIFT MANAGER ROLE PROFILE & LEADERSHIP BEHAVIORS

Overview

A McDonald's Shift Manager is responsible for providing leadership to crew and other managers during a shift to ensure great QSC to our customers.

Shift Managers plan for each shift, monitor performance during the shift, take action to ensure the team is meeting McDonald's standards, monitor safety, security, and profitability, and communication with the next Shift Manager to help prepare him/her to run a great shift, too.

Shift Managers are also responsible for meeting targets during their shifts and for helping their team meet their goals.

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.

SERVICE

- Monitor and correct service procedures.
- Seek customer feedback during travel paths.
- Document customer complaints and take action as necessary.
- Follow BLAST recovery process when appropriate.

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 physical plant failures and unplanned activity.
- Verify completion/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/DI/FC times
- Pre-shift checklists complete
- Travel paths complete

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