

REVISED 2.2.2022

multi-unit mANAGER program

MLY INVESTMENTS, LLC.



**Freddy’s GM / FTM to Multi-Unit Manager (GM2MUM)**

The transition of a General Manager or Franchise Support Manager to a Multi-Unit Manager is not to be taken lightly. The responsibilities and expectations of a Multi-Unit Manager are much higher than that of a GM or FSM. 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 Director of Operations and Operating Partner.

Identifying a Candidate

* GMs can present themselves as candidates for MUM vacancies with the approval of their current MUM.
* Current MUMs can identify potential candidates from within their regional GM and FSM teams.
* Skills to consider when making recommendations
  + Leadership Abilities
  + Experience
  + Skill Set
  + Growth Progression
  + Willingness to Learn
  + Availability
  + Flexibility
  + Willingness to Travel

The Training Process

After a GM or FTM has been selected for promotion, a transition plan will be written by the DOO to cover any processes or procedures that may not have been previously required in their GM role. All MUM Candidates will then be placed into 8-week Interim Program where they will complete the necessary required training for managing multiple units.

This training program may be shortened or extended at the sole discretion of the Director of Operations.

**MULTI-UNIT MANAGER CRITERIA CHECKLIST**

*After a GM or FSM has been selected for potential as a Multi-Unit Manager, the following criteria must be met and attached checklist must be completed.*

**General Characteristics**

* Has spent 1 combined calendar year in good standing as a General Manager or Franchise Support Manager.
* Less than 3 writeups in last calendar year.
* Is Serv-Safe Certified and Instructor / Proctor Certified (or will be in the next 60 days).
* Has achieved a minimum score on the PCI & WPT
  + 80 Overall Manager Score on PCI
  + 80 on Conscientiousness & Agreeableness Sections
  + 20 on WPT
* Creates and Carries out Action Plans with vigor and follow-through and proper follow-up
* Can effectively manage more than 10 store responsibilities at one 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
* Works well under stress, does not let team “see them sweat”
* Exhibits charisma, and ability to motivate all Team Members
* Exhibits Integrity in all actions and decision making
* 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. Mature, refrains from swearing or inappropriate conversation
* Demonstrates professional appearance and grooming habits – NEVER UNKEMPT
* Effectively shuts down drama, gossip, discontent among Team Members and 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 & Delegates effectively and efficiently
* Provides GREAT hospitality, and is frequently engaging Guests in the lobby
* Makes suggestions for improvement, asks good questions
* Located (or willing to move) to be able to travel each day to reach their locations
* Eagerly demonstrates desire to learn and grow with Freddy’s
* Likely to be with us for the next 3 years
* Successful history of Guest Service, Team Building and Development of People as a General Manager at MLY Investments, LLC dba Freddy’s of Iowa.
* Adept in managing the business, with continued, above-standard, top line growth and bottom-line profitability.
* Strong attention to detail and quality standards while managing time and priorities efficiently. Is known to “Sweat the Small Stuff”.
* Must be a prime example of the Freddy’s Culture.

**MUM-Specific Characteristics**

* Upon DOO Review, the Candidate and/or their Location meets the following criteria over the previous 12 months:
  + Has achieved acceptable turnover rates.
  + Has achieved an average annual OAR score of 90% or greater.
  + Has received less than 10 total Food Safety Criticals on Food Safety Evaluations.
  + Sits at 95% or higher on completion of required training materials.
  + Has successfully maintained acceptable Labor and Food cost budgets.
  + Has successfully increased flow-through profit in their current location.
  + Is operating at 2% or lower AvT.
  + Has operated below budget in cash handling.
  + Has received 4.10 rating or higher on two MLY Performance Evaluations.
  + Demonstrate use of Organizational System that is in active use.
  + Demonstrate use of Recognition Program that is in active use.
  + Demonstrated the ability to hold team members accountable to standards as evident through documentation forms and corrective actions.
  + Can successfully illustrate two examples of development of subordinates.
  + Demonstrated a “Franchise-Wide” mentality and can successfully illustrate examples of making a Franchise-Wide impact.
  + Demonstrated an active approach to LSM and successfully illustrate examples of LSM pursuits that have directly impacted sales growth.
  + Regarded as a top communicator on Microsoft Teams and responds to emails and other communication in a timely manner.
  + Office staff regards GM as responsive and communicates timely and effectively.
  + Has and maintains an appropriate bench strength in current location to be eligible for promotion.

**Final Audit for Consideration**

* Before being eligible for promotion the DOO will conduct the following evaluations in the Period prior to Promotion to 8-Week MUM Development Program:
  + OAR with a passing score of 93% or higher
  + Cleanliness Evaluation of 95% or higher.
  + Freddy Factor Evaluation with 95% or higher
  + Ecosure Evaluation with ZERO Criticals.
  + Training Report Audit from OAM on Scoop Execution with 95% or higher completion.

**Failure to meet passing metrics will result in a reaudit within 72 hours of initial evaluation.**

Candidate Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DOO Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_