



# LEADERSHIP TRAINING

MLY DEVELOPMENT WORKBOOK

**MLY**  
**INVESTMENTS, LLC**

*Coldline Start*

# INSTRUCTIONS FOR BINDER ASSEMBLY

The first page of the Binder should be the **MLY LEADERSHIP TRAINING COVER PAGE** followed by all subsequent pages up the **POSITIONAL TRAINING COVER PAGE**. The **FFC MANAGEMENT MIT WORKBOOK** should be fully inserted **BEFORE** the **POSITIONAL TRAINING COVER PAGE** but **AFTER** the **LEADERSHIP TRAINING PAGE** and its subsequent pages. See diagram below.

Start here and insert all pages until here.

Insert entire FFC Workbook next. After the FFC Workbook Insert the rest of the MLY Workbook starting at the **Positional Training Cover Page**



For questions and support on this binder, please contact your Multi-Unit Manager or Kyle Townsend.

# INSTRUCTIONS FOR USE

## MLY DEVELOPMENT WORKBOOK

The following workbook is intended to be a supplemental addition to the **FFC MIT WORKBOOK**. Each day there will be an **MLY Workbook** page to complete in addition the material found in the **FFC Workbook**. For example, on Grill Day 1 in the **FFC WORKBOOK**, there is also a **GRILL DAY 1** in the **MLY WORKBOOK**. Ensuring completion of both books daily will keep your MIT on the best path to successfully completing the **MLY Leadership Development Program**.

Please note that you will complete ALL pages in both books with the exception of the **TRAINING COMPLETION SIGNOFF**. Please use the **MLY VERSION**, NOT THE **FFC VERSION**.

This day matches the day title in the FFC MIT WORKBOOK.

WEEK 1 – DAY 2

*This page should be completed by the Training Manager*



**GRILL DAY 1**

### Managerial Training

- Temp Logs
- GPS Standards

### Resource Guide

- None

### MLY DAILY REVIEW

- Dining Room Procedures (1/1)
- Quality Table Touches (1/1)

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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### DAILY ACCOUNTABILITY CHECKLIST

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 10)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



Completing this checkbox will ensure you've properly completed the FFC MIT Workbook Objectives and the MLY Objectives

These are additional MLY Objectives to complete for the day.

## Welcome


Welcome to Freddy's!

On behalf of the entire Freddy's Family in Iowa, I would like to welcome you to MLY Investments, LLC. Your dynamic personality, professionalism, and commitment to serving our Guests is why you are now part of our Freddy's Family. We are confident that you will help us achieve our Vision of becoming a "cult-favorite" in the communities where we have locations.

In our organization, our people are the most important assets we have, and we back up that claim with dedication to providing the best training experience in the industry. We wholeheartedly believe that cultivating the most developed managers in the nation is directly correlated with our achievements. In short, your new role as a leader at Freddy's is important to us and we want you to have an excellent experience while you learn the Freddy's Way. Your training team and fellow leaders want to set you up for success and are eager to begin working with you!

The legacy of our company and its continued accomplishments makes us one of the most exciting and fastest-growing brands in our industry. This franchise is known for high-powered growth, built from a foundation of incredible management teams. For years, we have made business decisions necessary to ensure our success. The most recent decision was hiring you, and we are certain we made the right choice.

Once again, welcome to the Freddy's Family, and best wishes to you during your new employment and training. We hope through our company, we will reach new heights together in the journey ahead!

A handwritten signature in black ink, appearing to read "M. Young".

Mike Young  
MLY Investments, LLC.





## **Mike Young | CEO**

Phone: 319-409-6040

Email: [mike.young@mlyinvest.com](mailto:mike.young@mlyinvest.com)

Tenure: 7 years



## **Steven Young | Director of Operations**

Phone: 319-929-6573

Email: [steven.young@mlyinvest.com](mailto:steven.young@mlyinvest.com)

Tenure: 7 years



## **Alison Fuller | Multi-Unit Manager**

Phone: 309-373-1114

Email: [alison.fuller@mlyinvest.com](mailto:alison.fuller@mlyinvest.com)

Tenure: 4 year

Locations: Iowa City, Davenport Dubuque, Waterloo



## **Jason Mochal | Multi-Unit Manager**

Phone: 319-677-5646

Email: [jason.mochal@mlyinvest.com](mailto:jason.mochal@mlyinvest.com)

Tenure: 3 years

Locations: Cedar Rapids (Blairs Ferry), Coralville, Ames, Cedar Rapids (Westdale)



## **Steven Hambleton | Operational Administrative Mgr.**

Phone: 515-269-8046

Email: [steven.hambleton@mlyinvest.com](mailto:steven.hambleton@mlyinvest.com)

Tenure: 2 year



## **Kellie Jacobson | Administrative Manager**

Phone: 319-409-6040, Option 2

Email: [Kellie.Jacobson@mlyinvest.com](mailto:Kellie.Jacobson@mlyinvest.com)

### **When to Contact:**

- Payroll Questions
- Paylocity Password Troubleshooting
- Invoice Questions
- Hotel Requests
- Submitting MUM approved Budgets

## **Theresa Jones | Recruiting and Marketing Manager**

Phone: 319-409-6040, Option 1

Email: [Theresa.jones@mlyinvest.com](mailto:Theresa.jones@mlyinvest.com)

### **When to Contact:**

- Recruiting Questions
- Marketing Questions
- Office Express Troubleshooting
- Background Checks
- Any HR related questions
- Injuries



## **Jacob Simpson | Facilities Manager**

Phone: 515-981-6303

Email: [jsimpson@paneraiowa.com](mailto:jsimpson@paneraiowa.com)

### **When to Contact:**

- Facility Maintenance Questions
- UpKeep Support
- Preventative Maintenance Questions



# MLY TRAINING COMPLETION SIGN-OFF | *New Hire*



Day	Date	CL Start	Exam	TM Initials	MIT Signature
Week 1	1	/ /	<b>ONBOARDING</b> Dining Room	Welcome %	
	2	/ /	Cashier 1 Closing	Food Safety %	
	3	/ /	Cashier 2 Closing		
	4	/ /	Cashier 3 Mid	Cashier %	
	5	/ /	Custard 1 Open		
Week 2	6	/ /	Custard 2 Close	Custard %	
	7	/ /	Custard 3 / D.R. Close	Dining Room %	
	8	/ /	Drive-Thru 1 Mid	Drive-Thru %	
	9	/ /	Grill 1 Open		
	10	/ /	Grill 2 Open	Grill %	
Week 3	11	/ /	Make 1 Close		
	12	/ /	Make 2 Close	Make %	
	13	/ /	Fry 1 Mid	Fry %	
	14	/ /	Expo 1 Open		
	15	/ /	Expo 2 Open	Expo %	
Week 4	16	/ /	ColdLine MOD Close		
	17	/ /	ColdLine MOD Close		
	18	/ /	ColdLine MOD Mid		
	19	/ /	ColdLine MOD Open		
	20	/ /	ColdLine MOD Open		
Week 5	21	/ /	HotLine MOD Close		
	22	/ /	HotLine MOD Close		
	23	/ /	HotLine MOD Mid		
	24	/ /	HotLine MOD Open		
	25	/ /	HotLine MOD Open	MGMT %	
SS	26	/ /	<b>ServSafe Exam</b> Open		

## ORIENTATION

**THIS PAGE TO BE COMPLETED BY TRAINING MANGER:**

### UPON ARRIVAL

- Introduce yourself and get to know the MIT over a beverage.
- Give MIT the Form 1A and 1B to fill out and ask for the last 4 of their social to create their Aloha profile.
- In the Back Office, create **Employee Profile** and **User Profile** in Aloha. (See Aloha Tutorial)

### BUILDING THEIR R365 PROFILE

- Add MIT into R365 (See R365 Tutorial)
- Request **Manager Access** by completing the Systems Access Request Google Form

### LOGGING INTO R365

- Have the MIT check their email / text for their temporary password to login to their account.
- Go through the R365 app with them explaining the following
  - Dashboard Page
  - The importance of announcements and where to find them
  - How to view their schedule putting emphasis on that our weeks are Thurs-Wed not Mon-Sun.
  - Show them how to see the restaurant schedule so they can see everyone scheduled that day.
  - Show them how to update their availability.
  - Show them how to request time off. *When showing them how to request off make sure to explain if they only need part of the day off, they can do that and don't only need to take the whole day off.* You can also submit a practice RO or a real one if they have something coming up.

### PAYLOCITY ONBOARDING DOCS

- Have the MIT open their email to get their **Initial Paylocity Password**.
  - The company code is **11256**
  - Their username is the first 2 letters of their first name then their last name. **Example: John Doe would be jdoe.** If someone else already has that username Theresa will tell you what the different one will be.
- Next fill out the I-9 Verification form. **They will need their 2 forms of ID**
- Enter Direct Deposit Information.
- Emergency Contact Information.
- Enter Home Contact Information.
- Complete Tax Forms.



## ORIENTATION

**THIS PAGE TO BE COMPLETED BY TRAINING MANGER:**

### MANAGEMENT HANDBOOK AND WELCOME PACKET

A lot of information is in both packets and copies are sent to the team member's email for them to look at whenever they would like, however it is very important to go over the following during the process.

- |   |   |
|---|---|
| <input type="checkbox"/> Teamwork                     | <input type="checkbox"/> Tardiness and Absenteeism                            |
| <input type="checkbox"/> Fraternalization             | <input type="checkbox"/> Break Policy   |
| <input type="checkbox"/> Professionalism              | <input type="checkbox"/> Age Restrictions - <i>If it applies to them</i>      |
| <input type="checkbox"/> Uniforms and Appearance      | <input type="checkbox"/> Payday - <i>give them a copy of the Pay Schedule</i> |
| <input type="checkbox"/> Hair and Personal Appearance | <input type="checkbox"/> Meals and Discount Policy                            |
| <input type="checkbox"/> Parking and Transportation   | <input type="checkbox"/> General Workplace Behavior Policy                    |
| <input type="checkbox"/> Management Team              | <input type="checkbox"/> Harassment/Discrimination                            |
| <input type="checkbox"/> Scheduling                   | <input type="checkbox"/> Cell Phones  |

### THE SCOOP

- Create their scoop account (**See Scoop Tutorial**)
- Send the *Welcome Email*

### WHILE THEY ARE WATCHING VIDEOS

- Create and enter their schedule in R365
- Provide them with their polos (if shipment has arrived)

### ONBOARDING FINAL STEPS

- Conduct Restaurant Tour
- Verify their hotel information (if applicable)
- Train the MIT on the MLY Hotel Request Form
- Make sure they have their uniforms, all the documents they came with, know and can view their schedule, and don't have any questions.
- Verify they have contact information for Restaurant / Restaurant Managers.
- Remaining portion of the shift should be spent with the MOD in the lobby.

### DAILY ACCOUNTABILITY CHECKLIST

*To be completed by the Training Manager or MUM*

- Onboarding Objectives (Page 3)
- MIT Program Introduction (Page 5)
- Required reading completed
- Request Zenput and TEAMs access from Multi-Unit Manager





# POSITIONAL TRAINING

MLY DEVELOPMENT WORKBOOK

**MLY**  
**INVESTMENTS, LLC**

*The following material is aligned with the Freddy's USA positional training program of the MIT Workbook. Please use all subsequent pages with pages 9 through 52 of the MIT Workbook.*



**TUTORIAL**

*Managerial Training*

*This box will contain any new tasks that the MIT will be learning that day and should be taught by the GM or the Training Manager*

*Resource Guide*

*This box will reference any training guides and tutorials available in the MLY Investments Resource Guide*

**MLY DAILY REVIEW**

*This box will contain any material that the MIT has already learned on a previous day but still needs to be reviewed to make sure they have a solid understanding of the material. Each review item will have a number after it such as 1/1 or 2/4 which is how many days they will spend reviewing the material.*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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*This section is for notes about strengths, opportunities, personal observations, and questions. This section can be utilized by both the training manager and the MIT.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

*This box will be signed off by the training manager verifying that all required material for the day has been reviewed*





**CASHIER DAY 1**

*Managerial Training*

- Disassemble and Clean Taylor Machine
- GPS Standards

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Dining Room Procedures (1/1)
- Quality Table Touches (1/1)

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 10)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



# GPS



## Guest Perspective Standards

**Many Guests come through the doors every day and they come to expect our high standards for cleanliness.**

### WHAT IS GPS?

GPS is a term we use to refer to a guest's view of our restaurant. This includes the:

- Dining Room
- Kitchen
- Restroom
- Custard Area
- Drive-Thru
- Patio and Parking Lot

GPS is meant to give management and staff a basic list of tasks that can be performed quickly, yet have a direct impact on the guest's perspective of the store.

### WHO IS RESPONSIBLE FOR GPS?

**EVERYONE!**

Team Members and Managers work together to ensure our guests experience cleanliness the Fred's Way.

### WHEN DO WE LOOK AT GPS?

**ALWAYS!**

- Before a rush
- After a rush
- Before stepping off the line
- Before beginning another task

### GPS TOUCH POINTS



#### HOTLINE

Manager: \_\_\_\_\_

#### COLDLINE

Manager: \_\_\_\_\_

*Hospitality...*

*Creating a clean and comfortable place for our guests!*

## Disassemble and Clean Custard Machine

We disassemble, clean, and reassemble the custard machine nightly to keep the machine clean and in good working order. It is important to note that **ONLY** a manager can clean the custard machine as the parts range anywhere from \$100 - \$25,000 to replace. To disassemble the machine, you will first run out the remaining custard. **After turning off the Refrigeration and Freeze Switches**, fill it with water and let the dashers run for about 30 minutes. After 30 minutes you can hook up the “elephant” and drain out the water while scrubbing the inside of the hoppers. After the hoppers are clean cover the drain with a towel and remove the bolts to take off the faceplate. Remove the rest of the parts and clean out the barrel. Take all the parts back and wash, rinse, and sanitize them in the 3-compartment sink. **They can NOT go through the dish machine.** Lightly lube up the black O-rings and reassemble the machine after the parts have been cleaned.

Important things to note:

- The custard machine is cleaned nightly **ONLY** by a manager.
- The parts are cleaned in the 3-compartment sink, **NEVER** in the dishwasher (the high heat will break the parts).
- Cover the drain when removing the faceplate bolts.
- Clean the black drip trays on the side of the machine nightly.
- Lightly lube all black O-rings when reassembling.
- NEVER FORGET** - turn off Refrigeration and Freeze switches when filling the hoppers with water.



**CASHIER DAY 2**

*Managerial Training*

- Daily Drawer Counts
- Cash Over / Short Procedures
- AM & PM Readiness Evaluations

*Resource Guide*

- Zenput Tutorial

**MLY DAILY REVIEW**

- Temp Logs (1/1) – *Content found on Day 2*
- Disassemble and Clean Taylor Machine (1/3) – *Content found on Day 2*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

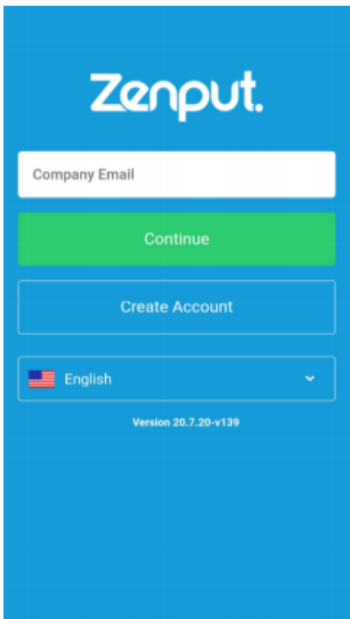
- MIT Workbook Position Objectives (Page 10)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



## Daily Drawer Counts

Daily Drawer Counts are an essential practice to monitor the cash flow of the restaurant and hold team members accountable for any irregularities. We complete these counts at least 3 times a day during the open, at shift change, and at close. **It is important that only one team member is assigned to a drawer and it is changed out and counted before they leave, or another team member begins taking transactions.**

Daily Drawer Checkouts									
AM									
Date	Term 1			Term 2			Term 3		
	Actual	Diff	Actual	Diff	Actual	Diff	Total Actual	Total Diff	Mgr Initials
1-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
2-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
3-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
4-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
5-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
6-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
7-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
8-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
9-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
10-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
11-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
12-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
13-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
14-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
15-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
16-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
17-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
18-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
19-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
20-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
21-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
22-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
23-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
24-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
25-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
26-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
27-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
28-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
29-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	
30-Jan	\$0.00		\$0.00		\$0.00		\$0.00	\$0.00	



## AM & PM Readiness Evaluations

Readiness evaluations are a powerful tool used to monitor food safety opportunities in the restaurant along with building awareness of what types of violations occur in our Restaurants. These are completed twice a day, once in the morning right before open and again right before dinner.

## Cash Over / Short Procedures

Understanding Cash Over / Short procedures is an important step in holding team members accountable should any issues arise. It is important to understand the proper steps in identifying a cash handling issue as well as finding the root cause of it.

MITs should know how to:

- Identify a cash issue
- Find the cause of the issue
- Properly document any cash handling issues
- Review footage and investigate potential theft





**CASHIER DAY 3**

*Managerial Training*

- Line Up Board
- Cleaning Calendar Tasks
- Running Custard

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Daily Drawer Counts (1/5) – *Content found on Day 3*
- Readiness Evaluations (1/4) - *Content found on Day 3*
- Cash over / short procedures (1/1) - *Content found on Day 3*
- Disassemble and Clean Taylor Machine (2/3) – *Content found on Day 2*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 14)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)





## Completing a Line-Up Board

The Line-Up Board is used to communicate with the team members what positions they are expected to be in throughout their shift. A proper line up will determine how well the execution of your shift will be. It is important to remember to put **Aces in Places** to make sure our Guests are having the best experience possible. One other thing to note is to make sure your team has an “attack the line” mentality and is prioritizing our Guests over other daily tasks.

### Drive-Thru

Pre-Shift Topics:		AM Shift				PM Shift			
		HotLine		ColdLine		HotLine		ColdLine	
Date:		Manager(s):		Manager(s):		Manager(s):		Manager(s):	
Notes:		Main Grill: Time in	Register: Time in	Time in	Main Grill: Time in	Register: Time in	Time in	Register: Time in	Time in
		Main Make: Time in	Custard: Time in	Time in	Main Make: Time in	Custard: Time in	Time in	Main Make: Time in	Custard: Time in
		Fry: Time in	Drive-Thru: Time in	Time in	Fry: Time in	Drive-Thru: Time in	Time in	Fry: Time in	Drive-Thru: Time in
		Expo: Time in	Lobby: Time in	Time in	Expo: Time in	Lobby: Time in	Time in	Expo: Time in	Lobby: Time in
		Drive Grill: Time in			Drive Grill: Time in			Drive Grill: Time in	
		Drive Make: Time in			Drive Make: Time in			Drive Make: Time in	
		AM Cleaning Task:				PM Cleaning Task:			

### MLY Investments Cleaning & Maintenance Schedule

Task	Thursday		Friday		Saturday		Sunday		Monday		Tuesday		Wednesday	
	Task	Week	Task	Week	Task	Week	Task	Week	Task	Week	Task	Week	Task	Week
<b>HOTLINE</b>														
<b>COLDLINE</b>														
<b>PREVENTATIVE MAINTENANCE</b>														

## Assigning Cleaning Calendar Tasks

Assigning Cleaning Calendar Tasks is an important component to upholding and maintaining the restaurant’s facilities. Cleanliness is one of our 3 pillars and needs to be maintained with utmost importance as a dirty restaurant is not appealing or safe for our Guests. The Cleaning Calendar contains Preventative Maintenance tasks that may not be part of the daily routine but still need to be maintained and never neglected.

## Running Custard

Running Custard itself is a simple process. The trickiest part is simply **when** to run the custard and **how much** to run. The important motto to remember is to run **Less Custard, More Often**. This will help make sure that the Guests are always receiving fresh, high-quality product. Custard has a shelf life of **2 hours**, and we want to make sure we keep an eye on the clock so we can start making more before the shelf life expires. Some visual indicators of bad product are: 1) ice crystals starting to form, 2) the color changes to a darker shade, or 3) the custard becomes harder to scoop. When it is time to make more custard, turn the switch to freeze **and** turn on the dasher. You will leave the faceplate closed until the custard comes out in a thick very slow-moving ribbon. If the custard is coming out too fast, then you may want to adjust the flow valve on the top of the machine.

Important things to remember when Running Custard:

- Make Less, More Often
- The Rerun Ratio - 80% Fresh, 20% Rerun,
- Breaking the Rerun Cycle
- The Shelf Life - 2 Hours
- The Visual Indicators of good and bad custard
- How to Adjust the Flow to make the highest quality custard
- The Recipe for Vanilla Mix
- Ensuring "Cold Contact"
- How each Switch on the machine works, including where to find the reset switches





**CUSTARD DAY 1**

*Managerial Training*

- Daily Sales Summary
- Sanitizing the Custard Machine

*Resource Guide*

- DSS Tutorial

**MLY DAILY REVIEW**

- Daily Drawer Counts (2/5) - *Content found on Day 3*
- Readiness Evaluations (2/4) - *Content found on Day 3*
- Line Up Board (1/2) - *Content found on Day 4*
- Cleaning Calendar Tasks (1/2) - *Content found on Day 4*
- Running Custard (1/5) - *Content found on Day 4*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 14)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)

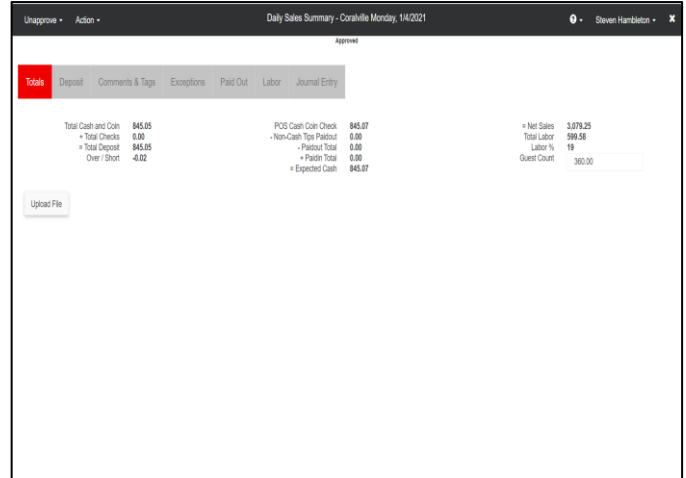


## Daily Sales Summary

The Daily Sales Summary helps communicate financial information to the corporate office in a timely manner. The DSS contains information such as verifying the deposit, clock in/out, comps/voids, and uploading paid out receipts.

Important things an MIT must know include:

- The Expectation that the DSS is to be completed by 8:30am each morning
- Running the comp/void report in Aloha
- Adjusting the deposit (as needed)
- Adjusting team member clock ins/outs (as needed)
- How to scan and upload receipts (as needed)



## Sanitizing the Custard Machine

Each morning we must Sanitize the Custard Machine before use to make sure the product we put in does not encounter any bacteria that may have built up overnight.

The Sanitizing Process:

- Fill a large bucket with 12 quarts of **COLD** water.
- Add 1 Kay 5 sanitizer packet to the water and whisk until it is mixed in properly.
- Verify that the custard machine was put back together properly and that all bolts have been tightened.
- Pour 6 quarts of the water/sanitizer mix into each hopper and turn on the dashers.
- Let each side run for 5-10 minutes then open the faceplate and drain the custard back into the bucket.
- Allow the custard machine time to air dry (or dry with paper towels) then turn on the refrigeration and add the mix so that you prepared to run custard for the day.



**CUSTARD DAY 2**

*Managerial Training*

- Nightly Report
- Waste Logs
- Inventory

*Resource Guide*

- Nightly Reporting
- Waste Log Tutorial
- Inventory Tutorial

**MLY DAILY REVIEW**

- Daily Drawer Counts (3/5) - *Content found on Day 3*
- Readiness Evaluations (3/4) - *Content found on Day 3*
- Running Custard (2/5) – *Content found on Day 4*
- Line Up Board (2/2) - *Content found on Day 4*
- Cleaning Calendar Tasks (2/2) - *Content found on Day 4*
- Disassemble and Clean Taylor Machine (3/3) – *Content found on Day 2*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

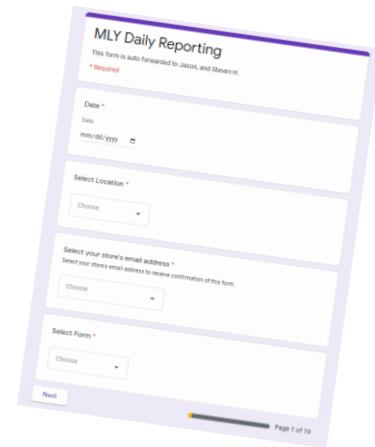
*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 20)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



## Nightly Report

The nightly report is a form used to communicate all necessary information from the day to the MUM, DOO, and Ownership. It will include information such as your cash over/short, a daily overview, sales and labor projections vs. actual, paid out information, and 14/15 year old labor reports..



## Waste Log

The waste log helps us track product waste to identify where we are having issues with managing our food cost. You will be able to see trends in over portioning or any mistakes that resulted in waste.

It is important to track this information so that our Actual vs Theoretical food usage matches up.

## Inventory Counts

Inventory Counts are another tool that is essential when figuring out our Actual vs Theoretical usage. Certain items which are referred to as **NERO** Items, or "Never-Ever-Run-Out" items, and are credited back to out budget tracker after weekly and periodic counts.

These products are tracked as Inventory as we still have these products accounted for to use in the future. They are also high-cost items, and are tracked to ensure adherence to Food Cost budgets as well as a preventative measure to deter theft

Stock Count - Arnes - 1/6/2021

Unapproved  
Cost Complete

Date: 1/6/2021 Frequency: DAILY Location: Arnes  
Mobile City Entry: Replace City Template: 0004 - Daily Inventory Count Time: 00:00:00  
GL Posting:

Storage Location	Item	Select Unit of Measure	Quantity	Select Unit of Measure	Quantity	Select Unit of Measure	Quantity
Cookline & Chow Prep	DAIRY - Non Dairy Whipped To.	Can - 1215 oz	1.00				
Cookline & Chow Prep	CUSTARD - Vanilla	Case - 22.5 Gall Bags	0.00	Bag - 2.5 Gall	1.00		
Cookline & Chow Prep	CUSTARD - Chocolate	Case - 22.5 Gall Bags	1.00	Bag - 2.5 Gall	0.00		
Hotline & Pkg Dept	FRSEB - French Fry	Case - 65.5 LB	0.00	Bag - 5.5 LB	13.00		
Hotline & Pkg Dept	MEAT - Pork Tenderloin	Case - 20.0 Lb	0.00	Each	0.00		
Hotline & Pkg Dept	POULTRY - Chicken Tender	Case - 45.0 Lb - Tender	0.00	Bag - 5.0 Lb - Tender	0.00	Prep - 10.0 Lb - Tender	1.00
Hotline & Pkg Dept	POULTRY - Chicken Cord	Case - 60.0 Lb	0.00	Bag - 2.5 Lb	0.00	Prep - 10.0 Each	47.00
Hotline & Pkg Dept	POULTRY - Chicken Chop	Case - 100.0 Lb	0.00	Bag - 20.0 Each	0.00	Each - 10.0	92.00
Hotline & Pkg Dept	MEAT - Hot Dogs	Case - 45.0 Lb	0.00	Bag - 4.5 Lb	0.00	Each	1.00
Hotline & Pkg Dept	DAIRY - American Cheese	Case - 45.0 Lb	0.00	Prep - 4.5 Lb (100ct Blocks)	0.00	Prep - Block	0.00
Hotline & Pkg Dept	DAIRY - Swiss Cheese	Case - 45.0 Lb	0.00	Prep - 4.5 Lb (100ct Blocks)	0.00	Prep - Block	0.00
Hotline & Pkg Dept	BREAD - Hamburger Bun	Case - 9.0 Pkg	3.00	Pkg	0.00		
			45.55		44		185.5

1 - 34 of 34 Items

**CUSTARD DAY 3 / DINING ROOM**

*Managerial Training*

- Closing Walk-Through

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Daily Drawer Counts (4/5) - *Content found on Day 3*
- Readiness Evaluations (4/4) - *Content found on Day 3*
- Nightly Report (1/3) - *Content found on Day 6*
- Waste Logs (1/3) - *Content found on Day 6*
- Inventory (1/3) - *Content found on Day 6*
- Running Custard (3/5) - *Content found on Day 4*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 24)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



## **Closing Walk-Through**

Closing Walk-Throughs are important to ensure the restaurant is properly shut down, cleaned, and secured before leaving. If a proper closing walk-through is not performed it could result in a security hazard that could turn into a crime of opportunity, an equipment safety hazard that could cause a loss or product/fire, or a cleanliness issue that will set back the open and cause the next day to begin behind schedule. The completion of Checklists, adherence to MLY Standards are required, and documentation should occur for not meeting those expectations.





**DRIVE THRU DAY 1**

*Managerial Training*

- Google Forms Overview

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Daily Drawer Counts (5/5) - *Content found on Day 3*
- Running Custard (4/5) – *Content found on Day 4*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 24)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



## Google Forms

Throughout your training process, you have been introduced to a few Google Forms used for reporting various information. Today we will cover the remaining forms, and ensure that you are comfortable completing each one:

- MLY Daily Reporting
- Vacation Request Form
- Resignation Form
- Termination Checklist
- Team Member Interview Form
- Team Member Incident Form
- Team Member 1 on 1
- Wage Increase Request Form
- Referral Bonus
- Guest Compensation Form
- Checklist Completion Rates
- GM Report Out (If Applicable)
- Hotel Request Forms
- Delivery Error Credit Request
- System Access Request
- Payroll Deductions
- Corrective Action Form

A screenshot of the Google Forms editor interface. The top bar is purple and contains a back arrow, the text "Untitled form" with "All changes saved in Drive" below it, and icons for settings, themes, preview, and a "SEND" button. Below the top bar, there are two tabs: "QUESTIONS" (selected) and "RESPONSES". The main content area shows a form titled "Sample Form" with a description: "This is the description of the form. You can put hyperlinks in the description by including the http:// with the link. For example https://goo.gl/YGcw1l will be a live link in the live view of the form." Below the description is an "Untitled Question" with a radio button and the text "Option 1". On the right side, there is a vertical toolbar with icons for adding questions, changing the theme, adding a header, adding a video, and a menu icon.

**GRILL DAY 1**

*Managerial Training*

- Temp Log
- Prep list completion

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Daily Sales Summary (1/4) - *Content found on Day 5*
- Prep List (1/1) - *Content found on Day 5*
- Running Custard (5/5) – *Content found on Day 4*
- Google Forms (1/1) – *Content found on Day 8*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 30)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)







**HOT LINE SUMMER PREP LIST - USE EVERYDAY**

Item	Container	Temp	Build To	On Hand	Need	Initials
<b>LETTUCE/TOMATO/GRILLED O 24 HOUR PREP</b>						
Shredded Lettuce	1/3 Plastic Pan	32-40	6			
Lettuce Wraps	8 Qt Container	32-40	2 Containers			
Tomatoes Sliced	1/3 Plastic Pan	32-40	4			
Grilled Onions	1/3 Plastic Pan	32-40	2			
<b>ONIONS 48 HOUR PREP</b>						
Sliced Onion Rings	1/3 Plastic Pan	32-40	5			
California Sliced Onions	1/6 Plastic Pan	32-40	4			
Diced Onions	1/9 Plastic PAN	32-40	2			
Peeled Onions	22 Qt Container	32-40	1			
<b>CHEESE/ BACON 4 DAY PREP</b>						
American Cheese	Separate log ,1 log = 2 bricks	32-40	ALL			
Swiss Cheese	Separate log, 1 log = 4 bricks	32-40	4 Double Blocks			
Mont.Cheddar Cheese	1/9 Plastic Pan	32-40	3			
Bacon Strips	1/3 Pan Plastic	32-40	4			
<b>CHICKEN BREAST/ VEGGI 3 DAY PREP</b>						
Grill Chicken	1/6 pan (5 patties per pan)	32-40	3			
Veggie Burgers	1/6 pan (5 patties per pan)	32-40	2			
<b>CONDIMENTS 7 DAY PREP</b>						
Ketchup Bottles	Plastic Squeeze Bottle	32-40	All			
Mustard Bottles	Plastic Squeeze Bottle	32-40	All			
Freddy Sauce	1/9 pan	32-40	3			
Relish	1/9 pan	32-40	1			
Mayonnaise	1/9 pan	32-40	1 + 1 BU			
Pickle Slices	1/3 pan metal	32-40	6 Pans			
Sport Peppers	1/9 pan (1/2 Full)	32-40	1 + 1 BU			
Jalapenos	1/6 Pan Portions	32-40	12 Portions			
Sauerkraut	1/6 pan (portions)	32-40	10 Portions			
Freddy Fry Sauce	1/3 pan	32-40	3			
Spicy Fry Sauce	1/3 pan	32-40	2			
<b>FREEZER PREP</b>						
Chicken Tenders	Fill Hotel Pan	0-10	4 Pans			
Onion Rings	5.5 oz Portions	0-10	2 pans			
Cheese Curds	5 oz Portions	0-10	4 Pans			
Spicy Chicken	Fill 1/3 Pan	0-10	2 Pans			
Crispy Chicken	Fill 1/3 Pan	0-10	2 Pans			
<b>BREAD PREP</b>						
Hot Dog Buns	12 Quart Container	Room	4 containers			
Rye Bread	12 Quart Container	Room	4 containers			
Sandwich Bread	12 Quart Container	Room	1 Container			
<b>LTO PREP</b>						
		FRZ				

**Prep List Completion**

Prep lists are one of the checklists we utilize to ensure that we are properly prepared to execute the upcoming day. Prep levels are important to keep us from running out of product and causing an inconvenience to our Guests and team members.

As important as it is to be prepared, you also want to make sure your prep pars are not too high which could result in a products shelf life expiring thus creating unnecessary waste and driving your Food Cost up!

**GRILL DAY 2**

*Managerial Training*

- Instacart
- Change Orders
- Checklist Completion Rates

*Resource Guide*

- Instacart Tutorial
- Change Order Tutorial

**MLY DAILY REVIEW**

- Temp Logs (1/1) - *Content found on Day 9*
- Prep list completion (1/1) - *Content found on Day 9*
- Daily Sales Summary (2/4) - *Content found on Day 5*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 30)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



### Instacart

Instacart is a grocery delivery service we use to have local items delivered to the Restaurant. Some examples of local items that we source are milk, bananas, and pineapple. The reason we source certain items locally varies but is typically related to product cost, shelf life, or pack size.

This list can be found on OneDrive.



### Change Orders

Change Orders are placed weekly so that the Restaurant has enough \$1 bills and coin for all the drawers in the Restaurant. When placing a coin order, we use the extra \$10s, \$20s, \$50's, and \$100s from the petty drawer and determine how much we have to spend.

Next, calculate what we need to order that week totaling the money we have from petty. We then submit that money as a deposit and send it on the Armored Truck. After we have determined what we need for coin we can fill out the coin order form and email it to the cash vault in Des Moines. They will respond that it has been received and it will come on the Rochester Truck later that week.

Remember to always check the coin order in when it is received

### Checklist Completion Rates

Checklists are our most common preparation tool to make sure that we are prepared throughout each part of the day. Some of our checklists include the Opening, Own the Zone, Closing, Temp Logs, Manager Open/Close, and the High Traffic Disinfectant checklist. It is important as the manager on duty that you always ensure the completion of these checklists throughout the day. They are, quite simply, **the basic building blocks of SUCCESS.**



**MAKE DAY 1**

*Managerial Training*

- Aloha Functions / Brink Functions

*Resource Guide*

- Aloha Tutorial

**MLY DAILY REVIEW**

- Running Custard (2/5) - *Content found on Day 9*
- Nightly Reporting (2/3) - *Content found on Day 6*
- Waste Log (2/3) - *Content found on Day 6*
- Inventory (2/3) - *Content found on Day 6*
- Closing Walk-Through (2/3) - *Content found on Day 6*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 30)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



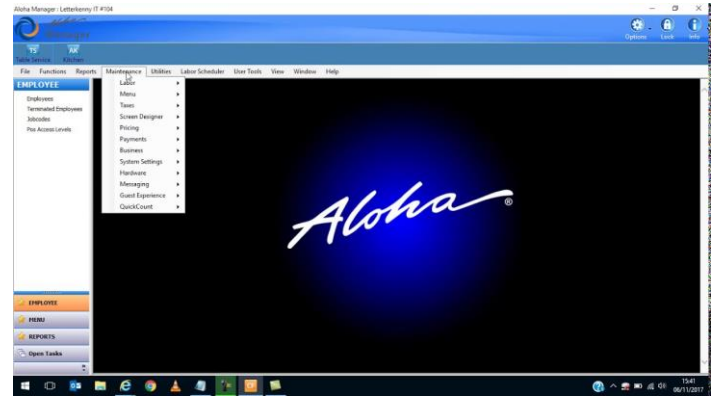


## Aloha Functions

Aloha is the POS, or "Point-of-Sale" software system used to power our terminals. Throughout your training you have learned a few basic functions. Today we will dive into the remaining functions of Aloha that you will encounter on a regular basis.

We will ensure you know how to:

- Enter / Edit a Deposit
- Review Sales and Labor
- Add / Delete a Team Member
- Adjust a Team Member's Wage
- Edit a Team Members Clock-In / Out
- Run the Comp / Void Report
- Build a Manager Profile
- Reprint Receipts



**MAKE DAY 2**

*Managerial Training*

- Read Chapter 8
- Emergency Action Plans
- Safety and Security Protocols
- Bodily Fluid Cleanup

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Nightly Reporting (3/3) - *Content found on Day 6*
- Waste Log (3/3) - *Content found on Day 6*
- Inventory (3/3) - *Content found on Day 6*
- Closing Walk-Through (3/3) - *Content found on Day 6*
- Aloha Functions (1/1) - *Content found on Day 11*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

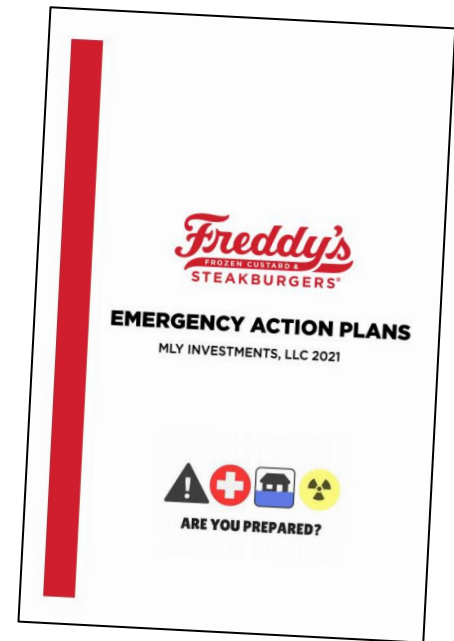
- MIT Workbook Position Objectives (Page 38)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



## Emergency Action Plans

Within every location is an Emergency Action Plan Booklet that is located by the phone in your office. Inside this booklet, you will find resources on how to handle the following:

- Bomb Threat
- Criminal Activity
- Crisis
- Evacuations
- Fire
- Flood
- Tornado
- Foodborne Illness
- Lockdowns
- Medical Emergencies
- Power Outages
- Suspicious Packages
- Terminal Issues
- Workplace Violence



## Safety and Security

Our top priority is the safety and security of our team members, Guests, and vendors. In Chapter 8 of the Management Manual, you will find important information regarding our Safety and Security Protocols

- Read Chapter 8

## Bodily Fluid Cleanup

In all locations, you will find a Bodily Fluid Cleanup Kit similar to the one pictured here. Every kit contains specific instructions on how to handle biohazard spills. The following page outlines the instructions found inside

- Read the following page on Cleanup Instructions



# Clean-up of Vomiting and Diarrheal Events



1. **Close or block off the affected area** using signage or a safety cone. Using a commercial biohazard kit, put on disposable plastic apron, face mask, shoe covers, then put on disposable gloves.



2. **Sprinkle absorbent material onto the spill** and allow it to stand for the time specified by the product label or until the fluid is fully absorbed and jelled. Apply EPA-approved disinfectant to the spill, following label directions and local regulatory agency requirements. Spray area until it is completely covered with the disinfectant solution, in accordance with the product label.



3. Using a disposable shovel and paper towels, **completely pick up all of the jelled substance**. Place it in a heavy-duty trash bag and seal the bag tightly according to your facility's procedures. Place this bag into a second trash bag (leave open).



4. **Use paper towels and additional disinfectant** following label directions to clean up surrounding areas that may have been affected by the spill, including around and under chairs, tables, benches, etc. Place all soiled paper towels into the outer trash bag.



5. **Once more, apply disinfectant** to the area, following directions for use on the product label. Allow the product to penetrate and remain wet for the time specified on the product label. Wash, rinse, and sanitize all food contact surfaces in affected area.



6. Once thorough cleaning and disinfecting is completed, **remove the apron and shoe covers** and place them into the outer trash bag. Remove gloves and dispose of into outer trash bag.



7. **Seal the bag tightly and place in the dumpster** outside the establishment, having a second employee who is wearing proper gloves open doors and the dumpster to prevent cross-contamination.



8. Once the affected area is dry, remove wet floor sign and **reopen the area**.

**FRY DAY 1**

*Managerial Training*

- Proper Hood Cleaning
- HL Preventative Maintenance

*Resource Guide*

- None

**MLY DAILY REVIEW**

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 38)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



## Proper Hood Cleaning

Proper Hood Cleaning is an important part of our closing routine. While these are maintained professionally on a quarterly basis, we must do our part nightly to ensure our exhaust systems remain in top working condition.

Important components of the close include:

- When to remove hood inserts
- How to remove hood inserts properly
- The Cleaning Process, including "The Trough"
- Sanitizing the hood inserts
- Polishing the interior of the hoods
- Monthly detailing procedures
- DON'T USE WIRE BRUSHES ON THE HOODS**



## Preventative Maintenance

One of our top controllable expenses each year is maintenance costs. A large majority of maintenance costs could be avoided with proper preventative action. In the Preventative Maintenance Guide, you will find step by step instructions on how to maintain items that are within the scope of Restaurant managers and does not require professional intervention.

Note also that many of these tasks are scheduled on our Cleaning Calendar!

**Freddy's**  
FROZEN CUSTARD &  
STEAKBURGERS®

**PREVENTATIVE MAINTENANCE GUIDE**

MLY INVESTMENTS, LLC.

REVISED 9.20.2020

**EXPO DAY 1**

*Managerial Training*

- Dropbox
- UpKeep
- Remaining Zenput Forms

*Resource Guide*

- Zenput Tutorial
- UpKeep Tutorial

**MLY DAILY REVIEW**

- Daily Sales Summary (3/4) - *Content found on Day 5*
- Google Forms (1/1) - *Content found on Day 13*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 38 & 48)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)



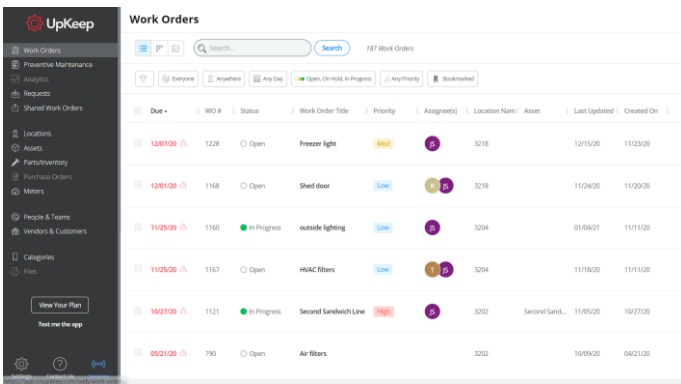
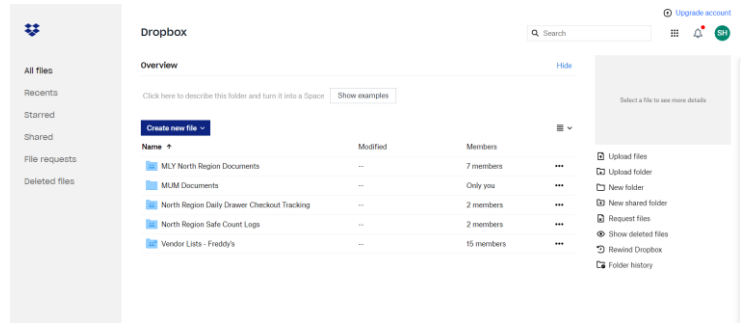


## Dropbox

To stay organized we use a online system called Dropbox to share files with other locations and between Restaurants and regional leaders.

Some examples of forms shared would be:

- Daily Drawer Counts
- Contact Lists
- Delegation Lists
- Etc.



## UpKeep

UpKeep is how Restaurants request service on items that need repaired in the Restaurant. Once submitted, these requests go directly to the Facilities Manager who in turn creates a work order for the task at hand. In most cases you will be contact within 24 hours for Medium to High severity issues.

Important things to cover include how to:

- Submit a request
- Add Notes to a request
- Cancel a request
- Check the Status of a submission

## Zenput

Throughout your training you’ve been introduced to a variety of Zenput Forms. Today we will cover the remaining forms you may or may not have been taught that are used by Restaurant managers.

- Cleanliness Evaluation
- Bad Product Form
- Vendor Log
- Hospitality Audit
- Freddy Factor Audit
- Full Ecosure Evaluation
- Guest Incident Form
- Landscaping Audit
- MLY OAR





**EXPO DAY 2**

*Managerial Training*

- Ordering
  - Marketing Expo
  - Office Express
  - Spectrum
  - Hockenbergs

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Daily Sales Summary (4/4) - *Content found on Day 5*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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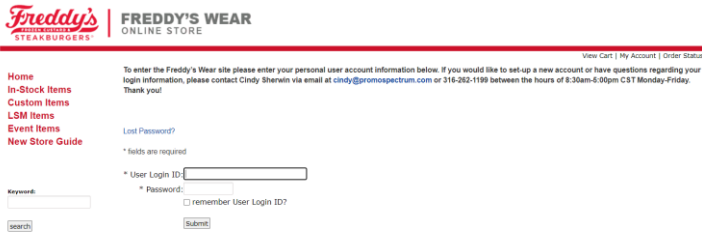
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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 54)
- MLY Managerial Training Objectives (Above)
- MLY Daily Review Completed (Above)





## Spectrum

Here you will find all things Freddy's Gear. These items are typically ordered once per period and payroll deducted from those that order items

Additionally, you can review Sanmar.com for any custom gear. These purchases must be submitted to the DOO for review and approval prior to purchasing.

## Office Express

Every good operation needs a paper clip or two. Office Express is where you will order anything office related. Paper, paper clips, printer ink, clipboards, etc. are just a few items you may order here from time to time.



## Marketing Expo

There are many signs and posters throughout the Restaurant ranging from information, decorative, to advertising.

This site is where you will order all materials related to printing Freddy's materials

## Hockenbergs

This site is where you will purchase a majority of your smallware items. Spatulas, grill scrapers, hoses, racks, shelves, containers, etc. are examples of items you may purchase from here.





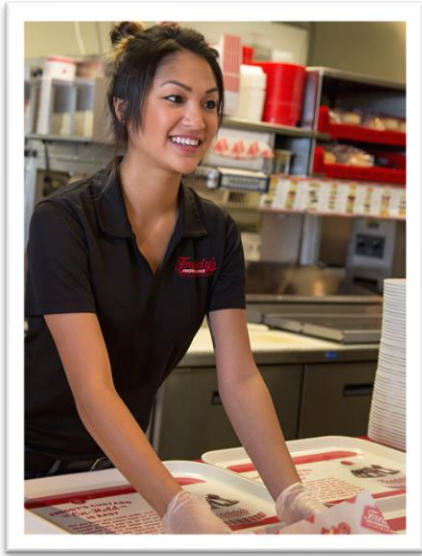
# MANAGERIAL TRAINING

MLY DEVELOPMENT WORKBOOK

**MLY**  
**INVESTMENTS, LLC**

*The following material is aligned with the Freddy's USA Managerial training program of the MIT Workbook. Please use all subsequent pages with pages 53 through 82 of the MIT Workbook.*

## MOD HotLine Lead 1-2-3-4



### Leading an MOD shift as Float: Simplified

#### HotLine Priorities

1. Is the line running smoothly? (Is your presence needed on the line?)
  - No Red / Yellow Tickets?
  - Everyone organized
  - No bottlenecking
2. Is everything stocked?
  - Red baskets
  - Meats
  - Other products
3. Is GPS being maintained?
4. Are all quality control points being maintained?

### Float to Assist the ColdLine

If Grill, Make and Fry are covered and Guests are being attended to on expo, check the ColdLine.

*\*If ColdLine requests help at any time, we will of course move to assist them.*

- Does ColdLine need operational help? (Yellow and Red Tickets?)
- Ways to help ColdLine during smooth operations without interfering with the main positions
  - Wipe Down Tables / Sweep Dining Room
  - Table Touch Guests
  - Change Trash
  - Stock Drive Thru / Custard
  - Check Patio Restrooms
  - Wash Custard Collars
  - Run more Custard
  - Clean Blender
- Once these steps have been completed, return to the back of house to repeat 1-2-3-4 process.

#### Remember:

Don't get stuck in a position for long periods of time, just long enough to help the team out of a jam.

**HOTLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Closing the Restaurant
- Completing effective figure 8s
- Adjusting for Food and Labor
- Handbook Polices
- Mission & Vision Statement

*Resource Guide*

- None

**MLY DAILY REVIEW**

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MIT Workbook Position Objectives (Page 62)
- MOD Activity (Page 62)
- MLY Daily Review Completed (Above)



## Understanding MLY's Mission, Vision, and Company Goals

It is important to understand what MLY's Mission, Vision, and Goals are so that you are prepared to help us achieve those objectives. These ideals are a direct representation of our beliefs and are realized through each leader in the company.

**MLY**  
INVESTMENTS, LLC

**WHAT WE ASPIRE TO BE**

**OUR VISION**  
To make a *Positive Impact* in the lives of every person we meet, by being a *Bright Spot* in their day.

**WHO WE ARE, WHAT WE DO**

**OUR MISSION**  
Provide craveable food with uncompromising dedication to the three pillars of *Hospitality, Quality, and Cleanliness*.

**HOW WE GET BETTER**

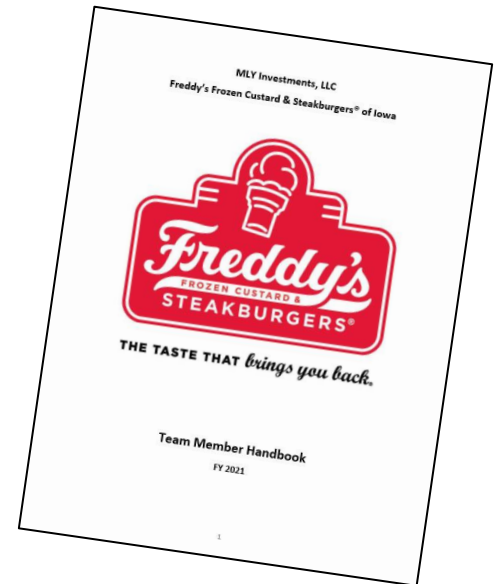
**OUR GOAL**  
Set up every Fredhead for *Success* by Developing them in the *Best Training Program* in the Nation.

## Closing the Restaurant

Throughout your positional training, you have been taught various components of closing the restaurant. Today begins the day that you will apply what you have learned and will effectively **LEAD** the close of the restaurant without sacrificing the Guest Experience.

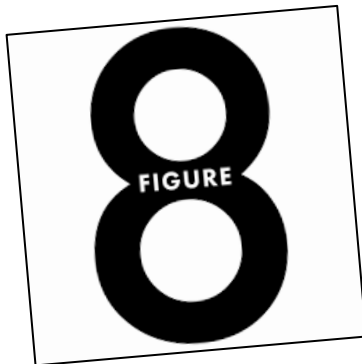
Important components of the Close include:

- Closing Manager Checklist
- Inventory Counts and Waste Logs
- Drawer Counts
- Custard Machine Disassemble and Cleaning
- Nightly Reports
- Maintain the Guest Experience through the Pre-Close
- Safety and Security Measures



## Handbook Policies

The MLY Team Member and Manager Handbook is the foundation for which we base all our important policies and procedures. It is important for you to be aware of this information so you can always uphold the highest standards.



## Completing Effective Figure 8's

As the MOD, you are responsible for maintaining effective Figure 8's to maintain awareness of the entire restaurant. Getting locked into position will prevent you from being able to adequately support the entire or protect the Guest experience.

- Reference HotLine Lead Insert after page 54.

## Adjusting for Food, Paper, and Labor

The MOD is responsible for maintaining constant awareness of the “Big 3” controllable items that affect your Restaurants profitability. Each shift you should be aware of where your Restaurant stands against your daily budget and periodic budget.

- Awareness of Budgets - Sales & Labor Projections
- Labor Controls
  - Making cuts after volume periods
  - Proactively adjusting due to Weather or Local Events
- Food / Paper Controls
  - Monitoring waste
  - Over portioning
  - Carelessness
  - Improper procedures
- 30-Second Coaching Opportunities



## **HOTLINE MANAGER ON DUTY (MOD)**

### *Managerial Training*

- Pereless Maintenance
- Interviews
- Background Checks

### *Resource Guide*

- Pereless Guide

### **MLY DAILY REVIEW**

- Closing the Restaurant (1/3) - *Content found on Day 16*
- Floating vs. getting locked in positions (1/1) - *Content found on Day 16*
- Completing effective figure 8s (1/3) - *Content found on Day 16*
- Adjusting for Food and Labor (1/5) - *Content found on Day 16*
- Handbook Polices (1/1) - *Content found on Day 16*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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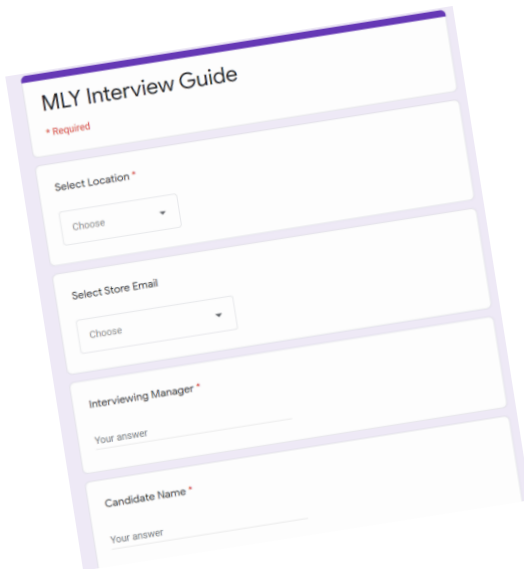
### **DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)







**MLY Interview Guide**  
 \* Required

Select Location \*  
 Choose

Select Store Email  
 Choose

Interviewing Manager \*  
 Your answer

Candidate Name \*  
 Your answer

## Interviews

Interviewing is an important step in the team member selection process. If done effectively, the interview enables us to determine if an applicant's skills, experience and personality meets Freddy's high standards.

We will take time today to discuss the following:

- When to Accept or Turn Down a candidate
- Qualities to look for in a candidate
- How to complete an Interview Form

## Pereless Maintenance

Pereless is the ATS or Applicant Tracking System we use for recruiting and hiring at Freddy's of Iowa. Throughout your career as a manager, you may oversee our Recruitment Process in your Restaurant and will work with this system daily.

Tasks that you will learn include how to:

- Update your interview schedule availability
- Find a candidate's application
- Properly Sort candidates after the interview
- Move a candidate to Background Check (below)
- Submit an Offer Approval



## Background Checks

The Background Check is the next step taken by our team to help ensure a sound hiring decision is made and to protect the brand from several potential risks.

Some things you will need to know are:

- How a candidate should use the Kiosk function
- How to send the background check consent form to the candidate's email via Peerless



**HOTLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Paylocity Onboarding

*Resource Guide*

- Onboarding Guide

**MLY DAILY REVIEW**

- Completing effective figure 8s (2/3) - *Content found on Day 16*
- Adjusting for Food and Labor (2/5) - *Content found on Day 16*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)



## Paylocity Onboarding

Paylocity is the system we use for HR and Payroll. During the Onboarding Process, Paylocity is vital to ensuring we have completed all the steps needed in the hiring process such as tax forms, contact information, the Team Member handbook, and Direct Deposit. After the initial onboarding, team members and managers can use Paylocity to update their direct deposit information, view paystubs online, and obtain W2s.

Tasks that you will learn include how to:

- Complete the steps of an Onboarding in Paylocity
  - Reference the Onboarding Guide
- Complete an I-9 Verification Form



**RECRUITMENT & ONBOARDING GUIDE**  
**HOURLY TEAM MEMBERS AND SUPERVISORS**  
REVISED 10.3.20



**HOTLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Opening the Restaurant
- Scoop
- R365
- Development Documents (FTSS, S2SR, etc)

*Resource Guide*

- Scoop Tutorial

**MLY DAILY REVIEW**

- Completing effective figure 8s (2/3) - *Content found on Day 16*
- Adjusting for Food and Labor (2/5) - *Content found on Day 16*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)



## Opening the Restaurant

Throughout your positional training, you have been taught various components of opening the restaurant. Today begins the day that you will apply what you have learned and will effectively lead the open of the restaurant.

Tasks that you will learn include how to:

- Complete the Daily Sales Summary
- Enter Drawer Counts
- Complete The Opening Manager Checklist
- Follow Proper Prep Procedures
- Complete the Line-Up Board
- Complete 11:00am Report Out



## The Scoop

The Scoop is your one stop shop for just about any information Freddie's related. You can find the latest news, training videos, and operational files.

Important things to cover include:

- MLY Expectation - Managers are expected to login at least 1x/shift
- How to Add and Remove team members
- Running Completion Reports
- Navigating the Scoop

## Restaurant 365

You are likely already familiar with Restaurant 365, which is utilized for a multitude of tasks within the restaurant. For managing labor, it is utilized for schedule creation and maintenance, availabilities, time off requests, and sales forecast. There are also several administrative and accounting duties that require using R365, such as approving invoices and viewing your Budget Tracker. Additionally, R365 is also used for Food Cost control items such as Inventories and Waste Logs.

Tasks that you will learn include how to:

- Add and Remove team members
- Enter a Sales Forecast
- Enter a Schedule (More in Days Ahead)
- View, read, and deep dive in the Budget Tracker
- Enter Waste Logs and Daily, Weekly and Periodic Inventory Counts
- View, read, and Approve Invoices (if applicable)



## **Developmental Documents**

These programs detail the advancement opportunities every member of the Freddy’s Family has the opportunity to pursue. Each document outlines the requirements and characteristics that are needed to take that next step in your development.

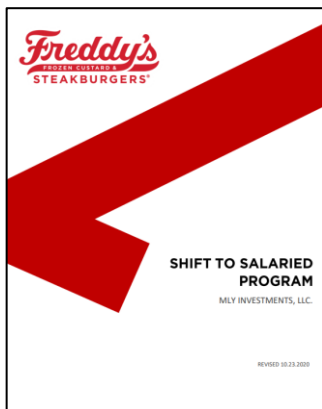


### **FTSS Program**

The Fast-Track Shift Supervisor program is utilized for high performing team members that have been identified as potential management candidates. This program will immerse them in high level areas of the training program and give them exposure to management responsibilities and situations.

### **Shift to Sr. Shift Program**

The Shift to Senior Shift Program is a program designed for high performing shift supervisors that are interested in pursuing a salaried management position but lack the proper experience to be directly promoted to a salaried manager. This program will give them additional responsibility, real-world experience, and training to prepare them for the next step in their development



### **Shift to Salary Program**

The Shift to Salaried Program is a program designed for high performing shift supervisors and senior shift supervisors that are ready to be developed to become a salaried manager. This program will give them additional responsibility, real-world experience, and training to prepare them for the next step in their development



**HOTLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Scheduling
- Child Labor Laws

*Resource Guide*

- Scheduling Guide

**MLY DAILY REVIEW**

- Opening the Restaurant (1/3) - *Content found on Day 19*
- Scoop (1/2) - *Content found on Day 19*
- R365 (1/1) - *Content found on Day 19*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)

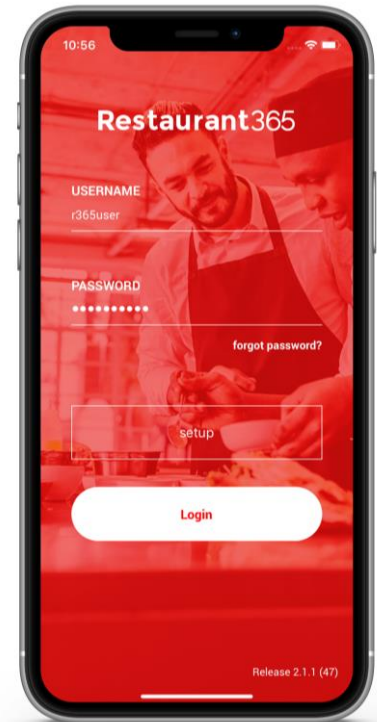


## Scheduling

Proper Scheduling is foundation for being proactive in controlling your labor budget as well as ensuring the proper Guest experience. Essentially, you are creating "14 Great Teams" each time you create your weekly schedule. Flexible scheduling can also be one of the biggest factors that effect team morale and make us an attractive place to work.

Tasks that we will discuss in further detail include how to:

- Determine Proper Par Levels & Volume Coverage
- Reiterate the Importance of "Aces in Places"
- Build a Solid Shift
- Crate Blackout Days
- View, approve, and deny Time Off Requests
- View, approve, and deny Availability Changes
- View, approve, and deny Shift Swaps
- Assign Job Responsibilities
- Manage your Labor Budget and Review your Sales Forecast
  - Copy the week prior or create a template
  - Create template shifts
- Apply Scheduler Functions
  - Filters
  - Copy and Paste



Restaurant365											
Scheduling											
Week of Mar 15, 2019											
	Mon	Tue	Wed	Thu	Fri	Sat	Sun				
OT Hours	67										
Sales Forecast	\$50,495.86	\$6,828.63	\$7,177.72	\$6,963.85	\$7,461.96	\$7,248.27	\$7,107.53	\$7,707.9			
Labor +/-	\$9,806.5   19.42%	\$1,262   18.48%	\$1,662   23.15%	\$1,308   18.78%	\$1,565   20.97%	\$1,396   19.26%	\$1,430   20.12%	\$1,183.5   15.35%			
	-4.87%	-11.52%	+3.15%	-1.22%	-19.03%	-0.74%	-0.12%	-4.65%			
Hrs (Suggested)	1,062 (1,235)	165 (228)	167 (144)	155 (155)	169 (149)	145 (145)	146 (158)	117 (257)			
Staff +/-	+173	+63	-24	+1	-20	0	+13	+141			
Unassigned	3 Shifts > 29 h		4 Shifts > 32 h		PREP 7a-3p 8 h		2 Shifts > 16 h				
Ask, Mitch	Unavailable all day	Unavailable all day	Unavailable all day		CASHIER 12p-8p 8 h						
Beckett, Debbie	CASHIER 5:15a-1:15p 8 h	CASHIER 5:15a-1:15p 8 h	BROIL 1p-11p 10 h	CASHIER 5:15a-1:15p 8 h		CASHIER 5:15a-1:15p 8 h	CASHIER 9:15a-5:15p 8 h				
Bedford, Carlton	2 Shifts > 12 h	FOOD RUN 8a-2p 6 h	2 Shifts > 12 h	FOOD RUN 8a-2p 6 h	MAINTENANCE 5a-1p 8 h	FOOD RUN 8a-2p 6 h	FOOD RUN 8a-2p 6 h				
Behr, Willie		FOOD RUN 8a-2p 6 h	BROIL 6a-2p 8 h	Unavailable all day	Unavailable all day	BROIL 6a-2p 8 h	BROIL 6a-2p 8 h				
Benito Osorio		Approved time off: 12a-1p	Approved time off: 4p-11:59p	FRY 11a-8:30p 9 h	Approved time off: All day	Approved time off: All day	Approved time off: All day				
Bryant, Hunter	CASHIER 9a-3p 8 h		CASHIER 5:15a-1:15p 8 h		CASHIER 5:15a-1:15p 8 h						
Butler, Andrew											
Butler, Nicole	Unavailable all day	Unavailable all day		PREP 7a-3p 8 h	PREP 7a-3p 8 h	PREP 7a-3p 8 h					
Forrey, Mariah	PREP 7a-3p 8 h		PREP 7a-3p 8 h		PREP 7a-3p 8 h						
Green, Aileen	Approved time off: All day	FOOD RUN 4p-10p 6 h	Unavailable all day	2 Shifts > 12 h	FOOD RUN 4p-10p 6 h	FRY 11a-8:30p 9 h	FRY 11a-8:30p 9 h				
Guilliams, Katie	MAINTENANCE	MAINTENANCE	MAINTENANCE	MAINTENANCE							



# MLY

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## INVESTMENTS, LLC

### Labor Guidelines for 14 and 15 Year Old Employees

- Need signed work permit on file
- May work outside of school hours
- May work from 7am to 7pm after Labor Day through May 31st
- May work from 7am to 9pm from June 1st through Labor Day
- No more than 3 hours per day on school nights
- May work up to 18 hours per week when school is in session
- No more than eight hour shifts on weekends/holidays/vacation
- No more than 40 hours per week during the summer or a full week of vacation

#### 14 and 15 Year Old Employees

##### CAN:

- Work register
- Work custard
- Work lobby
- Operate dishwasher
- Wash dishes using tri-sink
- Use bun toaster
- Prepare foods that do not require using a knife or cutter
- Use Blenders
- Work on Make Table

#### 14 and 15 Year Old Employees

##### CANNOT:

- Use onion cutter
- Use fryer
- Use grill
- Operate power washer
- Use chemicals that require any kind of personal protective equipment (PPE)
- Work in extreme temperatures

Extreme temperatures apply to the freezer and walk-in cooler as follows:

- It is okay to go into the freezer to retrieve something or put something away as long as it takes a minute or less and does not happen repeatedly during the shift.
- It is not okay to WORK in the freezer – clean it, organize it, put truck away, etc.

Since the walk-in cooler does not have extreme temperatures; it is okay for 14 and 15 year olds to work in it, however we will try to limit actual work in the walk-in for 14 and 15 year olds whenever possible.

For more information, please contact:  
State Child Labor (515) 281-6374 (515) 242-5869  
Federal Child Labor (515) 284-4625

Additional information regarding Child Labor Law may be found at:  
The Division of Labor Services web site [www.iowaworkforce.org/labor/childlabor.htm](http://www.iowaworkforce.org/labor/childlabor.htm)  
Federal Child Labor Law: <http://youthrules.dol.gov/>



**14 / 15-year-olds MUST take a FULL 30 MIN break for shifts 5 hours or more**

## MOD ColdLine Lead 1-2-3-4



### Leading an MOD shift as Float: Simplified

#### ColdLine Priorities

1. Is your presence needed at the Cashier Position?
2. Are you needing to assist the Custard Position?
3. Has the Dining Room been attended to?
  - Table Touches
  - Guest issues
  - Table wipe downs
  - Floor sweeps
  - Trash
  - Patio
  - Restrooms
4. Is Drive-Thru executing well?

### Float to Assist the HotLine

If Cashier, Custard, and Drive-Thru are covered and the dining room has been tended to, check on the Hotline

*\*If Hotline requests help at any time, we will of course move to assist them.*

- Does Hotline need operational help? (Yellow and Red Tickets?) If so, ask the Hotline Manager where you are most needed.
- Ways to help Hotline during smooth operations without interfering with the main positions
  - Stock trays or baskets
  - Replacing backups or bread racks
  - Refilling meat pan for grill cook
  - Helping portion fired items
  - Dropping buns
  - Helping Expo stage orders
  - Helping line-sweep and a wipe down
- Once these steps have been completed, return to the front of house to repeat 1-2-3-4 process.

#### Remember:

Don't get stuck in a position for long periods of time, just long enough to help the team out of a jam.



**COLDLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Truck Orders / USF Procedures
- Chain of Command
- Disciplinary Action Procedures

*Resource Guide*

- USF Resource Guide

**MLY DAILY REVIEW**

- Closing the Restaurant (2/3) - *Content found on Day 16*
- Scoop (2/2) - *Content found on Day 19*
- Scheduling (1/1) - *Content found on Day 20*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)



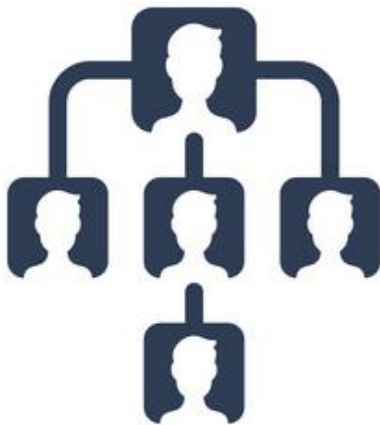


## Truck Order / USF Procedures

Proper truck pars and ordering are one of the biggest factors in precisely controlling your food cost. You will need to be proficient in all procedures to handle vendors when there is an issue with a product.

Tasks that we will cover include how to:

- Place a truck order
- Adjust truck pars based off previous weeks and sales projections
- Properly put a truck away (FIFO)
- Know the difference between NERO, Special Order, and Standard Products
- Modify and update the truck order guide
- Reject or Return damaged or incorrect product
- Obtain credit for bad product
- Locate an acceptable replacement product for an out of stock item



## The Chain of Command

At Freddy’s of Iowa, **we are professionals, and we act like it.**

Like most businesses we have what is referred to as the “Chain of Command.” The Chain of Command is the support system we have in place to handle various issues. The Chain of Command should always be followed so everyone is always kept in the loop. For example, you should always approach your direct supervisor first before contacting their superior. It is the primary responsibility of your direct supervisor to support, resolve, and coach you through any problem that may arise.

Note that if you are unable to reach your immediate supervisor or are uncomfortable doing so, please reach out to the next level supervisor. Each level of leadership is trained to inform those in the chain of command that need to know any pertinent information. Rest assured that if a message should need to reach your Regional Manager, by telling your Supervisor it will.

## Disciplinary Action Procedures

Handling disciplinary actions correctly is extremely important for not only accountability but to protect the company from potential legality issues.

In this area we will cover:

- How to fill out a Disciplinary Action Form
- The different types of documentation (Warning, Written Warning, etc.)
- Best Practices for properly delivering a DAF
- How to handle various situations such as attendance, cash issues, and uniform violations
- The importance of Witnesses during all DAF meetings with an employee

**MLY INVESTMENTS, LLC.**  
DISCIPLINARY ACTION FORM

*Freddy's*  
STEAKBURGER

Date: \_\_\_\_\_ Time: \_\_\_\_\_  
 Team Member Name: \_\_\_\_\_  
 Position: \_\_\_\_\_  
 Disciplinary Action Being Taken: \_\_\_\_\_  
 Next Disciplinary Step: \_\_\_\_\_  
 Category: \_\_\_\_\_  
 Other: \_\_\_\_\_

**Supervisor Statement:** Include all facts that led up to this disciplinary action or other. Include resolutions or what the employee must do to meet the standards established in previous steps in order to remain employed. Use additional space as necessary.

\_\_\_\_\_

**Employee Statement**

\_\_\_\_\_

Consent or Acknowledgment  
 I understand that this disciplinary action will be placed in my personnel file. If I do not meet the expectations as described in this, I understand that I will be subject to further disciplinary action, up to and including termination.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Manager Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Witness Signature \_\_\_\_\_ Date \_\_\_\_\_

THIS OFFICE USES ONLY  
 Scanned by HR on \_\_\_\_\_  
 Original returned to BC on \_\_\_\_\_



**COLDLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Watch GHS Video

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Closing the Restaurant (3/3) - *Content found on Day 16*

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)





# GHS

## The Global Harmonization System of Classification and Labeling

I \_\_\_\_\_, confirm that I have been trained about (1) how to identify Hazardous Chemicals, (2) how to read and understand product warning labels and Safety Data Sheets and where they are located, and (3) how to properly handle and use the chemicals that I am exposed to. I am also confirming that I know the Safety Data Sheet Manual and the Safety Data Sheets are available for reading and referencing at anytime. The Safety Data Sheet Manual and Safety Data Sheets are located near the chemical storage rack.

If I have any questions regarding this, I have had them answered by manager before signing this form.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**COLDLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Delegations

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Certification Checklist
  - Review any topics rated as a 1 or 2

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)





## Delegations

Delegations are the basic responsibilities that ensure the Restaurant is maintaining all aspects of daily operations. Each manager is assigned different delegations to divide and concur all the different responsibilities there are in a Restaurant. The GM is the one responsible for assigning and following up with the rest of the management team to ensure everything is completed properly and in a timely manner.

Note that some Restaurants may add unique delegations depending on the goals set by the GM or MUM.

Manager Delegation Chart		Trainer Delegation Chart	
Restaurant #	Owner(s)	Restaurant #	Owner(s)
	12/21/2020	CL Cleaning Calendar	
Cleaning Calendar		HL Cleaning Calendar	
Checklist Completion Rates		Landscaping & Restaurant Exterior	
Budget Tracking		Retail Freezer	
Payroll Deductions		Freddy Factor	
Smallwares/Uniforms Inventory		Hospitality and Friendliness	
Truck Orders, Inventory		Repair and Maintenance	
Weekly Invoices/Period Storage		Guest Comment Board	
Payroll Hours Review		AM Boil Out	
Schedule (Manager) Completion		Fryer Cleanliness	
Landscaping & Restaurant Exterior		Powerwashing	
Speed of Service		Employee Photo Board	
Culture & Team Building		Coldline Training Books	
Cash Handling		Hotline Training Books	
Restaurant Email			
Food Safety/Ecosure			
Hospitality & Friendliness			
Team Member Evaluations			
Zenput Evaluations			
Social Media & Guest Comments			
Guest Comment Board			
Maintenance & Repairs			
Retail Freezer			
Fred Head			
Action Plans			
Learning Zen Completion Rates			
Pereless Maintenance			
S&L Forecast & Master Schedule			
Schedule (Hourly) Completion			
Team Member Accountability Form			
Trainer Bonuses			
Training			
New-Hire Onboarding			
Local Restaurant Marketing (LSM)			
Veteran's Deposit			





**COLDLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Management Manual Review

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Opening the Restaurant (2/3) - *Content found on Day 19*
- Certification Checklist
  - Review any topics rated as a 1 or 2

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)





**COLDLINE MANAGER ON DUTY (MOD)**

*Managerial Training*

- Complete Management Exam
- Passed or Enrolled in ServSafe

*Resource Guide*

- None

**MLY DAILY REVIEW**

- Opening the Restaurant (3/3) - *Content found on Day 19*
- Certification Checklist
  - Review any topics rated as a 1 or 2

**NOTES** *Include notes about strengths, opportunities, personal observations, questions, etc.*

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**DAILY ACCOUNTABILITY CHECKLIST**

*To be completed by the Training Manager or MUM*

- MLY Managerial Training (Above)
- MLY Daily Review Completed (Above)



## Profit Sharing Bonus Plan

At MLY Investments, we believe that our managers should be rewarded for their ability to grow sales and profit while building long-term loyalty with our Guests. Those managers who exemplify “The Freddy’s Way” with an exceptional record of Cleanliness, Friendliness, Fast Service, Food Safety, Workplace Safety, and Fun Work Environments are rewarded for their efforts periodically and quarterly. Full details and qualifications of the bonus plan will be outlined by your General Manager in your home Restaurant.



## Training Handoff

This page contains the recap of the MITs greatest strengths and opportunities as well as training that will be needed in their home Restaurant.

P&L	<p align="center"><b><i>Skills for Consideration: Controlling Food &amp; Labor, Sales Building, P&amp;L Management</i></b></p>
	<p>Behaviors/Actions to Consider: Do they effectively and consistently use tools and systems, showing working knowledge of P&amp;L budget and actual figures? Are they constantly working to control Food, Paper and Labor Cost on a Shift-to-Shift basis? Do they exhibit sales building and cost controlling behaviors, actively seeking to learn more about the business? Do they act like a manager that works ON the business, not IN the business?</p>
LEADERSHIP	<p align="center"><b><i>Skills for Consideration: Store Improvement, Impact &amp; Influence, Champions Standards, Role Model</i></b></p>
	<p>Behaviors/Actions to Consider: Do they execute all components of a Servant Leader and can results be shown from their efforts? Do they set the standard and lead by example in all areas of management? Do they "run it like they own it" and create the Freddy's Culture at all times? Do they Follow Up and Follow Through with their teams and hold themselves and others accountable at all times?</p>
GOAL ORIENTATION	<p align="center"><b><i>Skills for Consideration: Personal Motivation, Adaptability, Commitment to Goals, Ethics, Accountability, Maturity, Time Management, Planning &amp; Execution, Delegation, Administration</i></b></p>
	<p>Behaviors/Actions to Consider: How quickly is their accomplishment of store delegations, and is there assumption of additional responsibility, demonstrated commitment through team work? Do they offer feedback and bring solutions to problems? Are they able to complete tasks within appropriate time. Do they use tools and systems effectively as reflected by reviews and audit scores, etc.? Do they communicate their progress on Action Plans? Are they able to operate with minimal supervision?</p>
SHIFT RUNNING	<p align="center"><b><i>Skills for Consideration: Opens/Mids/Closes, Multi-Tasking, Figure-8 Efficiency, Prioritization, Food Safety, Awareness &amp; Execution of Day-to-Day Duties</i></b></p>
	<p>Behaviors/Actions to Consider: Does the Manager conduct effective figure-8's and shift routines, create proper deployment charts, complete checklists, Cleaning Calendar and miscellaneous Action Plans? Do they communicate well with fellow managers and team, are they comfortable operating a shift solo and are they effective in Open, Mid and Close shift? Do they enforce Food Safety Policies?</p>

## Training Handoff

This page contains the recap of the MITs greatest strengths and opportunities as well as training that will be needed in their home Restaurant.

<b>PROBLEM SOLVING</b>	<b>Skills for Consideration: Recognition, Analysis, Resolution &amp; Execution of Problems</b>
	Behaviors/Actions to Consider: Can they effectively diagnose a problem and formulate an effective action plan? Do they effectively identify, determine, solve and correct problems as they arise? Do they go out of their way to discover and solve problems proactively?
<b>GUEST EXPERIENCE</b>	<b>Skills for Consideration: Guest 1st Mentality, LEARN-TO Effectiveness, Passion for Hospitality, Guest Engagement during Figure-8's</b>
	Behaviors/Actions to Consider: Does their behavior Increase sales and transaction growth (year over year)? Are Mystery Shopper scores and guest comments positive during their shifts? Are they able to handle upset guests and move throughout the lobby? Do they build Guest Relationships beyond a simple table touch?
<b>EFFECTIVE COMMUNICATION</b>	<b>Skills for Consideration: Store &amp; Team Goal Setting, Results Driven, Follow-Through &amp; Accountability</b>
	Behaviors/Actions to Consider: Does the manager conduct Pre-Shifts, participate in MIT/Team Member Training, engage in 30-Second Coaching Opportunities? Does the manager effectively use opening/closing checklist, engage in open dialog with fellow managers, encourage direction and communication with team during shifts? Are they active in Manager Log communications and sharing current policies and procedures with team members, are they attentive and participate in meetings? Do they communicate effectively with superiors and respond to emails on a timely basis?
<b>PEOPLE MANAGEMENT</b>	<b>Skills for Consideration: Ability to Work with Others, Conflict Resolution Skills, Relationship Building, Professionalism, Recruitment, Team Development and Culture</b>
	Behaviors/Actions to Consider: Do they contribute to high Retention through the 3 R's? Do they have respect for others and motivate their team? Are they professional, establishing rapport between management and team members? Are they known for creating the Freddy's Culture by how they interact with others? Do they show commitment to Freducation and Learning Zen, Trainee Schedule and Courses? Are certified trainers in place developed and held accountable? Do their efforts show success in developing team members, shift supervisors and assistant managers as demonstrated through their promotional advancement and ability to take on tasks?

# END OF TRAINING MEETING



## Training Handoff

This page contains the recap of the MITs greatest strengths and opportunities as well as training that will be needed in their home Restaurant.

STRENGTHS	STRENGTHS	COMMENTS
OPPS	OPPORTUNITIES	COMMENTS
TRAINING NEEDED	HOME STORE TRAINING	COMMENTS
NOTES		

MIT Signature: \_\_\_\_\_

TRAINING MGR Signature: \_\_\_\_\_



*Congratulations!*

*Welcome to the Leadership Team!*