



SHIFT TO SR. SHIFT PROGRAM

MLY INVESTMENTS, LLC.

REVISED 10.23.2020



Freddy's Shift Supervisor to Senior Shift Supervisor (S2SR)

The transition of a Shift Supervisor to Senior Shift Supervisor is not to be taken lightly. The responsibilities and expectations of a Senior Shift Supervisor are much higher than that of a standard hourly manager. Listed below are the base criteria for this transition to be a successful one. It should be noted that this promotion is a combination of both objective and subjective requirements, and the fulfillment of those requirements are there to increase the likelihood of success for the candidate. All promotions must be verified and approved by the Multi-Unit Manager and Director of Operations.

Identifying a Candidate

- GMs can identify candidates from within their management team and present the candidate to their MUM for approval.
- Skills to consider when making recommendations
 - Leadership Abilities
 - Experience & Skill Set
 - Growth Progression
 - Willingness to Learn
 - Adaptability
 - Availability

The Training Process

After a Shift Supervisor has been selected for promotion, a transition plan will be written by the GM to cover any processes or procedures that may not have been previously required in their Hourly Management Role.

Senior Shift Supervisor Responsibilities

- Energetically Leads Hourly Team Member to achieve KPIs.
- Sets and holds the team accountable to the highest of standards
- Champions our 3 Pillars of Cleanliness, Hospitality, and Quality.
- Holds Team Members accountable to all Freddy Factors
- Accountable for progress of all Team Members, Trainers, and Shift Supervisors.
- Always professional while having fun at work.

Certification and Promotion

Once selected, the Supervisor will complete the following Sr. Shift Supervisor Certification process:

- Re-take all position tests scoring 90% or higher
- Re-take the Comprehensive Management Exam scoring 90% or higher.
- Complete Shift to Sr. Shift Training with their GM.

SR. SHIFT SUPERVISOR CRITERIA CHECKLIST

After a Shift Supervisor has been selected for potential as an Sr. Shift Supervisor., the following checklist must be completed to create an Action Plan for their development. All Action Plans should include dates for completion.

Shift Supervisor: _____

Date: _____

Criteria Checklist

A Shift Supervisor may be a candidate for promotion if they demonstrate the following:

- Works well under stress, does not let team “see them sweat”
- Exhibits charisma, and ability to motivate all Team Members
- Is high energy, and drives positivity each and every shift
- Leaves the bad days behind – consistently pleasant moods
- Has a great relationship with team, and is well-liked by Team Members?
- Demonstrates ability to work well with all Team Members, especially low performers
- Exhibits great coaching and ability to train team
- Is tactful in their critique of Team Members and fellow Managers
- Is polite and professional in tone and action
- Effectively shuts down drama, gossip, discontent among Team Members and even Managers
- Handles conflict appropriately and at the lowest level (not a whiner)
- Is a Brand Protector – truly cares about Freddy’s as a brand
- Prioritizes effectively and efficiently
- Delegates effectively and efficiently
- Provides GREAT hospitality, and is frequently engaging Guests in the lobby
- Exhibits mature, professional behavior, refrains from swearing, inappropriate conversation
- Demonstrates professional appearance and grooming habits – NEVER UNKEMPT
- Operates with minimal supervision, keeps team and self-busy throughout every shift
- Makes suggestions for improvement, asks good questions
- No transportation issues, has completely open availability
- Follows Food Safety and Security Procedures without fail
- Eagerly demonstrates desire to learn and grow with Freddy’s
- Likely to be with us for the next 2 years

GM Approval: _____

MUM Approval: _____

SR. SHIFT SUPERVISOR CRITERIA CHECKLIST

After a Shift Supervisor has completed an Action Plan for their development as a Sr. Shift Supervisor, the following checklist must be completed.

Shift Supervisor: _____

Date: _____

Readiness Checklist

- Has spent 1 calendar year as a Shift Supervisor.
- Has zero writeups in last calendar year.
- Is Serv-Safe Certified.
- Carries out Action Plans with vigor and follow-through.
- Has created Action Plans, delegated, and executed proper follow-up.
- Can effectively manage more than 5 store responsibilities at one time.
- Has no Cash-Handling Issues, exhibits proper cash-handling best practices 100% of the time.
- Understands and handles R&M issues as well as appropriate follow-up.
- Has shown they can “get the job done” regardless of day-to-day challenges.
- Practices effective Figure-8’s on every shift.
- Successful history of Guest Service, Team Building and Development of People as a Shift Supervisor at MLY Investments, LLC dba Freddy’s of Iowa.
- Aptitude toward Learning, Coaching, and Teamwork.
- Ability to Motivate and Train a diverse staff in a fast-paced environment.
- Proclivity for Accountability and maintains Company Standards and the Freddy’s Way.
- Strong attention to Detail and Standards while managing time and priorities efficiently.
- Always focused on Profits and Sales Growth.
- Excellent attention to the Guest Experience, a true example of Hospitality.
- Exhibits detailed attention to Food Safety, is Serv-Safe Certified.
- Capable of assuming responsibility for 5 delegations including truck orders, scheduling, or inventory.
- Experience in financials to include setting and maintaining inventory, schedules, use of spreadsheets, and labor management is desired.
- Exhibits the Freddy’s Culture and is established as a Brand Protector.

GM Approval: _____

MUM Approval: _____