



# FTSS TRAINING

MLY DEVELOPMENT WORKBOOK

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

*Hotline Start*

# 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!



Mike Young  
MLY Investments, LLC.





## **SMART START CARD**

**Start every meeting by Reminding & Reaffirming the Team of Our Commitment at MLY Investments.**

### **We Do NOT Tolerate:**

**Sexual Harassment / Discrimination / Bad Attitudes / Jerks / Drama / Gossip / Alcohol, Drug or Other Substance Abuse / Misappropriation of Company Funds or Property**

**If you SEE it (or Hear about it)... STOP IT – FIX IT – REPORT IT**

**Full Disclosure = Bad News First + No Surprises**

**(It could have legal implications, and it does have moral implications)**



## **SMART START TIPS**

- 1. Keep the message fresh. Don't let it be "pencil-whipped". The message should have impact every time it is delivered.**
- 2. Unprofessional or Inappropriate Behavior includes (but is not limited to):**
  - Profanity; Jokes w/ Bad Taste
  - Gossip; Rumor-Spreading
  - Compromising Standards
  - Dishonesty, Lack of Integrity
  - Intimate Relations within Your Team
  - Improper Dress, Etiquette or Appearance
- 3. "Stop It" means if you hear about an "incident", investigate before judging; then be prompt, thorough and decisive in stopping any ongoing violation.**
- 4. "Fix It" means coach, teach and reprimand so the incident won't ever occur again – here or anywhere in the organization.**
- 5. "Report It" means you must document your response to these problems to protect yourself and ourselves from legal liability.**

**Document ALL you hear, see and say.**



## MLY LEADERSHIP TEAM



### **Mike Young | CEO**

Phone: 319-409-6040

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

Tenure: 8 years



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

Phone: 319-929-6573

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

Tenure: 8 years



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

Phone: 309-373-1114

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

Tenure: 5 years

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: 4 years

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



## **Kellie Jacobson | Administrative Manager**

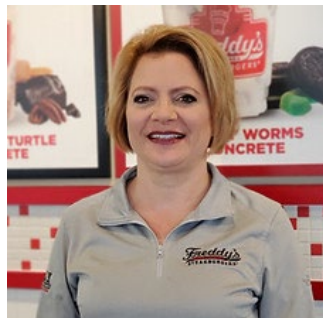
Phone: 319-409-6040, Option 2

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

Tenure: 6 years

### **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)

Tenure: 4 years

### **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)

Tenure: 3 years

### **When to Contact:**

- Facility Maintenance Questions
- UpKeep Support
- Preventative Maintenance Questions

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



Day	Date	HL Start	TM Signature	MIT Signature
Week 1	1	/ /	HotLine MOD Close	
	2	/ /	HotLine MOD Close	
	3	/ /	HotLine MOD Mid	
	4	/ /	HotLine MOD Open	
	5	/ /	HotLine MOD Open	
Week 2	1	/ /	Coldline MOD Close	
	2	/ /	Coldline MOD Close	
	3	/ /	Coldline MOD Mid	
	4	/ /	Coldline MOD Open	
	5	/ /	Coldline MOD Open	
Week 3	1	/ /	HotLine MOD Close	
	2	/ /	HotLine MOD Close	
	3	/ /	HotLine MOD Mid	
	4	/ /	HotLine MOD Open	
	5	/ /	HotLine MOD Open	
Week 4	1	/ /	Coldline MOD Close	
	2	/ /	Coldline MOD Close	
	3	/ /	Coldline MOD Mid	
	4	/ /	Coldline MOD Open	
	5	/ /	Coldline MOD Open	

Exam	Score	TM Signature	MIT Signature
FFC Exam			
MLY Exam			
Servsafe Exam		N/A	



# 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.*



## 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.*

	<i>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.</i>	

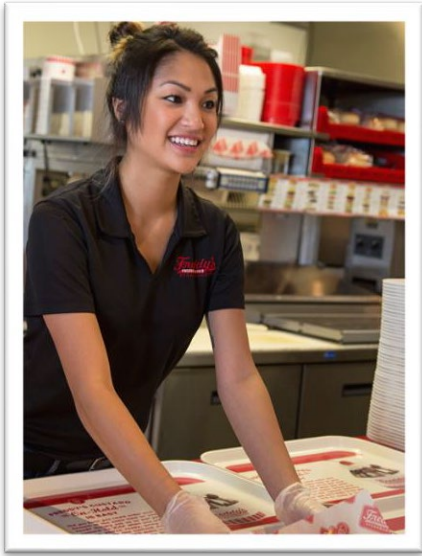
### **DAILY ACCOUNTABILITY CHECKLIST**

*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*



## 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 MOD DAY 1**

***Managerial Training***

- ☐ Read Chapter 6 and 7
- ☐ Daily Drawer Counts
- ☐ Cash Over / Short Procedures
- ☐ Nightly Reporting
- ☐ Closing Walk-Throughs
- ☐ PM Readiness Evaluations

***Resource Guide***

**MLY DAILY REVIEW**

- ☐ None

**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 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.**

## 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



## 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.

A screenshot of a digital form titled "MLY Daily Reporting". Below the title, it says "This form is auto-forwarded to Jabilty and Steven M." and "Required". The form has several sections with dropdown menus: "Date" (with a calendar icon), "Info" (with a "new/old copy" link), "Select Location" (with a "Choose" dropdown), "Select your store's email address" (with a "Choose" dropdown and a note "select your store's email address to receive notification of this form"), and "Select Party" (with a "Choose" dropdown). At the bottom left is a "Next" button, and at the bottom right is a progress bar and "Page 1 of 13".

## 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.

## 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 is required, and documentation should occur for not meeting those expectations.



## HOTLINE MOD DAY 2

### Managerial Training

- ☐ Read Chapter 8
- ☐ Emergency Action Plans
- ☐ Safety and Security

### Resource Guide

### MLY DAILY REVIEW

- ☐ Daily Drawer Checkouts (1/3) – *Content found on Week 1 Day 1*
- ☐ Cash Over / Short Procedures (1/2)– *Content found on Week 1 Day 1*
- ☐ PM Readiness Evaluations (1/2)– *Content found on Week 1 Day 1*
- ☐ Waste Log (1/2)– *Content found on Week 1 Day 1*
- ☐ Nightly Reporting (1/4)– *Content found on Week 1 Day 1*
- ☐ Closing Walk-Throughs (1/4)– *Content found on Week 1 Day 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

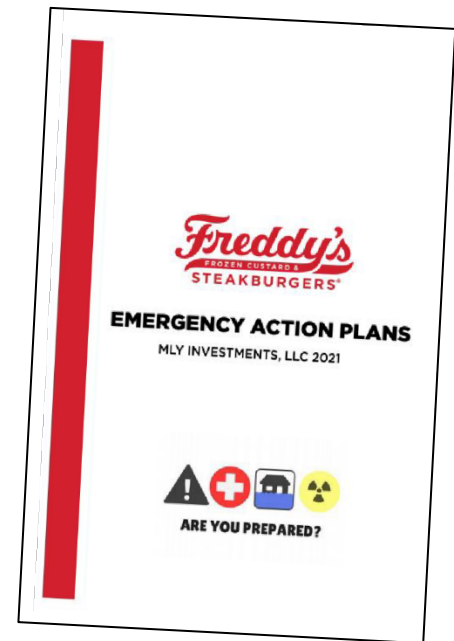
- ☐ MIT Workbook Position Objectives (Page 10)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



## 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

# HOTLINE MOD DAY 3

## Managerial Training

- ☐ Read Chapter 5 through Fry Section
- ☐ AM Readiness Evaluations
- ☐ Child Labor Laws

## Resource Guide

### MLY DAILY REVIEW

- ☐ Daily Drawer Checkouts (2/3) – *Content found on Week 1 Day 1*
- ☐ Cash Over / Short Procedures (2/2)– *Content found on Week 1 Day 1*
- ☐ PM Readiness Evaluations (2/2)– *Content found on Week 1 Day 1*
- ☐ Emergency Action Plans (1/2)– *Content found on Week 1 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)
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- ☐ MLY Daily Review Completed (Above)



# MLY

## 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/>



**HOTLINE MOD DAY 4*****Managerial Training***

- ☐ Daily Sales Summary
- ☐ Prep List
- ☐ Instacart
- ☐ Checklist Completion Rates

***Resource Guide*****MLY DAILY REVIEW**

- ☐ Daily Drawer Checkouts (3/3) – *Content found on Week 1 Day 1*
- ☐ Child Labor Laws (1/1)– *Content found on Week 1 Day 3*
- ☐ AM Readiness Evaluations (1/2)– *Content found on Week 1 Day 3*
- ☐ Emergency Action Plans (2/2)– *Content found on Week 1 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)
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- ☐ MLY Daily Review Completed (Above)





# WEEK 1 – DAY 4

This page should be completed by the Training Manager



## 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/outs, 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
- ☐ Adjusting the deposit (as needed)
- ☐ Adjusting team member clock ins/outs (as needed)
- ☐ How to scan and upload receipts (as needed)

### 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			

#### ONIONS 48 HOUR PREP

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			

#### CHEESE/ BACON 4 DAY PREP

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			

#### CHICKEN BREAST/ VEGGI 3 DAY PREP

Grill Chicken	1/6 pan (5 patties per pan)	32-40	3			
Veggie Burgers	1/6 pan (5 patties per pan)	32-40	2			

#### CONDIMENTS 7 DAY PREP

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			

#### FREEZER PREP

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			

#### BREAD PREP

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			

#### LTO PREP

## Prep List Completion

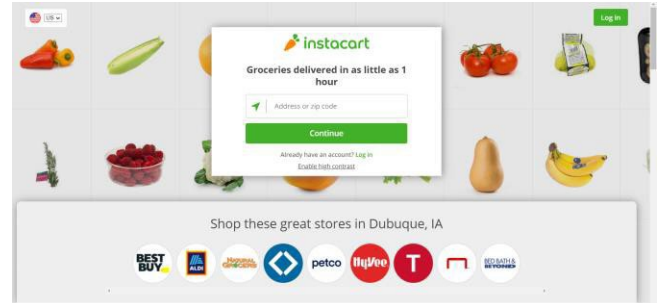
Prep lists are one of the checklists we utilize to ensure that we are properly prepared to execute the upcoming day. Prep levels are important to keep us from running out of product and causing an inconvenience to our Guests and team members.

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!

## 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.



## 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.**

**HOTLINE MOD DAY 5*****Managerial Training***

- ☐ Zenput Forms
- ☐ Chain of Command
- ☐ Review Handbook Policies

***Resource Guide*****MLY DAILY REVIEW**

- ☐ Daily Sales Summary (1/5) – *Content found on Week 1 Day 4*
- ☐ Prep Lists (1/1) – *Content found on Week 1 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 10)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



## 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

Zenput.



## The Chain of Command

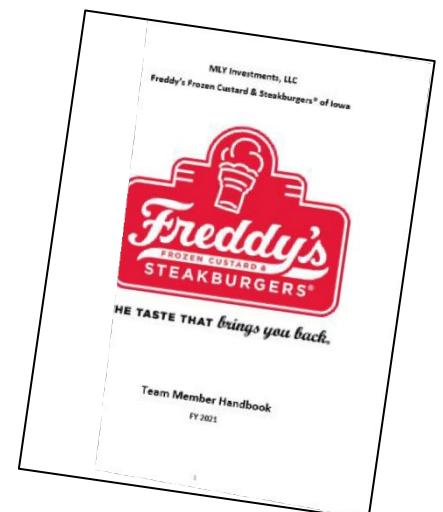
At Freddy's of Iowa, **we are professionals, and we act like it.**

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.

## 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.



## 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 MOD DAY 1*****Managerial Training***

- ☐ Finish Chapter 5 of Management Manual
- ☐ Running Custard
- ☐ Disassemble, Clean and Reassemble the Custard Machine
- ☐ Quality Table Touches

***Resource Guide*****MLY DAILY REVIEW**

- ☐ Waste Log (2/2) – *Content found on Week 1 Day 1*
- ☐ Nightly Report (2/5) - *Content found on Week 1 Day 1*
- ☐ Walk Throughs (2/5) - *Content found on Week 1 Day 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 14)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



## 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.



## 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 - 60% Fresh, 40% 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



## COLDLINE MOD DAY 2

### Managerial Training

- ☐ Read Management Manual Chapter 9
- ☐ Microsoft Teams
- ☐ Effective Figure 8's
- ☐ Handling Guest Issues (LEARN TO)
- ☐ Guest Comp Form and Refunds

### Resource Guide

### MLY DAILY REVIEW

- ☐ Run Custard (1/3) - *Content found on Week 2 Day 1*
- ☐ Disassemble, Clean, and Reassemble the Custard Machine (1/3) - *Content found on Week 2 Day 1*
- ☐ Nightly Reporting (3/5) - *Content found on Week 1 Day 1*
- ☐ Walk Throughs (3/5) - *Content found on Week 1 Day 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 14)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



## Guest Compensation Forms

Guest Compensation forms are our go to resource in handling a guest issue for someone who has already left the store and cannot return the same day. This form allows you to enter the guest's name, phone number, address, and the amount of comp cards needed (make sure we overcompensate) to be mailed out by Kellie within 3-5 business days.

### Guest Comment Compensation Form

Fill out this form and the office will send Comp Cards to this guest no later than the next business day.

PLEASE NOTE: The guest's information will print just as it is entered into the form, so please use proper capitalization - (i.e. - Jane Doe, 123 Main St, Cedar Rapids, IA 52402)

Start by entering the STORE Email Address.

## Issuing a Refund

Sometimes when handling a guest issue, we may need to issue a cash refund. Note that the refund should be out last resort as most issues can be resolved by using the L.E.A.R.N. T.O. method. The main other instance a refund would need to be used would be if a guest was overcharged for items they did not order.

MITs should know how to:

- ☐ Enter refund mode
- ☐ Enter the proper amount that needs to be refunded
- ☐ Fully process the refund

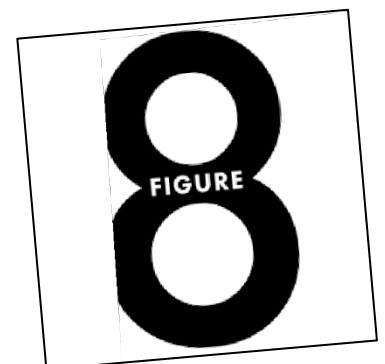
### Refunds:

- Manager Function → Refund → Select Reason → Return to Menu → Enter Order → Select Pay/Close Order → Select Destination → Select Payment Type → Return Guest's payment (cash/card)

## 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.



**L. E. A. R. N. T. O.**

This is the method that Freddy's uses when resolving any guest issues. The important thing to understand is even though mistakes happen sometimes, it is our responsibility as a manager to take that negative experience and really "WOW" that guest with that fact that we sincerely care which in turn can take that negative experience back to a positive one very quickly.

<b>Listen</b>	Making clear eye contact, listen carefully to the guest to gain a clear understanding of the situation.
<b>Empathize</b>	Through listening, comfort the guest by letting them know that you have a good understanding of the situation.
<b>Apologize</b>	Offer a sincere apology to the guest. Inform them that the situation will be resolved immediately.
<b>Resolve</b>	Take action by making the situation a top priority to resolve.
<b>Notify</b>	Notify Management Team immediately.
<b>Thank</b>	Sincerely Thank the guest for choosing Freddy's and for their patience during the time it took to correct the issue.
<b>Overcompensate</b>	Overcompensate the guest to further enhance their experience in a positive way.



**COLDLINE MOD DAY 3**

***Managerial Training***

- ☐ Mission, Vision, and Keystone Goal
- ☐ Bodily Fluid Clean Up
- ☐ Disciplinary Action Form + Process

***Resource Guide***

**MLY DAILY REVIEW**

- ☐ Run Custard (2/3) - *Content found on Week 2 Day 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 20)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ 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.

## 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



## 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

**Freddy's**  
STEAKBURGER

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

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Team Member Name: \_\_\_\_\_

Position: \_\_\_\_\_

Disciplinary Action Being Taken: \_\_\_\_\_

Next Disciplinary Step: \_\_\_\_\_

Category: \_\_\_\_\_

Other: \_\_\_\_\_

**Supervisor Statement:** Outline all facts that led up to this disciplinary action or threat. Include observations or what the employee must do to meet performance standards and submit a follow-up date to re-evaluate progress. If applicable, use additional paper as necessary.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Employee Statement:**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

(Initial or mark as necessary)

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

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(Signature required for all actions)

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

THIS OFFICE USE ONLY  
 Reviewed by HR on: \_\_\_\_\_  
 Original returned to MLI on: \_\_\_\_\_



# 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**.

**COLDLINE MOD DAY 4*****Managerial Training***

- ☐ Change Orders
- ☐ Managing Labor and Making Adjustments
- ☐ Guest Incident Form
- ☐ Sanitizing the Custard Machine

***Resource Guide*****MLY DAILY REVIEW**

- ☐ Daily Sales Summary (2/5) – *Content found on Week 1 Day 4*
- ☐ Run Custard (3/3) - *Content found on Week 2 Day 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 24)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)

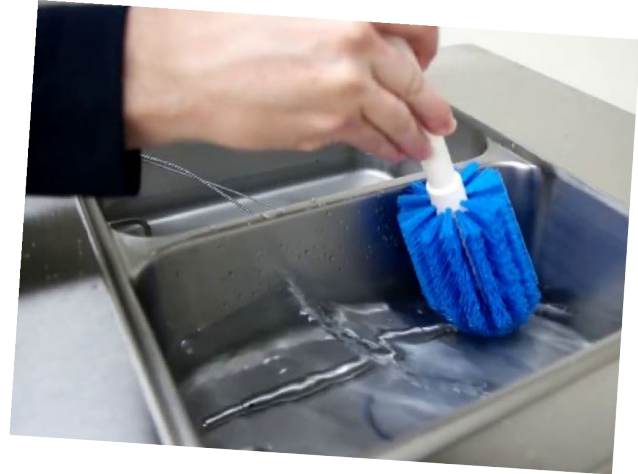


## Sanitizing the Custard Machine

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.



## 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, go to [myslb.com](http://myslb.com), branch location Waterloo – choose Change order request – insert info accordingly and check pre-arranged transport. Please submit all change order request by early Monday.

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



## 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

The screenshot shows a mobile application interface for a 'Guest Incident Form'. At the top, there is a blue header bar with a back arrow, the title 'Guest Incident Form', and a green plus icon. Below the header, the form is organized into sections, each with a white header and a red bar indicating the number of required items remaining. The sections are: 'Location' (2 Required Remaining), 'Time and Dates' (2 Required Remaining), 'Guest Information' (8 Required Remaining), 'Incident and Medical Treatment' (3 Required Remaining), and 'Witnesses' (1 Required Remaining). Each section has a small upward arrow icon to its right.

## Guest Incident Form

Guest incident forms are a very important resource located on Zenput for any guest injuries that may occur. This form is to be filled out immediately AFTER making sure the guest has received the proper medical care if needed. The reason we fill out this form is to have all the information such as time/date, guest information, required medical treatment, witness statements, and incident details properly documented to protect us in the case of a lawsuit.

**COLDLINE MOD DAY 5*****Managerial Training***

- ☐ Managing Food Cost
- ☐ Developmental Documents

***Resource Guide*****MLY DAILY REVIEW**

- ☐ Daily Sales Summary (3/5) – *Content found on Week 1 Day 4*
- ☐ Adjustments to Labor (1/5) – *Content found on Week 2 Day 4*
- ☐ Sanitizing the Custard Machine (1/3) – *Content found on Week 2 Day 4*

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

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**DAILY ACCOUNTABILITY CHECKLIST**

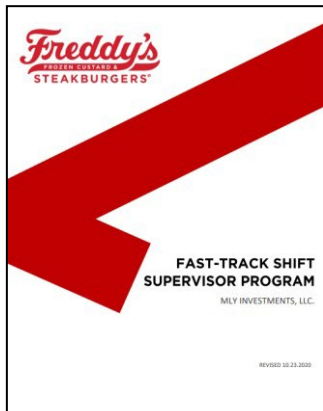
*To be completed by the Training Manager or MUM*

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



## 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.

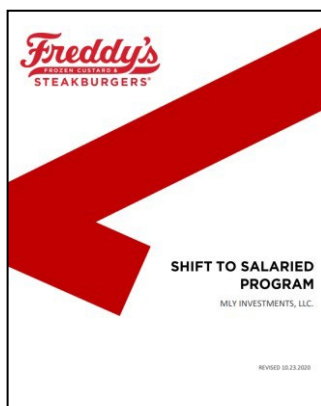
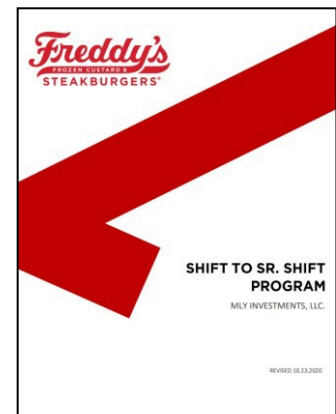


### FTSS Program

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 MOD DAY 6

### Managerial Training

- ☐ Google Forms
- ☐ Read Management Manual Chapter 10

### Resource Guide

### MLY DAILY REVIEW

- ☐ Adjustments to Labor (2/5) – *Content found on Week 2 Day 4*
- ☐ Disassemble, Clean, and Reassemble the Custard Machine (2/3) - *Content found on Week 2 Day 1*
- ☐ Nightly Reporting (4/5) - *Content found on Week 1 Day 1*
- ☐ Walk Throughs (4/5) - *Content found on Week 1 Day 1*
- ☐ Adjustments to Food (1/1) – *Content found on Week 2 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)



## 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
- ☐ Illness Log
- ☐ Fact Finding Form
- ☐ Team Member Performance Evaluation
- ☐ Wage Increase Request Form
- ☐ Referral Bonus
- ☐ Guest Compensation Form
- ☐ Checklist Completion Rates
- ☐ GM AM/PM Readiness (If Applicable)
- ☐ Hotel Request Forms
- ☐ Systems Access Request
- ☐ Corrective Action
- ☐ Payroll Deductions
- ☐ Delivery Error Credit Request



**HOTLINE MOD DAY 7**

***Managerial Training***

- ☐ Read Management Manual Chapter 11
- ☐ Dropbox Files

***Resource Guide***

**MLY DAILY REVIEW**

- ☐ Adjustments to Labor (3/5) – *Content found on Week 2 Day 4*
- ☐ Disassemble, Clean, and Reassemble the Custard Machine (3/3) - *Content found on Week 2 Day 1*
- ☐ Nightly Reporting (5/5) - *Content found on Week 1 Day 1*
- ☐ Walk Throughs (5/5) - *Content found on Week 1 Day 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 30)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



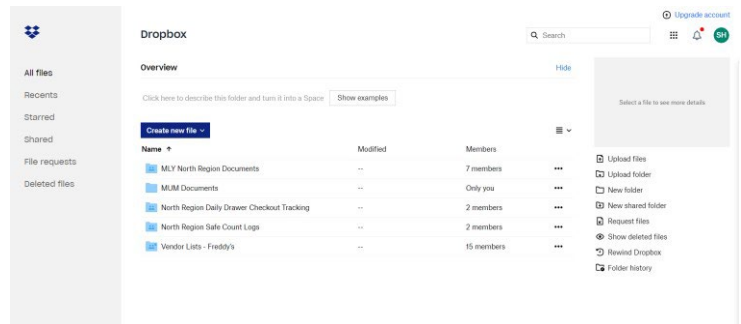


## Dropbox

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.



**HOTLINE MOD DAY 8**

**Managerial Training**

- ☐ The Scoop Resources

**Resource Guide**

**MLY DAILY REVIEW**

- ☐ Adjustments to Labor (4/5) – *Content found on Week 2 Day 4*
- ☐ Revisit Management Manual to Study or Catch up Reading

**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)





## **The Scoop**

The Scoop is your one stop shop for just about any information Freddy'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

**HOTLINE MOD DAY 9**

***Managerial Training***

- ☐ Learn R365 Functions
- ☐ Watch GHS Video

***Resource Guide***

**MLY DAILY REVIEW**

- ☐ Daily Sales Summary (4/5) – *Content found on Week 1 Day 4*
- ☐ Adjustments to Labor (5/5) – *Content found on Week 2 Day 4*
- ☐ Sanitizing the Custard Machine (2/3) – *Content found on Week 2 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 38)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



## 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
- ☐ View, read, and Approve Invoices (if applicable)





# 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



**HOTLINE MOD DAY 10*****Managerial Training***

- ☐ Brink Functions
- ☐ Bonus Plan

***Resource Guide*****MLY DAILY REVIEW**

- ☐ Daily Sales Summary (5/5) – *Content found on Week 1 Day 4*
- ☐ Sanitizing the Custard Machine (2/3) – *Content found on Week 2 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 38)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



### Brink Functions

Brink 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 Brink that you will encounter on a regular basis.

### 2. Logging into Brink (Admin Portal):

- [Brink Admin Portal](#) → Dashboard view

### 3. Deposit:

- Accounting → Deposits → New deposit → Enter amount → Change type to PM Deposit → Add notes/Save

### 4. Sales Report:

- Reports → Sales Summaries → Sales Summary → View Report

### 5. Labor Report:

- Reports → Labor → Labor Cost By Job → Select Date → View Report

### 6. Product Mix:

- Reports → Product Mix → By Revenue Center → Filter by item group LTO → View Report

### 7. Speed of Service:

- Reports → Kitchen → Speed Of Service By Day Part → View Report

## 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.



**COLDLINE MOD DAY 6*****Managerial Training***

- ☐ Lead the Close of the Restaurant
- ☐ Learn Delegation
- ☐ Scam Call Procedure

***Resource Guide*****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 & 48)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



## BEWARE OF SCAMS

No Freddy's corporate personnel (including Scott Redler, Ben Simon, Zach Woodburn, VPs, Directors, FBCs, etc.) OR MLY personnel will ever ask any Freddy's Team Member or Member of Management to do the following over the phone or email:

- ☐ Remove money from the safe outside of company standard deposit procedures.
- ☐ Remove money from the safe outside of our normal deposit procedures.
- ☐ Transfer any funds to any kind of card or account.
- ☐ Ask for any kind of password or credentials.
- ☐ Ask you not to talk to others in management about an incident.
- ☐ Threaten to terminate or arrest you for not taking an action.

If you suspect you may be the victim of a scam because someone (whose name you recognize from within the organization) is calling or emailing the restaurant trying to do any of the above or any other suspicious behavior:

- ☐ Hang up / Don't reply to the email.
- ☐ Call your GM and/or MUM to report the incident.
- ☐ Record the incident in Microsoft Teams.
- ☐ Return to serving guests and managing the restaurant.

For the latest information on current scams, visit The Scoop.  
Please post this in a conspicuous place in your office, possibly near your safe.



## 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
- ☐ Waste Logs
- ☐ Drawer Counts
- ☐ Custard Machine Disassemble and Cleaning
- ☐ Nightly Reports
- ☐ Maintain the Guest Experience through the Pre-Close
- ☐ Safety and Security Measures



## 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.

- ☐ **Cleaning Calendar** – Ensuring that weekly cleaning tasks are completed on a regular basis.
- ☐ **Checklist Completion Rates** – Ensuring that all opening/open the zone/closing/temp log checklists are completed.
- ☐ **Hospitality & Friendliness** – Complete Hospitality Audits and drive positive guest feedback through reviews.
- ☐ **Budget Tracking** – Review the Budget Tracker to ensure sales projections are on track and expenses are within budget.
- ☐ **Payroll Deductions** – Completing wage increases and deducting for uniforms or spectrum orders.
- ☐ **Smallwares/Uniforms Inventory** – Ordering uniforms for team members and restaurant equipment (spatulas, etc.)
- ☐ **Truck Orders/Inventory** – Counting weekly inventory and ordering from US Foods.
- ☐ **Weekly Invoices** – Reviewing and approving vender invoices.
- ☐ **Payroll Hours Review** – Reviewing payroll bi-weekly to ensure there is no errors before it is finalized.
- ☐ **Schedule (Manager) Completion** – Weekly schedule for the management team.
- ☐ **Store Email** – Ensuring emails are being read, organized, and replied to in a timely manner.
- ☐ **Cleaning Zenput Evaluation** – Complete a Cleanliness Audit once a period to identify opportunities and action items.
- ☐ **Local Store Marketing (LSM)** – Building the brand and spreading awareness through local events, fundraisers, etc.
- ☐ **Team Member Evaluations** – Monthly or Semi-Annual reviews with team members for development.
- ☐ **Landscaping & Store Exterior** – Power washing, weeding, window cleaning, and any other exterior cleanliness.
- ☐ **Culture & Team Building** – Celebrating birthdays, anniversaries, coordinating appreciation parties, Fredhead, etc.
- ☐ **Speed of Service** – Coaching best practices to ensure we are meeting speed of service time standards.
- ☐ **Maintenance & Repairs** – Submitting Upkeep requests, contacting vendors, doing in-house R&M.
- ☐ **Retail Freezer** – Ensuring retail freezer is full, presentable, and properly always labeled.
- ☐ **Action Plans** – Completing action plans within 24 hours of an audit to address any opportunities.
- ☐ **Cash Handling** – Ensuring we are monitoring and tracking cash over/short to prevent theft.
- ☐ **Food Safety/Ecosure/Freddy Factor** – 1x/period audits to uphold high standards for all areas of operation.
- ☐ **Scoop Completion Rates/LTO** – Ensuring that all team members have fully completed Freducation and LTO Rollouts.
- ☐ **Pereless Maintenance** – Tracking applicants, interviews, and maintaining the interview schedule.
- ☐ **S&L Forecast & Master Schedule** – Adjusting sales forecast based off sales trends and local events.
- ☐ **Schedule (Hourly) Completion** – Weekly team member schedule.
- ☐ **Team Member Accountability Form** – Verifies that all new policies and procedures are rolled out to the team.
- ☐ **New-Hire Onboarding** – Completing new hire orientations.
- ☐ **Training** – Monitoring Training Program: developing Trainers, auditing training books, and conducting training meetings/outings.



**COLDLINE MOD DAY 7*****Managerial Training***

- ☐ Lead the Close of the Restaurant
- ☐ Learn Delegation

***Resource Guide*****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 54)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



**COLDLINE MOD DAY 8**

***Managerial Training***

- ☐ Lead the Restaurant During High Volume Periods (Lunch and Dinner)
- ☐ Learn Delegation
- ☐ Review Management Manual

***Resource Guide***

**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)



**COLDLINE MOD DAY 9**

***Managerial Training***

- ☐ Lead the Open of the Restaurant
- ☐ Learn Delegation
- ☐ Take FFC Management Exam

***Resource Guide***

**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*

- ☐ 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 AM/PM Readiness



**COLDLINE MOD DAY 10*****Managerial Training***

- ☐ Lead the Open of the Restaurant
- ☐ Learn Delegation
- ☐ Take MLY Management Exam

***Resource Guide*****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*

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



# 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.

P&L	<b><i>Skills for Consideration: Controlling Food &amp; Labor, Sales Building, P&amp;L Management</i></b>
	Behaviors/Actions to Consider: Do they effectively and consistently use tools and systems, showing working knowledge of P&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?
LEADERSHIP	<b><i>Skills for Consideration: Store Improvement, Impact &amp; Influence, Champions Standards, Role Model</i></b>
	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?
GOAL ORIENTATION	<b><i>Skills for Consideration: Personal Motivation, Adaptability, Commitment to Goals, Ethics, Accountability, Maturity, Time Management, Planning &amp; Execution, Delegation, Administration</i></b>
	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?
SHIFT RUNNING	<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>
	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?



# 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.

PROBLEM SOLVING	<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?
GUEST EXPERIENCE	<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?
EFFECTIVE COMMUNICATION	<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?
PEOPLE MANAGEMENT	<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: \_\_\_\_\_