



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.*

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.



MLY LEADERSHIP TEAM



Mike Young | CEO

Phone: 319-409-6040

Email: mike.young@mlyinvest.com

Tenure: 8 years



Steven Young | Director of Operations

Phone: 319-929-6573

Email: steven.young@mlyinvest.com

Tenure: 8 years



Alison Fuller | Multi-Unit Manager

Phone: 309-373-1114

Email: 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

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

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

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@paneraiaowa.com

Tenure: 3 years

When to Contact:

- Facility Maintenance Questions
- UpKeep Support
- Preventative Maintenance Questions

MLY TRAINING COMPLETION SIGN-OFF | *New Hire*



| Day | Date | CL Start | Exam | | MIT Signature |
|--------|------|----------|----------------------------------|---------------|---------------|
| Week 1 | 1 | / / | ONBOARDING 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 | / / | ServSafe Exam Open | | |

ORIENTATION

THIS PAGE TO BE COMPLETED BY TRAINING MANGER:

UPON ARRIVAL

- ☐ Introduce yourself and get to know the MIT over a beverage.
- ☐ Add them into the Brink system and have them clock in

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 jodoe.** *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.

WEEK 1 – DAY 1

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"/> Smart Start Card | <input type="checkbox"/> Break Policy |
| <input type="checkbox"/> Fraternalization | <input type="checkbox"/> Smoking Policy |
| <input type="checkbox"/> Professionalism | <input type="checkbox"/> Age Restrictions for Minors |
| <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 |
| <input type="checkbox"/> Counterfeit Money Procedures | <input type="checkbox"/> Scam Call Procedures |
| <input type="checkbox"/> Force for Good - Fundraising | |

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 & Expense Reports
- ☐ 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



ORIENTATION



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.



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.*

| | | |
|--|---|--|
| | | |
| | | |
| | <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



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.*

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 Freddy'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.*

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.**

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.*

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 | |
| Manager(s): | | Manager(s): | | Manager(s): | | Manager(s): | | Manager(s): | |
| Date: | | Main Grill: | Time In | Register: | Time In | Main Grill: | Time In | Register: | Time In |
| Notes: | | Main Make: | Time In | Custard: | Time In | Main Make: | Time In | Custard: | Time In |
| | | Fry: | Time In | Drive-Thru: | Time In | Fry: | Time In | Drive-Thru: | Time In |
| | | Expo: | Time In | Lobby: | Time In | Expo: | Time In | Lobby: | Time In |
| | | Drive Grill: | Time In | | | Drive Grill: | Time In | | |
| | | Drive Make: | Time In | | | Drive Make: | Time In | | |
| AM Cleaning Task: | | | | | | PM Cleaning Task: | | | |

MLY Investments Cleaning & Maintenance Schedule

| Task | Monday | | Tuesday | | Wednesday | | Thursday | | Friday | | Saturday | | Sunday | | Monday | |
|------------------|------------------|------|------------------|------|------------------|------|------------------|------|------------------|------|------------------|------|------------------|------|------------------|------|
| | Task | Week | Task | Week | Task | Week | Task | Week | Task | Week | Task | Week | Task | Week | Task | Week |
| HotLine | HotLine | | HotLine | | HotLine | | HotLine | | HotLine | | HotLine | | HotLine | | HotLine | |
| ColdLine | ColdLine | | ColdLine | | ColdLine | | ColdLine | | ColdLine | | ColdLine | | ColdLine | | ColdLine | |
| Register | Register | | Register | | Register | | Register | | Register | | Register | | Register | | Register | |
| Main Grill | Main Grill | | Main Grill | | Main Grill | | Main Grill | | Main Grill | | Main Grill | | Main Grill | | Main Grill | |
| Main Make | Main Make | | Main Make | | Main Make | | Main Make | | Main Make | | Main Make | | Main Make | | Main Make | |
| Fry | Fry | | Fry | | Fry | | Fry | | Fry | | Fry | | Fry | | Fry | |
| Expo | Expo | | Expo | | Expo | | Expo | | Expo | | Expo | | Expo | | Expo | |
| Drive Grill | Drive Grill | | Drive Grill | | Drive Grill | | Drive Grill | | Drive Grill | | Drive Grill | | Drive Grill | | Drive Grill | |
| Drive Make | Drive Make | | Drive Make | | Drive Make | | Drive Make | | Drive Make | | Drive Make | | Drive Make | | Drive Make | |
| AM Cleaning Task | AM Cleaning Task | | AM Cleaning Task | | AM Cleaning Task | | AM Cleaning Task | | AM Cleaning Task | | AM Cleaning Task | | AM Cleaning Task | | AM Cleaning Task | |
| PM Cleaning Task | PM Cleaning Task | | PM Cleaning Task | | PM Cleaning Task | | PM Cleaning Task | | PM Cleaning Task | | PM Cleaning Task | | PM Cleaning Task | | PM Cleaning Task | |

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 - 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



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.*

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/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)

| Totals | | POS Cash Coin Check | | Net Sales | |
|---------------------|---------|------------------------|---------|-------------|-----------|
| Total Cash and Coin | \$45.05 | POS Cash Coin Check | \$45.07 | Net Sales | \$,079.25 |
| + Total Checks | \$0.00 | - Non-Cash Tips Padout | \$0.00 | Total Labor | \$99.58 |
| + Total Deposit | \$45.05 | + Payout Total | \$0.00 | Labor % | 19 |
| Over / Short | -\$0.02 | + Payout % | 0.00 | Guest Count | 300/100 |
| | | + Expected Cash | \$45.07 | | |

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

Resource Guide

- ☐ Nightly Reporting
- ☐ Waste Log 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.

DAILY ACCOUNTABILITY CHECKLIST

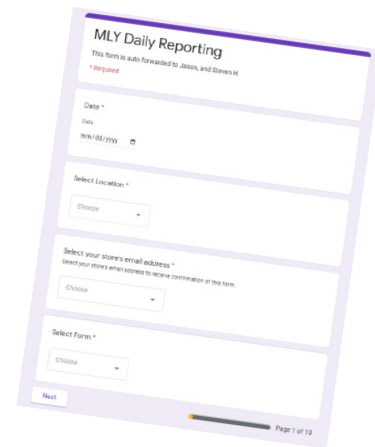
To be completed by the Training Manager or MUM

- ☐ 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.

A screenshot of a digital form titled "MLY Daily Reporting". Below the title, it says "This form is auto-forwarded to: Jolson, and Stevens H." and "required". The form has several sections: "Date *" with a date picker showing "Date", "Time", and "AM/PM"; "Select Location *" with a dropdown menu; "Select your store's email address *" with a dropdown menu and a note "Select your store's email address to receive confirmation of this form."; and "Select Form *" with a dropdown menu. At the bottom left is a "Next" button. At the bottom right, it says "Page 1 of 19".

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.

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*
- ☐ Running Custard (3/5) – *Content found on Day 4*

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

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 is 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.*

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
- ☐ Illness Log
- ☐ Fact Finding Form
- ☐ Team Member Performance Evaluation
- ☐ Wage Increase Request Form
- ☐ Referral Bonus
- ☐ Guest Compensation Form
- ☐ Checklist Completion Rates
- ☐ GM Weekly Report
- ☐ Hotel Request Forms
- ☐ Systems Access Request
- ☐ Corrective Action
- ☐ Payroll Deductions
- ☐ Delivery Error Credit Request

A screenshot of a Google Form interface. The top bar is purple with a back arrow, the title "Untitled form", and the text "All changes saved in Drive". On the right are icons for settings, themes, preview, and a "SEND" button. Below the bar, there are tabs for "QUESTIONS" 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/YGcw11 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 of the form, there is a vertical toolbar with icons for adding questions, text, images, videos, and sections.

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.

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)



Temperature Log

The Temp Log is completed 4 times a day and is an essential step in providing proper food safety. Taking temps will help you identify if you are having any issues with product or equipment and allow you to react quickly to correct the issue. Additionally, proper temperatures will prevent a foodborne illness outbreak and protect us from liability that results from a foodborne illness complaint.

| WEEK: | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|------------------------|---|------------|--------|--------|-------|----|----------|----|-------|--------|--------|----|--------|----|--------|---------|-------|----|-----------|----|-------|----|--|--|
| Food Temperature Log | | For Grill: check meat temps at each time. For each Make: check Freddy's sauce at 10am, tomatoes at 2pm, Mayo at 4:30pm, Freddy's Sauce at 5pm For Custard Toppings: check strawberries at 10:20am, maneschine cherries at 2pm, milk pump at 4:30pm, pineapple at 5pm. | | | | | | | | | | | | | | | | | | | | | | | |
| | | Thursday | | | Friday | | | Saturday | | | Sunday | | | Monday | | | Tuesday | | | Wednesday | | | | | |
| | | Item: | Temp Range | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | | |
| | Grill Meat | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Hot Dog | 140 | | | | | | | | | | | | | | | | | | | | | | | |
| | Make (see header) | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Ghei's Cheese Sauce | 140 | | | | | | | | | | | | | | | | | | | | | | | |
| | Chili | 160-175 | | | | | | | | | | | | | | | | | | | | | | | |
| | Vanilla Hopper | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Chocolate Hopper | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Custard Toppings | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | New sanitizer buckets | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee initial top / Manager initial bottom | | | | | | | | | | | | | | | | | | | | | | | | | |
| Equipment Temperature Log | | Unit Temp- This section is where you log the actual thermometer reading in the unit being temped. | | | | | | | | | | | | | | | | | | | | | | | |
| | | Thursday | | | Friday | | | Saturday | | | Sunday | | | Monday | | | Tuesday | | | Wednesday | | | | | |
| | | Item: | Temp Range | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | 10:20a | 2p | 4:30p | 8p | | |
| | Walk-in Freezer | 0-10 | | | | | | | | | | | | | | | | | | | | | | | |
| | Walk-in Cooler | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Grill Reach-in | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Make Reach-in | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Fry Freezer | 0-10 | | | | | | | | | | | | | | | | | | | | | | | |
| | Custard Fridge | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | Custard Topping Rail | 32-40 | | | | | | | | | | | | | | | | | | | | | | | |
| | 4 Slot Dipping Cabinet | 0-10 | | | | | | | | | | | | | | | | | | | | | | | |
| | Retail Freezer | 0-10 | | | | | | | | | | | | | | | | | | | | | | | |
| | New sanitizer buckets | | | | | | | | | | | | | | | | | | | | | | | | |
| Employee initial top / Manager initial bottom | | | | | | | | | | | | | | | | | | | | | | | | | |

[illegible]

WEEK 2 – DAY 9

This page should be completed by the Training Manager



HOT LINE SUMMER PREP LIST - USE EVERYDAY

| Item | Container | Temp | Build To | On Hand | Need | Initials |
|------|-----------|------|----------|---------|------|----------|
|------|-----------|------|----------|---------|------|----------|

LETTUCE/TOMATO/GRILLED O 24 HOUR PREP

| | | | | | | |
|------------------|-----------------|-------|--------------|--|--|--|
| 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

| | | | | | | |
|--|--|-----|--|--|--|--|
| | | 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 pans 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.*

DAILY ACCOUNTABILITY CHECKLIST

To be completed by the Training Manager or MUM

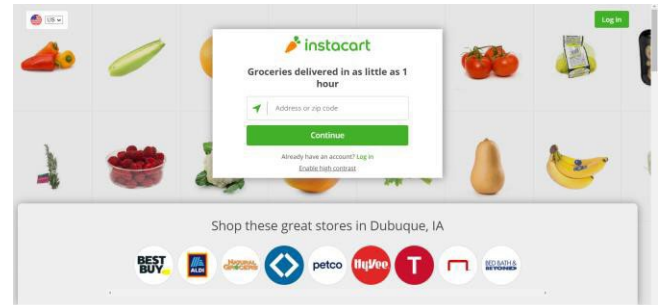
- ☐ MIT Workbook Position Objectives (Page 30)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



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 and bananas. 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, go to mylsb.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

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**

- ☐ Brink Functions
- ☐ Issuing a Refund

Resource Guide

- ☐ None

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*
- ☐ Closing Walk-Through (2/3) - *Content found on Day 6*

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

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)



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

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)



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*
- ☐ Closing Walk-Through (3/3) - *Content found on Day 6*
- ☐ Brink Functions (1/1) – *Content found on Day 11*

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

DAILY ACCOUNTABILITY CHECKLIST

To be completed by the Training Manager or MUM

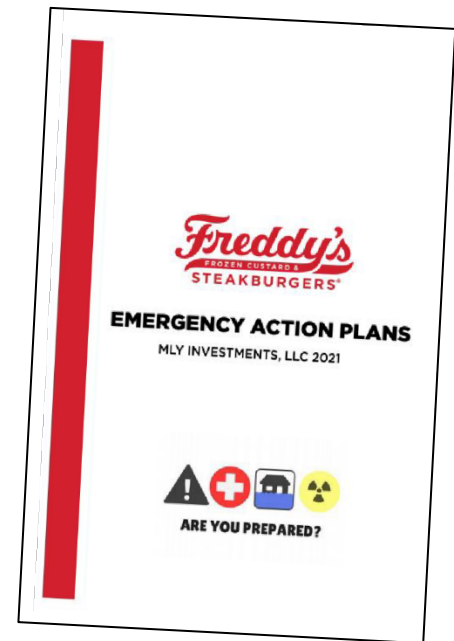
- ☐ MIT Workbook Position Objectives (Page 38)
- ☐ MLY Managerial Training Objectives (Above)
- ☐ MLY Daily Review Completed (Above)



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.*

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 (Auto-Mist Schedule)
- ☐ How to remove hood inserts properly
- ☐ 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!



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.*

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)

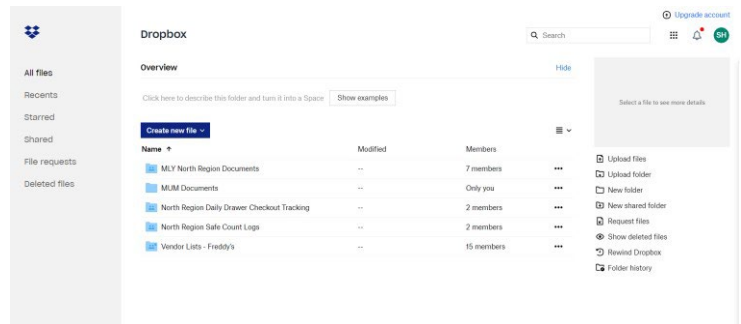


Dropbox

To stay organized we use an 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*

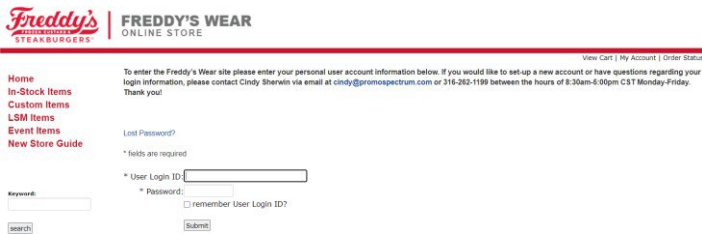
NOTES *Include notes about strengths, opportunities, personal observations, questions, etc.*

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.





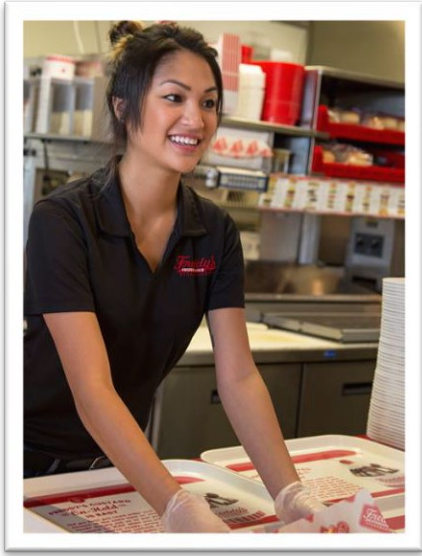
MANAGERIAL TRAINING

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 Policies
- ☐ Mission & Vision Statement

Resource Guide

- ☐ None

MLY DAILY REVIEW

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

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

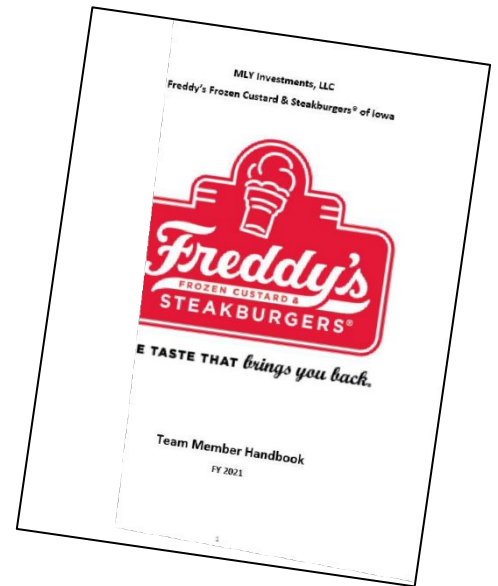
OUR GOAL
Set up every Fredhead for *Success* by Developing them in the *Best Training Program* in the Nation.

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.

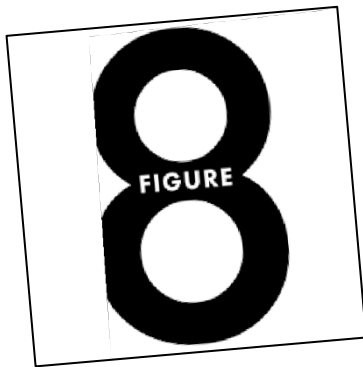
Important components of the Close include:

- ☐ Closing Manager Checklist
- ☐ 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***

- ☐
- AvT Analysis

Resource Guide

- ☐
- None

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 Policies (1/1) - *Content found on Day 16*

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

DAILY ACCOUNTABILITY CHECKLIST*To be completed by the Training Manager or MUM*

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



AvT Analysis

AvT stands for **Actual vs Theoretical**. This analysis, which uses data gathered from the POS Systems, Truck Orders, and Inventory Counts determines the amount of product that we theoretically should have used compared to the amount of product we actually used.

The difference between these two numbers is called a **Variance**. Our company goal is to have a total Variance of 1% or less. Why do we have a goal for this Variance? It shows us we are doing the following:

- ☐ Tracking Waste Properly
- ☐ Portioning Properly
- ☐ Ringing in Items Correctly
- ☐ Counting Inventory Accurately

All these items contribute to a lower Food & Paper Cost, or Cost of Goods Sold (COGS). A high variance also alerts us to when we are failing in the areas above. It could be due to not tracking waste, miscounting product, over portioning, or even theft. The GM and MUMs will review this report every Thursday morning as part of their weekly responsibilities. Below is a partial example

Actual vs. Theoretical Analysis

Begin Inventory: 01/25/2023 -- 08Coralville - 5008 - Weekly Inventory

End Inventory : 02/22/2023 -- 08Coralville - 5008 - Weekly Inventory

| Net Sales | | \$125,446.15 | | Quantity Usage | | | | | | | | Dollar Usage | | | | | | | | % of Sales | | |
|--------------------------------|-----------------------------------|--------------|--|----------------|--------|---------|--------|-----------|---------|--|--|--------------|-------------|------------|------------|------------|---------|--|--|------------|--------|---------|
| | Count UoM | Unit Cost | | Actl | Theo | Var | Waste | UnExp Var | Effcy | | | Actl | Theo | Var | Waste | UnExp Var | Effcy | | | Actl % | Theo % | Var % |
| Beverage | | | | | | | | | | | | | | | | | | | | | | |
| Other Beverage | | | | | | | | | | | | | | | | | | | | | | |
| BEVERAGE - Fruit Punch | BIB - 5 Gal | 101.05 | | 1.30 | 1.05 | 0.25 | 0.00 | 0.25 | 80.79% | | | \$131.37 | \$106.13 | \$25.24 | \$0.00 | \$25.24 | 80.79% | | | 0.10% | 0.08% | 0.02% |
| BEVERAGE - Lemonade | Gallon - 5 | 16.65 | | 0.00 | 10.12 | (10.12) | 0.00 | (10.12) | 0.00% | | | \$0.00 | \$168.55 | (\$168.55) | \$0.00 | (\$168.55) | 0.00% | | | 0.00% | 0.13% | (0.13%) |
| BEVERAGE - Pink Lemonade | BIB - 5 Gal | 99.51 | | 3.60 | 0.51 | 3.09 | 0.00 | 3.09 | 14.04% | | | \$358.20 | \$50.29 | \$307.91 | \$0.00 | \$307.91 | 14.04% | | | 0.29% | 0.04% | 0.25% |
| BEVERAGE - Sugar Free Lemonade | Gallon - 5 | 0.00 | | 0.00 | 0.01 | (0.01) | 0.00 | (0.01) | 0.00% | | | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 0.00% | | | 0.00% | 0.00% | 0.00% |
| BEVERAGE - Tea Pouch | Case - 32/3oz packs | 21.04 | | 1.30 | 0.33 | 0.97 | 0.00 | 0.97 | 25.20% | | | \$27.36 | \$6.89 | \$20.47 | \$0.00 | \$20.47 | 25.19% | | | 0.02% | 0.01% | 0.02% |
| Other Beverage Total | | | | 6.20 | 12.02 | (5.82) | 0.00 | (5.82) | 193.87% | | | \$516.93 | \$331.88 | \$185.05 | \$0.00 | \$185.05 | 64.20% | | | 0.41% | 0.26% | 0.15% |
| Beverage Total | | | | 6.20 | 12.02 | (5.82) | 0.00 | (5.82) | 193.87% | | | \$516.93 | \$331.88 | \$185.05 | \$0.00 | \$185.05 | 64.20% | | | 0.41% | 0.26% | 0.15% |
| Bread | | | | | | | | | | | | | | | | | | | | | | |
| Bread V2 | | | | | | | | | | | | | | | | | | | | | | |
| BREAD - Hot Dog Bun | Case - 8/12 EA Bags | 27.95 | | 9.00 | 8.82 | 0.18 | (0.01) | 0.17 | 98.15% | | | \$251.54 | \$246.61 | \$4.93 | (\$0.29) | \$4.64 | 98.15% | | | 0.20% | 0.20% | 0.00% |
| Bread V2 Total | | | | 9.00 | 8.82 | 0.18 | (0.01) | 0.17 | 98.15% | | | \$251.54 | \$246.61 | \$4.93 | (\$0.29) | \$4.64 | 98.15% | | | 0.20% | 0.20% | 0.00% |
| Bread Total | | | | 9.00 | 8.82 | 0.18 | (0.01) | 0.17 | 98.15% | | | \$251.54 | \$246.61 | \$4.93 | (\$0.29) | \$4.64 | 98.15% | | | 0.20% | 0.20% | 0.00% |
| Meat & Poultry | | | | | | | | | | | | | | | | | | | | | | |
| Meat & Poultry V2 | | | | | | | | | | | | | | | | | | | | | | |
| MEAT - Bacon | Case - 8/150 Packs | 109.30 | | 4.05 | 3.81 | 0.24 | 0.00 | 0.24 | 94.01% | | | \$442.67 | \$416.15 | \$26.52 | \$0.00 | \$26.52 | 94.01% | | | 0.35% | 0.33% | 0.02% |
| MEAT - Hot Dogs | Case - 280 Each | 155.35 | | 3.18 | 3.02 | 0.16 | (0.02) | 0.14 | 95.70% | | | \$494.33 | \$469.88 | \$24.45 | (\$3.33) | \$21.12 | 95.70% | | | 0.39% | 0.37% | 0.02% |
| MEAT - Steakburgers | Case - 288 cnt patties | 135.02 | | 57.35 | 56.92 | 0.43 | (0.04) | 0.39 | 99.32% | | | \$7,743.40 | \$7,685.82 | \$57.58 | (\$5.16) | \$52.42 | 99.32% | | | 6.17% | 6.13% | 0.05% |
| POULTRY - Chicken Breast | Case - 4/5 LB Bag Grilled Chicken | 101.95 | | 2.64 | 2.51 | 0.13 | 0.00 | 0.13 | 95.25% | | | \$269.14 | \$256.38 | \$12.76 | \$0.00 | \$12.76 | 95.26% | | | 0.21% | 0.20% | 0.01% |
| POULTRY - Chicken Tenders | Case - 8/5 LB Bags | 120.35 | | 13.19 | 14.65 | (1.46) | 0.00 | (1.46) | 111.07% | | | \$1,587.12 | \$1,762.74 | (\$175.62) | \$0.00 | (\$175.62) | 111.07% | | | 1.27% | 1.41% | (0.14%) |
| POULTRY - Crispy Chicken | Case - 4/5LB bags | 86.75 | | 9.00 | 8.33 | 0.68 | (0.01) | 0.66 | 92.63% | | | \$780.75 | \$722.19 | \$58.56 | (\$1.08) | \$57.47 | 92.63% | | | 0.62% | 0.58% | 0.05% |
| Meat & Poultry V2 Total | | | | 89.41 | 89.24 | 0.17 | (0.07) | 0.10 | 99.89% | | | \$11,317.41 | \$11,313.16 | \$4.25 | (\$9.57) | (\$5.32) | 100.05% | | | 9.02% | 9.02% | 0.00% |
| Meat & Poultry Total | | | | 89.41 | 89.24 | 0.17 | (0.07) | 0.10 | 99.89% | | | \$11,317.41 | \$11,313.16 | \$4.25 | (\$9.57) | (\$5.32) | 100.05% | | | 9.02% | 9.02% | 0.00% |
| Produce | | | | | | | | | | | | | | | | | | | | | | |
| Produce V2 | | | | | | | | | | | | | | | | | | | | | | |
| PRODUCE - Leftuce | Case - 24 Each | 36.64 | | 3.69 | 7.19 | (3.51) | 0.00 | (3.51) | 195.08% | | | \$135.11 | \$263.58 | (\$128.47) | \$0.00 | (\$128.47) | 195.08% | | | 0.11% | 0.21% | (0.10%) |
| PRODUCE - Tomato | Case - 25 LB | 29.25 | | 8.03 | 6.93 | 1.10 | 0.00 | 1.10 | 86.28% | | | \$234.99 | \$202.76 | \$32.23 | \$0.00 | \$32.23 | 86.28% | | | 0.19% | 0.16% | 0.03% |
| PRODUCE - Yellow Onion | Bag - 50 LB | 26.24 | | 5.85 | 9.85 | (4.00) | 0.00 | (4.00) | 168.42% | | | \$153.47 | \$258.47 | (\$105.00) | \$0.00 | (\$105.00) | 168.42% | | | 0.12% | 0.21% | (0.08%) |
| Produce V2 Total | | | | 17.57 | 23.98 | (6.41) | 0.00 | (6.41) | 136.46% | | | \$523.57 | \$724.81 | (\$201.24) | \$0.00 | (\$201.24) | 136.44% | | | 0.42% | 0.58% | (0.16%) |
| Produce Total | | | | 17.57 | 23.98 | (6.41) | 0.00 | (6.41) | 136.46% | | | \$523.57 | \$724.81 | (\$201.24) | \$0.00 | (\$201.24) | 136.44% | | | 0.42% | 0.58% | (0.16%) |
| GRAND TOTAL | | | | 446.90 | 435.93 | 10.97 | (2.97) | 8.00 | 98.20% | | | \$26,228.21 | \$25,336.93 | \$891.28 | (\$112.41) | \$778.87 | 97.02% | | | 20.91% | 20.20% | 0.71% |

HOTLINE MANAGER ON DUTY (MOD)

Managerial Training

☐ None

Resource Guide

☐ None

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.*

DAILY ACCOUNTABILITY CHECKLIST

To be completed by the Training Manager or MUM

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



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.*

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



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.

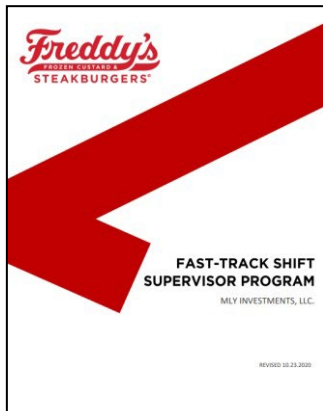
Tasks that you will learn include how to:

- ☐ 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
- ☐ 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.

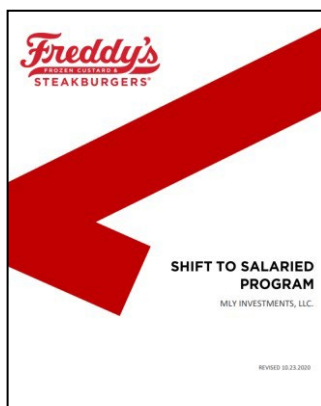
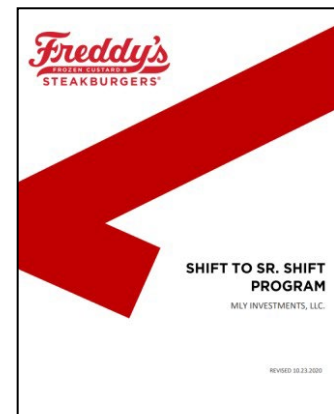


FTSS Program

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***

- ☐
- Child Labor Laws

Resource Guide

- ☐
- None

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.*

DAILY ACCOUNTABILITY CHECKLIST*To be completed by the Training Manager or MUM*

- ☐ MLY Managerial Training (Above)
- ☐ 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

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

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

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***

- ☐ Scam Call Procedures
- ☐ Chain of Command
- ☐ Disciplinary Action Procedures
- ☐ Scam Call Procedures

Resource Guide

- ☐ None

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.*

DAILY ACCOUNTABILITY CHECKLIST*To be completed by the Training Manager or MUM*

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





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

Freddy's
STEAKBURGERS

MLY INVESTMENTS, LLC.
DISCIPLINARY ACTION FORM

Date: _____ Time: _____

Team Member Name: _____

Position: _____

Disciplinary Action Being Taken: _____

Next Disciplinary Step: _____

Category: _____

Other: _____

Supervisor Statement
I hereby certify that the information on this disciplinary action is true. I understand that if the employee is not satisfied with the disciplinary action, they may file a grievance. I understand that if the employee is not satisfied with the disciplinary action, they may file a grievance. I understand that if the employee is not satisfied with the disciplinary action, they may file a grievance.

Supervisor Signature

Employee Signature

Manager Signature

Manager Title

Witness Signature

Date

Date

Date

Date

FOR OFFICE USE ONLY
Reviewed by HR on: _____
Original returned to HR on: _____

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.



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.*

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 any time. 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.*

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.

- ☐ **Cleaning Calendar** – Ensuring that weekly cleaning tasks are completed on a regular basis.
- ☐ **Checklist Completion Rates** – Ensuring that all opening/own 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 vendor 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 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.*

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.*

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.



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 | <i>Skills for Consideration: Controlling Food & Labor, Sales Building, P&L Management</i> |
| | 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 | <i>Skills for Consideration: Store Improvement, Impact & Influence, Champions Standards, Role Model</i> |
| | 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 | <i>Skills for Consideration: Personal Motivation, Adaptability, Commitment to Goals, Ethics, Accountability, Maturity, Time Management, Planning & Execution, Delegation, Administration</i> |
| | 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 | <i>Skills for Consideration: Opens/Mids/Closes, Multi-Tasking, Figure-8 Efficiency, Prioritization, Food Safety, Awareness & Execution of Day-to-Day Duties</i> |
| | 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 | <i>Skills for Consideration: Recognition, Analysis, Resolution & Execution of Problems</i> |
| | <p>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?</p> |
| GUEST EXPERIENCE | <i>Skills for Consideration: Guest 1st Mentality, LEARN-TO Effectiveness, Passion for Hospitality, Guest Engagement during Figure-8's</i> |
| | <p>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?</p> |
| EFFECTIVE COMMUNICATION | <i>Skills for Consideration: Store & Team Goal Setting, Results Driven, Follow-Through & Accountability</i> |
| | <p>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?</p> |
| PEOPLE MANAGEMENT | <i>Skills for Consideration: Ability to Work with Others, Conflict Resolution Skills, Relationship Building, Professionalism, Recruitment, Team Development and Culture</i> |
| | <p>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?</p> |

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!