

**Freddy’s Fast-Track Shift Supervisor (FTSS) Program**

The Freddy’s Fast-Track Shift Supervisor (FTSS) Program is designed to elevate high-potential candidates to the management team as quickly as possible, while still preparing them for the challenges that will be presented to them as part of the management team of their store. This is an opportunity to start their path into a long-term career with Freddy’s. It is probable that each candidate will be transferred to another store depending on what job openings are available. This program is meant to be flexible, adjusting to the candidate’s strengths, weaknesses, experience, and growth.

Processes for identifying a candidate:

* HR Recruiting Dept. is constantly searching for high-potential candidates for the program
* GMs, with the approval of the MUM, can make the call when interviewing any candidate they feel may be right for the program
* GMs, with the approval of the MUM, can start an existing Team Member in this program (see Trainer & MIT Promotion Checklist). The Team Member must first become a certified Trainer before being eligible for the FTSS program.

Training Process

After an employee has been selected or hired for the Fast Track Program, a “Track” is determined based on the experience or criteria of the candidate.

* **Trainer Track**
	+ **This Track is for new-hires, or Team Members that need cross-training.**
	+ Trainer Readiness & Criteria is Discussed w/ Team Member.
	+ Undergoes the first 4 weeks of the Full MIT Training Program (excluding manager administrative training), getting exposure and training for all positions in the store.
	+ Upon completion of cross-training, an assessment is held with the GM and DM.
	+ Team Member is promoted to HL & CL Trainer Position.
* **MIT Track**
	+ **This Track is for fully cross-trained Trainers.**
	+ Shift Supervisor Readiness & Criteria is Discussed w/ Trainer.
	+ After 8-12 weeks as HL & CL Trainer, an assessment is held with the GM and DM.
	+ Launched into MIT (manager-in-training) training.
	+ Begins the Fast Track MIT Schedule, approximately 3 weeks in length, launching immediately into MODs and Administrative training.
	+ Team Member is promoted officially to MIT Position.
* **Supervisor Promotion**
	+ Upon completion of the MIT Track, the GM and DM hold an MIT Evaluation meeting with the candidate, highlight strengths and opportunities.
	+ Final Discussion of Supervisor Readiness & Criteria
	+ Final Discussion of Manager in Development Checklist
	+ MIT is promoted to Supervisor and is given their last Fast Track raise.

Notes:

* Total Length: approximately 15-19 weeks (4-5 months)
	+ 4 Weeks as Team Member
	+ 8-12 Weeks as Crew Trainer
	+ 3 Weeks as MIT
* During the Trainer Track, the store’s Certified Trainers train the employee.
* During the MIT Track, the store’s managers take over the training, specifically the GM or designated Franchise Training Manager.
* Candidate must score 90% or higher on all Learning Zen exams.
* Length of program shortened or extended at discretion of GM or Franchise Training Manager.
	+ Factors to Consider:
		- Leadership Abilities
		- Experience
		- Skill Level
		- Willingness to Learn
		- Availability
		- Growth Progression

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

2. Review of training videos.

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

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

• Trainer Bonus

• Explain the Trainer Bonus Program.

**Shift Supervisor Readiness & Criteria Checklist**

After a Trainer has been selected for potential as a Shift Supervisor, the following checklist must be completed.

Team Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Criteria Checklist***

A Trainer may be a candidate for promotion in the MIT program if they demonstrate the following:

* Works well under stress
* Is liked by other Team Members
* No attendance issues
* Demonstrates interest in learning new skills
* Always busy when on duty – never “chatting up” Guests/Team Members. Instead, finds something productive to do.
* Strong in all Team Member positions
* Prioritizes effectively and efficiently
* Provides GREAT customer service, is an example of hospitality
* Smiles all the time
* No petty bickering with other Team Members
* Makes suggestions for improvement
* Informal shift leader – sets the pace, and keeps morale up
* Says “please” and “thank you” to both guests and fellow employees
* Leaves the bad days behind – consistently pleasant moods
* Handles conflict appropriately and at the lowest level (not a whiner)
* Follows Food Safety and Security Procedures
* Likely to be with us for the next 2 years
* Asks good questions
* Previous leadership or supervisor/manager experience is a plus

***Readiness Checklist***

* Has spent 6 months as a Team Member Trainer.
* Is cross-trained.
* Certified in all Store positions.
* Carries out Action Plans with vigor and follow-through.
* Has taken on greater responsibility and proven capable of the burden.
* Has shown they can “get the job done” regardless of day-to-day challenges.
* Trained 3 Team Members, completed all Training Books & Learning Zen Coursework.
* Practicing zone leadership on Hot Line & Cold Line.
* Has signed Confidentiality, Non-Disclosure, Non-Solicitation and Non-Competition Agreement, Travel & Expense Policy and the Driving Waiver.

GM Approval:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MUM Approval:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_