**Trainer Readiness & Criteria Checklist**

Once the Training Manager has been appointed, the next step is to identify and develop Team

Members that have proven to exemplify Freddy’s high expectations and standards at all times. They can then become certified Freddy’s Trainers.

Following are requirements a Training Manager should look for in a potential Trainer candidate:

• Possesses Trainer Characteristics.

• Is a leader, a high performer and recognized as an “All-Star”.

• Is outgoing, patient, personable, energetic, receptive, thorough, organized.

• Possesses good communication skills, coaches, and is able to offer and receive feedback.

• Represents Freddy’s values and is a brand ambassador to include:

• 100% compliance

• 100% of the time

• Freddy’s uniform and professional appearance standards

• 6 months of HotLine or ColdLine experience (3 months for New Restaurant Openings).

• Actively works at least 3 shifts per week.

• In “good standing” with no more than one write-up within a 6 month period.

• Understands and practices proper procedures.

• Maintains good rapport with fellow Team Members, management, and guests.

• Has fully completed the Freducation® Team Member Training Program.

Trainer Responsibilities

• Energetically welcomes new Team Member trainees into the Freddy’s family.

• Introduces the trainee to the training program, processes, and procedures.

• Gives them complete attention and never leaves the trainee alone during training.

• Always sets the highest standards for trainees and fellow Team Members.

• Accountable for progress of trainees and communicates this progress with Training Manager.

• Always professional while having fun at work.

Certification and Promotion

Once selected, the trainers will complete the following Trainer Certification process:

1. Review of training videos.

2. Re-take position tests scoring 90% or higher.

3. Completion of a Train the Trainer session, led by the Training Manager.

When the requirements have been fulfilled for the certification of a Trainer, the Training Manager will:

• Promote the Team Member to Trainer.

• Explain the expectations and responsibilities as well as the importance of their new role.

• Ways to compensate could include:

• Pay raise

• Trainer hat and pin

• Trainer certificate to be posted in the restaurant

• Complimentary meal on days they train