Basic Management Training Workbook
(New Hire Management Training)
Notice to Franchisees

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Content Changes

Changes from previous versions of these materials are highlighted in bright yellow if printed in color.
# Basic Management Training

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Use the following schedules to plan and track your training.

Schedules are based on a 50-hour workweek and may be adjusted by your Trainer. Ask your Trainer for details.

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## Leadership Basics Segment

**SLT:** Complete the assignments and readings in the Shift Leader Training Workbook.

**GMIT:** Complete the assignments and readings in the General Manager-In-Training Workbook.

Ask your Trainer to schedule you to work when all weekly and/or period reports are completed (HFS: Monday nights) and for all MBM (truck) deliveries.

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<th>Day 43</th>
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</table>
Basic Management Training

Transition Segment

Your District Manager, Mentor and VPO/RDO (Franchise Owner/Operator) should be involved during your Transition (if available).

Support Team Members may not be available during this segment. Ask your Trainer or Franchise Owner/Operator for details.

<table>
<thead>
<tr>
<th>Week 10</th>
<th>Day 46</th>
<th>Day 47</th>
<th>Day 48</th>
<th>Day 49</th>
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Assignments
- Practice GM
- Manager’s Office Setup
- Training
- Regional Trainer
- Schedule:
  - Sanitation Certification
  - Shift Leader Workshops
  - EOM Workshops
  - HR Workshop
- Practice GM
- Human Resources
  - HR Manager
- Financial
  - Internal Audit
- Practice GM
- Marketing
  - Marketing Manager
- Facilities
  - Facilities Manager
- Mentoring
  - Mentee’s Guide
- Practice GM
- Risk Management
  - Loss Prevention
  - Safety
  - Crisis Events
- Food Safety and Quality Assurance
  - EcoSure® Audits
  - Health Department
  - Restaurant Closures
- Restaurant Assessment
  - With Leader
- Reporting Requirements
  - RBI
  - Benchplanning
  - Regional Reports
- Leader Expectations
- Development Checklist
  - With Leader
- Development Plan
  - With Leader

If you are a District Manager or above candidate, additional training may be required. Ask your Trainer or Franchise Owner/Operator for details.
## Day 1 Assignments

**Introduction – Onboarding – Crew Station Training**

Read and complete all activities in this assignment.

All new hire documentation should be completed prior to starting on the Day 1 Assignments. Ask your Trainer or Franchise Owner/Operator for details.

### Materials Needed

- Crew Person Training Materials
  - Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  - HFS Company and Participating Franchisees
- Crew Orientation / Onboarding Materials
  - HFS Company or Franchise Equivalent
- Crew Safety Training Workbook

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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</thead>
</table>
| ❑ **Read:** Introduction section. | ❑ **Read:** Welcome to Hardee’s®.  
❑ **Read:** Your BMT Training. |
| ❑ **Complete:** Onboarding (part 1 of 3). | ❑ **Complete:** Orientation / Restaurant Tour.  
❑ **Complete:** Welcome.  
❑ **Complete:** Food Safety.  
❑ **Complete:** Safety / Safety Tour.  
❑ **Complete:** Crew Safety Training Workbook. |
| ❑ **Learn:** Crew Stations. | ❑ **Fry Station.**  
❑ **Hand Breaded Chicken Station.** |
| ❑ **Complete:** Discussion section. | ❑ **Review:** Section with your Trainer. |
| ❑ **Complete:** Feedback and sign-off sections with your Trainer. |
Introduction

Welcome to the Hardee’s family!

You have just accepted the challenge to become the next great leader in our “family” of franchise and company operated restaurants.

To achieve this challenge, you will need all the knowledge, skills and abilities (KSAs) that is required of every Hardee’s® and Red Burrito® Operations Leader. We also expect you to apply what you already know from your previous experiences to keep your training on track and on time.

While we are going to help you succeed along the way, your success starts and ends with you. Take the initiative to learn all you can during this training program. Wow us by exceeding our expectations with a smile on your face and a sense of urgency to serve our Guests, our Crew and all our “family”. Let’s get started . . .

Your BMT Training

The Basic Management Training Program is designed to produce a new hire Leader that can competently lead a restaurant as the General Manager at a beginner’s level.*

Basic Management Training (BMT) is your starting point to your “road to success”. The BMT program is designed to help you navigate through our Crew, Shift Leader and General Manager-In-Training (GMIT) programs in about 10 weeks (50 hours per week). Keep in mind that the actual length of your training may vary, depending upon the position you were hired for, business needs and your own personal abilities.

Additional development after completing BMT may be required, such as attending our Shift Leader and above workshops, foodservice sanitation certification, and completing the appropriate Development Checklists with a Development Plan (if available).

If you work in a Franchise restaurant, your procedures, reports and/or training materials may be different than what is in our workbooks. Ask your Trainer or Franchise Owner/Operator for details.

*Competent: Capable of identifying and correcting operational (QSC), administrative, financial and training deficiencies without supervision. Includes the ability to perform basic leadership and critical thinking skills such as coaching, troubleshooting and problem solving.

A new hire Leader is not expected to be proficient in Crew stations at the end of BMT. Proficiency is expected with additional Crew station practice over time.
Basic Management Training

The Role of Your Trainer

HFS Company: The Regional Trainer (such as the Centralized Training Manager) is your primary Trainer with the support of the General Manager and District Manager.

Franchise: The General Manager is your primary Trainer with the support of your District Manager following the Leader-led approach to training and development.

You may also see other experienced District Managers, Regional Trainers and your Regional Vice President/Regional Director of Operations or Franchise Owner/Operator involved in your training. Your success is important to the whole team and are ready to help you grow with our brand.

Workbook Assignments

At the completion of each assignment, you and your Trainer should sign off that the assignment is complete (including the Shift Leader and GMIT Workbooks). Your VPO/RDO, Franchise Owner/Operator or Mentor (if available) may verify that all your workbook assignments and behavior feedback sessions are completed and up-to-date from time-to-time during your training.

Feedback

Your Trainer will provide feedback on your progress and performance, but you should always take the initiative when it comes to your BMT training.

Immediately notify your Trainer if you have any difficulty understanding any of our materials, assignments, or certification requirements.

The Role of Your Mentor

You may be assigned a Mentor or Mentors to help you grow professionally and personally as part of your continued development during or after your BMT training. This person may be an experienced General Manager, District Manager or a member of our support team.

Mentors are often charged with the task of helping to train, advise, and share practical experiences with you. They are there for you as an advisor to help you grow with our brand.

To help establish a successful mentoring relationship, follow the guidelines and activities in the Mentee’s Guide. Ask your Trainer or Franchise Owner/Operator for additional details on mentoring.
Basic Management Training

Your Role As Learner

Don't forget that you are your most important asset in your own training. Show your leadership by taking the initiative to complete BMT. It’s your choice to be ready to assume your new role as a Hardee’s Leader. Don’t wait, make it happen by . . .

- **Setting personal goals** everyday and work hard to accomplish them on time. Goal setting and planning out your day, week or longer is a must to get things done.
- **Taking the initiative** to complete every assignment, task, etc. in a timely manner.
- **Using all the resources** available to you such as . . .
  - Asking questions and help from the restaurant's experienced Crew and management.
  - Using the available manuals, guides, wallcharts.
  - Reviewing your previous learnings and Star Learn Center courses.
- **Asking for constructive feedback** from your Trainer, your management team, and others on ways you can improve your overall knowledge, skills or abilities to become a great Leader.
- **Doing your homework on leadership.** BMT is only a start. There are many other great leadership and management resources available to you at your local library, bookstore and on the Internet.
- **Seeking advice from your Mentors** or others that will help you build a great future while balancing work and your personal life.

Performance Expectations

Your Trainer will review attendance and performance expectations with you at the start of your training. Be sure that you clearly understand all work-related standards and expectations. Ask questions before you start!

Below are some of the performance expectations that are expected of you during BMT. Your Trainer may review additional standards and expectations with you at the start or during your training.

- Complete all assignments on schedule and to your Trainer's expectations and to the required standards and expectations.
- Demonstrate appropriate business conduct and professionalism at all times.
- Identify and establish work-related goals to accomplish all your responsibilities and training assignments.
  - Prioritize these goals to meet your personal and business needs.
- Frequently communicate with your Trainer, District Manager, Mentor (if available), VPO/RDO and/or your Franchise Owner/Operator via voice mail or in person concerning your training experience.

Your General Manager, District Manager, VPO/RDO, or your Franchise Owner/Operator will address any performance or behavior issues if any occur during your training.
Your Authority Level

As a Learner, your authority level is limited. Your primary focus is learning the basic knowledge, skills and abilities (KSA) required for a new Hardee's® Leader. If you encounter issues while completing your BMT assignments, immediately contact your Trainer, District Manager, Mentor (if available), VPO/RDO or your Franchise Owner/Operator.

Your Training Materials

You are expected to complete all assignments, activities and readings by the timelines set by your Trainer.

- This workbook contains all the assignments but not all the readings and resources that you will need for BMT. You will be using multiple resources such as . . .
  - Basic Management Training Workbook.
    - Complete the activities and sign-off sections for each day.
  - Star Learn Center and Crew Person station training materials.
    - Complete all applicable Star Learn Center course certifications or Crew station certifications.
  - Shift Leader Training Workbook.
    - Complete the activities section for each shift.
  - General Manager-In-Training Workbook.
    - Complete the activities section for each shift.
  - Mentee’s Guide.
    - Complete the activities as indicated in each section. Some activities are completed with your Mentor.

- Do not remove workbook pages, but mark through any lines or sections that do not apply.
- Use an ink pen.
- Be sure to write or print legibly so your Trainer and others can review your work.

Workbook Symbols

The following symbols are used in our workbooks to help you complete the assignments, readings, etc. . .

📖 Reading assignments or review of previous materials.

💬 Discussion point
Basic Management Training

Instruction, complete assignment, notes, initial or sign here.

Important point or reminder.

View a DVD, CD-ROM or other multimedia format item including using the Star Learn Center (if available).

Key points to “look for” to help you become a better leader.

A best practice to achieve optimal results.

BMT Completion Requirements

Your Trainer, District Manager and VPO/RDO (Franchise Owner/Operator) will certify that you have successfully completed the Basic Management Training Program. To complete BMT, you are expected to . . .

- Complete all applicable workbook assignments, activities, readings and Behavior Feedback forms in . . .
  - BMT Training Workbook.
  - Shift Leader Training Workbook.
  - GMIT Training Workbook.

- Certify in all Crew Stations.
  - Includes all Star Learn Center course certifications (if available).

- Achieve a “meets standards” or “exceeds standards” on all Behavior Feedback forms.

- Certify in the Shift Leader Training Program.
  - Achieve 90.0% or higher on the Shift Leader Post-Test.

- Certify in the General Manager-In-Training Program (GMIT).
  - Achieve 90.0% or higher on the GMIT Knowledge Post-Tests

- Demonstrate the ability to competently lead a restaurant as the General Manager.
  - Meet the standards and expectations of your Trainer, District Manager and/or VPO/RDO (Franchise Owner/Operator).

Promotion Notice

Completion of BMT is not a guarantee for promotion. It means that you may be eligible for promotion. Nothing herein creates any rights, contractual or otherwise, between you, your employer, or any third person. Ask your VPO/RDO, Franchise Owner/Operator or Human Resource Manager for details.
Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

**Restaurant Tour**

- **Complete:** Restaurant tour and introductions.

Restaurant Number: ________________________________

Telephone: ________________________________

Address: ________________________________

Hours of Operation (including dining room and drive-thru hours)

- Sunday: ________________________________
- Monday: ________________________________
- Tuesday: ________________________________
- Wednesday: ________________________________
- Thursday: ________________________________
- Friday: ________________________________
- Saturday: ________________________________

Restaurant Team (including phone numbers)

- District Manager: ________________________________
- General Manager: ________________________________
- GMT / GMIT: ________________________________
- Shift Leader: ________________________________
- Shift Leader: ________________________________
- Shift Leader: ________________________________
- Crew Training Coordinator: ________________________________
- Crew Trainer: ________________________________
- Crew Trainer: ________________________________
- Crew Trainer: ________________________________
- Crew Trainer: ________________________________
- Safety Coordinator: ________________________________
- ________________________________
- ________________________________
Restaurant Safety and Security

- Location and how to use the fire suppression system and pull stations.
- Location and how to use the portable fire extinguishers.
- Hood exhausts fan switches.
- Alarm system (if available).
- CCTV system (if available).
- First aid kit.
- Safety equipment, such as Personal Protective Equipment (PPE).
- Light switches for outside signage, dining room, frontline, backline, etc.
- Emergency electrical, gas and water shut-off valves.
- Restaurant's Tool Kit.
- Emergency Phone Number List (fire, police, ambulance, etc.).

Your Notes

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Star Learn Center - Orientation

☐ **Complete**: Welcome course.

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☐ **Complete**: Food Safety course.

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☐ **Complete**: Safety course.
Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

The 3 Step Training Process

We use three simple steps to help train others quickly and effectively in our restaurants. We call this the 3 Step Training Process. This workbook's Crew station assignments follows the Learn - Practice - Evaluate (certify) process.

- **Learn**: The Learner (Trainee) learns what the job or task is and how to do it correctly from the Trainer.
  - The Trainer explains the “big picture” that ensures that the Learner understands what the job is, the correct steps to do the job, and how the job helps the success of the restaurant.
  - During this step, the Trainer will use all the Crew station job aids, wallcharts, LMS modules (if available), etc. for the station.
  - The Trainer will demonstrate all the job or tasks while at the station at two speeds:
    - **1st demonstration**: At a speed slow enough for the Learner to see how to do the job correctly.
    - **2nd demonstration**: At normal working speed so the Learner can know how fast they must do the job to meet company expectations.

- **Practice**: The Learner develops the skills to do the job by practicing.
  - The Trainer observes, provides appropriate feedback and coaching while the Learner is practicing at the Crew station.

- **Evaluate**: The Learner receives continued feedback from the Trainer while the Learner builds proficiency and speed.

Crew Station Assignments

- **Learn**: Fry Station.

- **Learn**: Hand Breaded Chicken Station (Chicken Tenders and Hand Breaded Chicken Fillet).
Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- What challenges do you expect during your BMT training?

- How can you overcome those challenges?

- Describe the one area or topic that you feel you will need the most time to work on in the restaurant?

- Why?

- Describe the one area or topic that you feel you will need the least time to work on in the restaurant?

- Why?
What goals have you set for yourself to successfully complete the BMT program?

Describe how your Trainer can help you accomplish those goals.

Your Notes

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Opportunities (learning and/or improvement expectations)

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☑ Trainer Initials: _____________________________  Date: ________________
☑ Learner Initials: _____________________________  Date: ________________

Verification (best practice)

☑ Mentor Initials: _____________________________  Date: ________________
☑ District Manager Initials: ________________________  Date: ________________
   (or Franchise Owner/Operator)
**Day 2 Assignments**  Crew Station Training – Onboarding

**Materials Needed**

- Crew Person Training Materials  
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)  
  HFS Company and Participating Franchisees
- Crew Orientation / Onboarding Materials  
  HFS Company or Franchise Equivalent

**Activities**

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td><strong>Certify:</strong> Crew Stations.</td>
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<tr>
<td></td>
<td></td>
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<tr>
<td>Fry Station.</td>
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<td></td>
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<tr>
<td>Hand Breaded Chicken Station.</td>
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<tr>
<td><strong>Learn:</strong> Crew Stations.</td>
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<tr>
<td>Biscuit Station.</td>
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<tr>
<td>Feeder Station.</td>
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<tr>
<td><strong>Complete:</strong> Onboarding (part 2 of 3).</td>
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<tr>
<td>Complete: Six Dollar Service.</td>
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<tr>
<td>Complete: Awareness (Crew version).</td>
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<tr>
<td>Complete: Breakfast Menu Standards.</td>
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<tr>
<td><strong>Complete:</strong> Discussion section.</td>
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<tr>
<td>Review: Section with your Trainer.</td>
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<tr>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
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</tbody>
</table>
Crew Station Training

- Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Certify:** Fry Station.

- **Certify:** Hand Breaded Chicken Station (Chicken Tenders and Hand Breaded Chicken Fillet).

- **Learn:** Biscuit Station.

- **Learn:** Feeder Station.

Onboarding (Part 2 of 3)

- Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

**Star Learn Center - Orientation**

- **Complete:** Six Dollar Service course.

- **Complete:** Awareness course (Crew version. Management version is a Shift Leader Workbook assignment).
Complete: Breakfast Menu Standards course.

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Describe why it is important that an Operations Leader be competent in all Crew stations?

- List 3 possible repercussions if a Leader is viewed as not competent in Crew stations by their subordinates?
  - 
  - 
  -

- Describe why biscuit making could be considered both a “science and an art”...
Basic Management Training

- List 3 ways that Six Dollar Service can help build restaurant sales . . .
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  - ........................................................................................................................................
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- Describe why it is important that each Crew Person complete “awareness” training?
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  - ........................................................................................................................................
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- Describe why it is important to follow all the food safety steps when handling chicken tenders . . .
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  - ........................................................................................................................................
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Your Notes
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  - ........................................................................................................................................
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⚠️ If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer's Feedback

Trainer: At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________  (or Franchise Owner/Operator)
Day 3 Assignments  Crew Station Training – Onboarding

Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials  
  Crew Station Materials and Wallcharts

- Star Learn Center (SLC)  
  HFS Company and Participating Franchisees

- Crew Orientation / Onboarding Materials  
  HFS Company or Franchise Equivalent

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>📚 Practice: Crew Stations.</td>
<td></td>
</tr>
<tr>
<td>Biscuit Station.</td>
<td></td>
</tr>
<tr>
<td>Feeder Station.</td>
<td></td>
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<tr>
<td>📚 Learn: Crew Stations.</td>
<td></td>
</tr>
<tr>
<td>Lunch/Dinner Cook Station.</td>
<td></td>
</tr>
<tr>
<td>📚 Complete: Onboarding (part 2 of 3).</td>
<td></td>
</tr>
<tr>
<td>Complete: Lunch/Dinner Menu Standards.</td>
<td></td>
</tr>
<tr>
<td>Complete: Red Burrito® Menu Standards.</td>
<td></td>
</tr>
<tr>
<td>Complete: _______________________</td>
<td></td>
</tr>
<tr>
<td>📚 Complete: Discussion section (page x).</td>
<td></td>
</tr>
<tr>
<td>Review: Section with your Trainer (page x).</td>
<td></td>
</tr>
<tr>
<td>📚 Complete: Feedback and sign-off sections with your Trainer.</td>
<td></td>
</tr>
</tbody>
</table>
Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

Practice: Biscuit Station.

Practice: Feeder Station.

Learn: Lunch/Dinner Cook Station.

Onboarding (Part 3 of 3)

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

Star Learn Center - Orientation

Complete: Lunch/Dinner Menu Standards course.

Complete: Red Burrito® Menu Standards course.

Complete: ________________________ course.
Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Why it is important for every Crew Person to be able to describe each menu item?

- List the 3 menu items that you feel are the most difficult to remember the builds . . .
  - •
  - •
  - •

- What “tools” or job aids have you discovered in the restaurant that can help a Crew Person know each menu item . . .

- Describe how a Leader could ensure that these items are up-to-date . . .

Your Notes

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

**Verification** (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ____________________  Date: ________________
  (or Franchise Owner/Operator)
## Day 4 Assignments  Crew Station Training

Read and complete all activities in this assignment.

### Materials Needed

- Crew Person Training Materials
  - Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  - HFS Company and Participating Franchisees

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td></td>
<td><strong>Certify:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>- Biscuit Station.</td>
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<td>- Feeder Station.</td>
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<tr>
<td></td>
<td><strong>Learn:</strong> Crew Stations.</td>
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<tr>
<td></td>
<td>- Breakfast Grill Station.</td>
</tr>
<tr>
<td></td>
<td><strong>Practice:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>- Lunch/Dinner Cook Station.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Discussion section.</td>
</tr>
<tr>
<td></td>
<td>- <strong>Review:</strong> Section with your Trainer.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

### Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Certify:** Biscuit Station.
Basic Management Training

- **Certify:** Feeder Station.

- **Learn:** Breakfast Grill Station.

- **Practice:** Lunch/Dinner Cook Station.

**Discussion**

- Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Describe why it is important that the Cook Station (including dress table) is set up to standards . . .

- What impact does Charbroiler time and temperature have on cooking, heating and toasting products, such as meat patties, chicken breasts and buns?
Basic Management Training

Why is it important to assemble (or build) sandwiches in the correct order (to standards)?

____________________________________________________________________________
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What role does communication play when working the Cook or Feeder Station?

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____________________________________________________________________________
____________________________________________________________________________

Your Notes

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If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

📚 **Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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**Sign-Off**

💡 **Initial and date below that this assignment is complete to company standards and expectations.**

- Trainer Initials: _____________________________ Date: ________________
- Learner Initials: _____________________________ Date: ________________

💡 **Verification** (best practice)

- Mentor Initials: _____________________________ Date: ________________
- District Manager Initials: __________________ Date: ________________ (or Franchise Owner/Operator)
Day 5 Assignments  Crew Station Training

Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  HFS Company and Participating Franchisees

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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</thead>
</table>
|                           | ❑ **Certify:** Crew Stations.  
  ❑ Breakfast Grill Station.  
  ❑ Lunch/Dinner Cook Station. |
|                           | ❑ **Learn:** Crew Stations.  
  ❑ Crew Opening Tasks. |
|                           | ❑ **Complete:** Discussion section.  
  ❑ **Review:** Section with your Trainer. |
|                           | ❑ **Complete:** Feedback and sign-off sections with your Trainer. |

Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Certify:** Breakfast Grill Station.

- **Certify:** Lunch/Dinner Cook Station.
Learn: Crew Opening Tasks.

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Describe the restaurant's opening security procedures and guidelines . . .

- List 3 examples of how the Lunch/Dinner Cook impacts final product quality . . .
  - .
  - .
  - .

- Describe the breakfast production systems that you used during Crew station training . . .
Basic Management Training

Based on your first few days of Crew station training, how can your Trainer help you become better prepared to learn, practice and certify in the remaining Crew stations...

____________________________________________________________________________
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Your Notes

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If you have completed all the activities and exercises for this assignment, notify your Trainer.
**Trainer’s Feedback**

**Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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**Sign-Off**

Initial and date below that this assignment is complete to company standards and expectations.

- **Trainer Initials:** _____________________________  **Date:** ________________
- **Learner Initials:** _____________________________  **Date:** ________________

**Verification** (best practice)

- **Mentor Initials:** _____________________________  **Date:** ________________
- **District Manager Initials:** ____________________  **Date:** ________________
Basic Management Training

Day’s 1 – 5 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

### Learning - Comprehension

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

**Rating:** ____________________  **Demonstrated by . . .**

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________

### Initiative – Goal Setting

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

**Rating:** ____________________  **Demonstrated by . . .**

____________________________________________________________________________

____________________________________________________________________________

____________________________________________________________________________
Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ____________________ Demonstrated by . . .

Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ____________________ Demonstrated by . . .

Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model - Coach - Require®, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ____________________ Demonstrated by . . .
Basic Management Training

Learner’s Training Progress

The Learner’s overall progress in the BMT Training Program meets Trainer’s expectations.

Rating: ____________________  Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Additional Comments

____________________________________________________________________________
____________________________________________________________________________
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Learner’s Feedback

🔗  Learner: Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
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____________________________________________________________________________
____________________________________________________________________________
Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
**Day 6 Assignments**  
*Crew Station Training*

📚 **Read and complete all activities in this assignment.**

### Materials Needed

- Crew Person Training Materials  
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)  
  HFS Company and Participating Franchisees

### Activities

#### No Red Burrito: Practice weak backline Crew station.

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice</td>
<td>Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>Crew Opening Tasks.</td>
</tr>
<tr>
<td></td>
<td>No Red Burrito: Weak backline Crew station.</td>
</tr>
<tr>
<td>Learn</td>
<td>Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>Prep Station.</td>
</tr>
<tr>
<td></td>
<td>Red Burrito® Station.</td>
</tr>
<tr>
<td></td>
<td>Dining Room Station.</td>
</tr>
<tr>
<td>Complete</td>
<td>Discussion section.</td>
</tr>
<tr>
<td></td>
<td>Review: Section with your Trainer.</td>
</tr>
<tr>
<td>Complete</td>
<td>Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

### Crew Station Training

🔍 **Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.**

- **Practice:** Crew Opening Tasks.
Basic Management Training

- Learn: Prep Station.

- Learn: Red Burrito® Station.

- Learn: Dining Room Station.

- Practice: Weak backline Crew station (no Red Burrito).

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- List 3 ways that you can demonstrate Six Dollar Service behaviors while cleaning the dining room, beverage bar and/or restrooms . . .
  - ...........................................................................................................
  - ...........................................................................................................
  - ...........................................................................................................

- Describe how planning and organization impacts completion of all the Prep Station and Red Burrito preparation tasks . . .
  ..............................................................................................................
  ..............................................................................................................
  ..............................................................................................................
  ..............................................................................................................
Basic Management Training

- Describe the difference between the terms; “tempering” and “thawing”...

- List 3 items that must be thawed prior to use...
  - 
  - 
  - 

- List 3 items that must be tempered prior to use...
  - 
  - 
  - 

Your Notes

- 
- 
- 

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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____________________________________________________________________________

**Sign-Off**

**Initial and date below that this assignment is complete to company standards and expectations.**

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

- **Verification** (best practice)
  - Mentor Initials: _____________________________  Date: ________________
  - District Manager Initials: (or Franchise Owner/Operator) _____________________________  Date: ________________
Day 7 Assignments  Crew Station Training

Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  HFS Company and Participating Franchisees

Activities

- **No Red Burrito**: Practice weak backline Crew station.

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
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</thead>
<tbody>
<tr>
<td></td>
<td><strong>Practice</strong>: Crew Stations.</td>
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<tr>
<td></td>
<td>- Prep Station.</td>
</tr>
<tr>
<td></td>
<td>- Red Burrito® Station.</td>
</tr>
<tr>
<td></td>
<td>- <strong>No Red Burrito</strong>: Weak backline Crew station.</td>
</tr>
<tr>
<td></td>
<td><strong>Certify</strong>: Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>- Dining Room Station.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete</strong>: Discussion section.</td>
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<tr>
<td></td>
<td>- <strong>Review</strong>: Section with your Trainer.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete</strong>: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Practice**: Prep Station.
Basic Management Training

- **Practice**: Red Burrito® Station.

- **Certify**: Dining Room Station.

- **Practice**: Weak backline Crew station (no Red Burrito).

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- List the 3 plastic tray colors and the meat products placed on them for thawing . . .
  - ........................................................................................................
  - ........................................................................................................
  - ........................................................................................................

- Describe how to properly wear cut-resistant gloves when working with sharp utensils or equipment . . .

- Describe the Guest and financial impact if incorrect spoons, ladles, spreaders or dishers are used for the wrong products at the Red Burrito Station (or Cook Station) . . .
Basic Management Training

- Describe how to portion a dine-in Mexican Combo...

- Your Notes

- If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

____________________________________________________________________________
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**Opportunities** (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- [ ] Trainer Initials: _____________________________  Date: ________________
- [ ] Learner Initials: _____________________________  Date: ________________

**Verification** (best practice)

- [ ] Mentor Initials: _____________________________  Date: ________________
- [ ] District Manager Initials: ____________________  Date: ________________
  (or Franchise Owner/Operator)
Day 8 Assignments  Crew Station Training

Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)  HFS Company and Participating Franchisees

Activities

No Red Burrito:  Practice weak backline Crew station.

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
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<tbody>
<tr>
<td></td>
<td>❑ Certify: Crew Stations.  ❑ Prep Station.  ❑ Red Burrito® Station.</td>
</tr>
<tr>
<td></td>
<td>❑ Complete: Discussion section.  ❑ Review: Section with your Trainer.</td>
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<tr>
<td></td>
<td>❑ Complete: Feedback and sign-off sections with your Trainer.</td>
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</tbody>
</table>

Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

❑ Certify: Prep Station.
Basic Management Training

- **Certify:** Red Burrito® Station.

- **Learn:** Changeover.

- **Learn:** Cashier Station.

#### Discussion

**Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.**

- Describe how wallcharts, posters and other visual aids help a new Learner prepare and assemble products on the backline . . .

- Describe the Guest implications if Changeover is not completed on time . . .
Basic Management Training

- List 3 backline products that must be changed out during Changeover . . .
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

- Why is scripting a critical component of cashiering?
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

- In your opinion, what are the 3 most important cash handling procedures that must be followed? Why did you select these procedures?
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

Your Notes
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

⚠️ If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

**Verification** (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day 9 Assignments  Crew Station Training

Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts

- Star Learn Center (SLC)
  HFS Company and Participating Franchisees

Activities

<table>
<thead>
<tr>
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<tr>
<td></td>
<td>☐ Practice: Crew Stations.</td>
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<td>☐ Cashier Station.</td>
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<td></td>
<td>☐ Learn: Crew Stations.</td>
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<td></td>
<td>☐ Centerpost.</td>
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<td></td>
<td>☐ Drive-Thru Station.</td>
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<td></td>
<td>☐ Complete: Discussion section.</td>
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<td></td>
<td>☐ Review: Section with your Trainer.</td>
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<td></td>
<td>☐ Complete: Feedback and sign-off sections with your Trainer.</td>
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</tbody>
</table>

Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Practice: Cashier Station.

- Learn: Centerpost.
Basic Management Training

Learn: Drive-Thru Station.

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

Describe how Centerpost interacts with the backline . . .

Describe how drive-thru organization impacts Guest service . . .

Describe how the 5 Key Drive-Thru Behaviors impact speed of service and order accuracy at the drive-thru window . . .
Basic Management Training

- Describe how teamwork plays a critical role in . . .
  - Speed of service:
    -
    -
    -
  - Order accuracy:
    -
    -
    -
  - Six Dollar Service:
    -
    -
    -

Your Notes

- If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

____________________________________________________________________________
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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________ Date: ________________

☐ Learner Initials: _____________________________ Date: ________________

☐ Mentor Initials: _____________________________ Date: ________________

☐ District Manager Initials: (or Franchise Owner/Operator) _____________________________ Date: ________________

Verification (best practice)

☐ District Manager Initials: _____________________________ Date: ________________
Day 10 Assignments  Crew Station Training

📝 Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  HFS Company and Participating Franchisees

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
</table>
|                          | ☑ Certify:  Crew Stations.  
  ☑ Cashier Station.      |
|                          | ☑ Practice: Crew Stations.  
  ☑ Drive-Thru Station.    |
|                          | ☑ Complete: Discussion section.  
  ☑ Review: Section with your Trainer. |
|                          | ☑ Complete: Feedback and sign-off sections with your Trainer. |

Crew Station Training

 estados Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- ☑ Certify: Cashier Station.

- ☑ Practice: Drive-Thru Station.
Basic Management Training

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- List 4 cash handling standards for a frontline or drive-thru Cashier . . .
  - ____________________________________________________________
  - ____________________________________________________________
  - ____________________________________________________________
  - ____________________________________________________________

- List 3 credit card procedures or a frontline or drive-thru Cashier . . .
  - ____________________________________________________________
  - ____________________________________________________________
  - ____________________________________________________________

- Describe the drive-thru tasks that are performed “first time out the window” . . .
  - ____________________________________________________________
  - ____________________________________________________________
  - ____________________________________________________________

- Describe the drive-thru tasks that are performed “second time out the window” . . .
  - ____________________________________________________________
  - ____________________________________________________________
Basic Management Training

Describe how to handle the following . . .

- Traveler's Check:

- Personal Check:

- Money Order:

Your Notes

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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____________________________________________________________________________
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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

**Verification** (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day’s 6 – 10 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards**: Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards**: Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards**: Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

**Learning - Comprehension**

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

**Initiative – Goal Setting**

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
Basic Management Training

Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model – Coach – Require®, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
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Learner’s Training Progress

The Learner’s overall progress in the BMT Training Program meets Trainer’s expectations.

Rating: ____________________  Demonstrated by . . .

____________________________________________________________________________
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____________________________________________________________________________

Additional Comments

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Learner’s Feedback

🔗 🌱 Learner: Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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Sign-Off

_initial and date below that this assignment is complete to company standards and expectations._

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day 11 Assignments   Crew Station Training

Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  HFS Company and Participating Franchisees
- Operation Procedures Manual

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
</table>
|                           | ❑ **Certify**: Crew Stations.  
  ❑ Drive-Thru Station. |
|                           | ❑ **Learn**: Crew Stations.  
  ❑ Shortening Management.  
  ❑ Crew Closing Duties. |
|                           | ❑ **Complete**: Discussion section.  
  ❑ **Review**: Section with your Trainer. |
|                           | ❑ **Complete**: Feedback and sign-off sections with your Trainer. |

Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Certify**: Drive-Thru Station.
Learn: Shortening Management.

Learn: Crew Closing Duties.

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

• Describe the types of personal protective equipment (safety equipment) that should be worn while filtering hot shortening and the reason why it must be worn . . .

• Describe “filtering rotation” and why this is an important filtering sequence . . .

• Other than color, list 3 other ways that are used to determine poor shortening quality . . .
  •
  •
  •

• What is the most important consideration while performing pre-closing activities?
Basic Management Training

- Describe how to properly mop, scrub, rinse and dry tile floors at closing...
  - Prior to mopping floors:
    - ____________________________________________________________________________
  - Mopping:
    - ____________________________________________________________________________
    - ____________________________________________________________________________
    - ____________________________________________________________________________
    - ____________________________________________________________________________
  - Scrubbing:
    - ____________________________________________________________________________
    - ____________________________________________________________________________
  - Rinsing and drying:
    - ____________________________________________________________________________
    - ____________________________________________________________________________
    - ____________________________________________________________________________
  - After cleaning floors:
    - ____________________________________________________________________________
    - ____________________________________________________________________________
    - ____________________________________________________________________________

Your Notes

- ____________________________________________________________________________
- ____________________________________________________________________________
- ____________________________________________________________________________

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainee: At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________ Date: ________________
- Learner Initials: _____________________________ Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________ Date: ________________
- District Manager Initials: ________________ Date: ________________

(Or Franchise Owner/Operator)
Day 12 Assignments

Crew Station Training

📚  Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  HFS Company and Participating Franchisees
- Charbroiler Cleaning & Maintenance Cards
- Operation Procedures Manual
- Nieco® Charbroiler DVD

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Practice:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>☐ Weak backline or frontline Crew station.</td>
</tr>
<tr>
<td></td>
<td>☐ Shortening Management.</td>
</tr>
<tr>
<td></td>
<td><strong>Learn:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>☐ Charbroiler: Disassembly – Cleaning – Reassembly.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Discussion section.</td>
</tr>
<tr>
<td></td>
<td>☐ Review: Section with your Trainer.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

Crew Station Training

.SelectedIndex

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Practice: Weak backline or frontline Crew station.
Basic Management Training

- Practice: Shortening Management.

- Learn: Charbroiler: Disassembly - Cleaning - Reassembly (optional)

Discussion

- Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- List the 7 “shortening enemies” . . .
  - 
  - 
  - 
  - 
  - 
  - 
  - 

- Describe why you should not pour meat juices or shortening down a sink or floor drain . . .

- Why is there an age restriction for assembling, disassembling or operating power driven equipment, such as the Charbroiler? What is the minimum age limit?
Basic Management Training

- List the 3 things that should be done prior to disassembling the Charbroiler...
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

- Explain why the Charbroiler burners should not be immersed in water...
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

- Describe how to use the Charbroiler’s “Special Shaft Tool”...
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

Your Notes
  - ________________________________________________________________
  - ________________________________________________________________
  - ________________________________________________________________

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainee: At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: (or Franchise Owner/Operator) _____________________________  Date: ________________
## Day 13 Assignments  
**Crew Station Training**

Read and complete all activities in this assignment.

### Materials Needed

- Crew Person Training Materials  
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)  
  HFS Company and Participating Franchisees
- Charbroiler Cleaning & Maintenance Cards
- Nieco® Charbroiler DVD  
- Operation Procedures Manual

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Practice:</strong> Crew Stations.</td>
<td></td>
</tr>
</tbody>
</table>
  - Weak backline or frontline Crew station.  
  - Crew Closing Duties.  
  - Charbroiler: Disassembly - Cleaning - Reassembly. |
| **Complete:** Discussion section. |  
  **Review:** Section with your Trainer. |
| **Complete:** Feedback and sign-off sections with your Trainer. |  

### Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Practice:** Weak backline or frontline Crew station.

---

---
Basic Management Training

- Practice: Crew Closing Duties.

- Practice: Charbroiler: Disassembly - Cleaning - Reassembly (optional)

Discussion

- Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Describe how to pre-close the backline . . .

- Why is it important to reset the backline for breakfast, including pans and utensils, at closing (non-24 hour restaurants)?

- Describe how to close the dining room and beverage bar . . .
Basic Management Training

What is the first Charbroiler part that is reassembled after cleaning and drying?

____________________________________________________________________________
____________________________________________________________________________

What is the single most important part of the Charbroiler to check for wear or damage?

____________________________________________________________________________
____________________________________________________________________________

Your Notes

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Basic Management Training

Trainer’s Feedback

Trainer: At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: (or Franchise Owner/Operator) _____________________________  Date: ________________
Day 14 Assignments  Crew Station Training

Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  HFS Company and Participating Franchisees
- Charbroiler Cleaning & Maintenance Cards
- Nieco® Charbroiler DVD
- Operation Procedures Manual

Activities

<table>
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<td>- Crew Closing Duties.</td>
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<tr>
<td></td>
<td>- Charbroiler: Disassembly - Cleaning - Reassembly.</td>
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<td></td>
<td><strong>Complete:</strong> Discussion section.</td>
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<td></td>
<td>- <strong>Review:</strong> Section with your Trainer.</td>
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<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Practice:** Weak backline or frontline Crew station.
Basic Management Training

- Practice: Crew Closing Duties.

- Practice: Charbroiler: Disassembly - Cleaning - Reassembly (optional)

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- Describe how to pre-close the frontline . . .

- Describe how to set up the 3-compartment sink for manual warewashing . . .

- Describe the difference between cleaning and sanitizing . . .
List 3 closing safety or security considerations and why they are important...

- 
- 
- 

Your Notes

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: __________________  Date: ________________
  (or Franchise Owner/Operator)
Read and complete all activities in this assignment.

Materials Needed

- Crew Person Training Materials
  Crew Station Materials and Wallcharts
- Star Learn Center (SLC)
  HFS Company and Participating Franchisees
- Operation Procedures Manual

Activities

<table>
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<td><strong>Complete:</strong> Discussion section.</td>
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<tr>
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</tbody>
</table>

Crew Station Training

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

- **Practice:** Weak backline or frontline Crew station.

- **Practice:** Crew Closing Duties.
Basic Management Training

Practice: Charbroiler: Disassembly - Cleaning - Reassembly (optional)

Discussion

Complete and then discuss the following with your Trainer. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

In your opinion, what one thing impacts Guest perceptions about how well a restaurant is being run by the restaurant team?

Why is this important?

In your opinion, what is the most important security procedure that the Crew must follow at closing and why is it the most important . . .

Describe how a frontline Cashier’s Circle of Influence impacts Guest service . . .
Basic Management Training

- Why is it important to properly dispose solid waste, cooking by-products, wastewater, etc. in the restaurant?

- Describe how a Crew Person handles a Guest complaint.

Your Notes

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review the workbook and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

____________________________________________________________________________

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**Opportunities** (learning and/or improvement expectations)

____________________________________________________________________________

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**Sign-Off**

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

**Verification** (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day’s 11 – 15 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

**Learning - Comprehension**

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
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**Initiative – Goal Setting**

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
Basic Management Training

Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ____________________ Demonstrated by . . .

-----------------------------------------------------------------------------------

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-----------------------------------------------------------------------------------

Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ____________________ Demonstrated by . . .

-----------------------------------------------------------------------------------

-----------------------------------------------------------------------------------

-----------------------------------------------------------------------------------

Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model – Coach – Require®, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ____________________ Demonstrated by . . .

-----------------------------------------------------------------------------------

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- 90 -
Learner’s Training Progress

The Learner’s overall progress in the BMT Training Program meets Trainer’s expectations.

Rating: ____________________ Demonstrated by . . .

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Additional Comments

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Learner’s Feedback

Learning: Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

 Trainer Initials: _____________________________  Date: ________________
 Learner Initials: _____________________________  Date: ________________

Verification (best practice)

 Mentor Initials: _____________________________  Date: ________________
 District Manager Initials: ________________________  Date: ________________
   (or Franchise Owner/Operator)
# Basic Management Training

## Day 16 Assignments

**Validate Crew Training – Shift Leader Training**

**Read and complete all activities in this assignment.**

### Materials Needed

- Crew Person Training Materials
  - Completed Crew Station Quizzes and Skill Evaluations
- Shift Leader Training Workbook (SLT)
- Star Learn Center (SLC)
  - HFS Company and Participating Franchisees
- Crew Station Validation Form
  - Back Pocket of BMT Workbook

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Validate:</strong> Crew Station Certifications.</td>
<td></td>
</tr>
</tbody>
</table>
  - GM Skills Report - Star Learn Center.  
  - Station Quizzes and Skill Evaluations. |
| **Complete:** Shift Leader Training Workbook. | 
  - SLT Assignment 1 (SLT page 7*).  
  - SLT Pre-Test.  
  - SLT Assignment 2 (SLT page 19).  
  - SLT Assignment 3 (SLT page 23). |
| **Complete:** Feedback and sign-off sections with your Trainer. | 

*SLT page numbers refer to the (05-09) workbook edition.*
Basic Management Training

Validate Crew Station Training

Review your Crew Station Training certifications with your Trainer. You are expected to have been certified in all Crew stations by this assignment.

- **Validate**: All applicable Crew Station certifications are completed to standards.

<table>
<thead>
<tr>
<th>Crew Station</th>
<th>LMS / Quiz Completed</th>
<th>Skill Evaluation Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation / Onboarding</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Awareness (Crew Version)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fry</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hand Breaded Chicken (Chicken Tenders &amp; Hand</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breaded Chicken Fillet)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Feeder</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Breakfast Cook (Breakfast Grill)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lunch / Dinner Cook</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dining Room</td>
<td></td>
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</tr>
<tr>
<td>Frontline Cashier (Frontline)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drive-Thru Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prep</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red Burrito®</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Shift Leader Training Workbook

Complete and then discuss the assignments in the Shift Leader Training Workbook.

Trainee: Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.

If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainee’s Feedback

Trainee: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)
Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________  Date: ________________

☐ Learner Initials: _____________________________  Date: ________________

Verification (best practice)

☐ Mentor Initials: _____________________________  Date: ________________

☐ District Manager Initials: (or Franchise Owner/Operator) ________________________  Date: ________________
Day 17 Assignments

Shift Leader Training

Read and complete all activities in this assignment.

Materials Needed

- Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Practice:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>Weak backline or frontline Crew station.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 4 (SLT page 27).</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 5 (SLT page 34).</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 6 (SLT page 41).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

Crew Station Training

Complete and then discuss your weak Crew station progress with your Trainer.

- **Practice:** Weak backline or frontline Crew station.

Shift Leader Training Workbook

Complete and then discuss the assignments in the Shift Leader Training Workbook.

**Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.
If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________ Date: ________________
- Learner Initials: _____________________________ Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________ Date: ________________
- District Manager Initials: ________________________ Date: ________________
  (or Franchise Owner/Operator)
Day 18 Assignments  

Shift Leader Training

Read and complete all activities in this assignment.

Materials Needed

- Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>❑ Practice: Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>❑ Weak backline or frontline Crew station.</td>
</tr>
<tr>
<td></td>
<td>❑ Complete: Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>❑ SLT Assignment 7 (SLT page 47).</td>
</tr>
<tr>
<td></td>
<td>❑ SLT Assignment 8 (SLT page 55).</td>
</tr>
<tr>
<td></td>
<td>❑ SLT Assignment 9 (SLT page 63).</td>
</tr>
<tr>
<td></td>
<td>❑ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

Crew Station Training

Complete and then discuss your weak Crew station progress with your Trainer.

- Practice: Weak backline or frontline Crew station.

Shift Leader Training Workbook

Complete and then discuss the assignments in the Shift Leader Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.
If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainer’s Feedback

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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Sign-Off

**Initial and date below that this assignment is complete to company standards and expectations.**

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

**Verification** (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: _____________________________  Date: ________________
  (or Franchise Owner/Operator)
**Day 19 Assignments**  
**Shift Leader Training**

*Read and complete all activities in this assignment.*

**Materials Needed**
- Shift Leader Training Workbook (SLT)

**Activities**

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Practice:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>- Weak backline or frontline Crew station.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 10 (SLT page 68).</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 11 (SLT page 77).</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 12 (SLT page 83).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

**Crew Station Training**

*Complete and then discuss your weak Crew station progress with your Trainer.*

- **Practice:** Weak backline or frontline Crew station.

**Shift Leader Training Workbook**

*Complete and then discuss the assignments in the Shift Leader Training Workbook.*

**Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. **Complete the Feedback and Sign-Off sections below.**
If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

 Trainer Initials: _____________________________  Date: ________________

 Learner Initials: _____________________________  Date: ________________

 Verification (best practice)

 Mentor Initials: _____________________________  Date: ________________

 District Manager Initials: ________________________  Date: ________________

(or Franchise Owner/Operator)
# Day 20 Assignments

**Basic Management Training**

### Shift Leader Training

Read and complete all activities in this assignment.

## Materials Needed

- Shift Leader Training Workbook (SLT)

## Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Practice:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>- Weak backline or frontline Crew station.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 13 (SLT page 90).</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 14 (SLT page 95).</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 15 (SLT page 101).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

### Crew Station Training

- Complete and then discuss your weak Crew station progress with your Trainer.

- **Practice:** Weak backline or frontline Crew station.

---

### Shift Leader Training Workbook

- Complete and then discuss the assignments in the Shift Leader Training Workbook.

- **Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. **Complete the Feedback and Sign-Off sections below.**
Basic Management Training

If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________

- Learner Initials: _____________________________  Date: ________________

- Mentor Initials: _____________________________  Date: ________________

- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day’s 16 – 20 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of the all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

**Learning - Comprehension**

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

Rating: ________________ Demonstrated by . . .

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**Initiative – Goal Setting**

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

Rating: ________________ Demonstrated by . . .

____________________________________________________________________________
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____________________________________________________________________________
Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ____________________ Demonstrated by . . .

Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ____________________ Demonstrated by . . .

Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model – Coach – Require®, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ____________________ Demonstrated by . . .
Learner’s Training Progress

The Learner’s overall progress in the BMT Training Program meets Trainer’s expectations.

Rating: ____________________  Demonstrated by . . .

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Additional Comments

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Learner’s Feedback

 phú: Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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- 107 -
Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________  Date: ________________
☐ Learner Initials: _____________________________  Date: ________________

Verification (best practice)

☐ Mentor Initials: _____________________________  Date: ________________
☐ District Manager Initials: _____________________________  Date: ________________
(or Franchise Owner/Operator)
## Day 21 Assignments

### Shift Leader Training

Read and complete all activities in this assignment.

#### Materials Needed

- Shift Leader Training Workbook (SLT)

#### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Practice:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>Charbroiler: Reassembly (optional).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 16 (SLT page 105).</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 17 (SLT page 110).</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 18 (SLT page 116).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

### Crew Station Training

- Complete and then discuss your weak Crew station progress with your Trainer.

- **Practice:** Charbroiler: Reassembly (optional)

### Shift Leader Training Workbook

- Complete and then discuss the assignments in the Shift Leader Training Workbook.

- **Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.
If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________ Date: ________________

☐ Learner Initials: _____________________________ Date: ________________

Verification (best practice)

☐ Mentor Initials: _____________________________ Date: ________________

☐ District Manager Initials: ________________________ Date: ________________
(or Franchise Owner/Operator)
### Basic Management Training

#### Day 22 Assignments   Shift Leader Training

Read and complete all activities in this assignment.

**Materials Needed**

- Shift Leader Training Workbook (SLT)

**Activities**

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Practice:</strong> Crew Stations.</td>
</tr>
<tr>
<td></td>
<td>Charbroiler: Reassembly (optional).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 19 (SLT page 121).</td>
</tr>
<tr>
<td></td>
<td>SLT Assignment 20 (SLT page 123).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

**Crew Station Training**

Complete and then discuss your weak Crew station progress with your Trainer.

- **Practice:** Charbroiler: Reassembly (optional)

**Shift Leader Training Workbook**

Complete and then discuss the assignments in the Shift Leader Training Workbook.

**Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.
If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day 23 Assignments  
Shift Leader Training

📖 Read and complete all activities in this assignment.

Materials Needed

- Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
</table>
|                           | ❑ Practice: Crew Stations.  
                          |       ❑ Charbroiler: Reassembly (optional). |
|                           | ❑ Complete: Shift Leader Training Workbook.  
                          |       ❑ SLT Assignment 21 (SLT page 133).  
                          |       ❑ SLT Assignment 22 (SLT page 143).  
                          |       ❑ SLT Assignment 23 (SLT page 145).  
                          |       ❑ Practice: Person-In-Charge. |
|                           | ❑ Complete: Feedback and sign-off sections with your Trainer. |

Crew Station Training

ירן Complete and then discuss your weak Crew station progress with your Trainer.

❑ Practice: Charbroiler: Reassembly (optional)

Shift Leader Training Workbook

ירן Complete and then discuss the assignments in the Shift Leader Training Workbook.
Basic Management Training

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.

If you have completed all the activities and exercises for this assignment, notify your Trainer.

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________ Date: ________________
- Learner Initials: _____________________________ Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________ Date: ________________
- District Manager Initials: ________________________ Date: ________________
   (or Franchise Owner/Operator)
Day 24 Assignments  Shift Leader Training

📚📝 Read and complete all activities in this assignment.

Materials Needed

- Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
</table>
|                           | ❑ Complete: Shift Leader Training Workbook.  
|                           | ❑ SLT Assignment's 24 & 25 (SLT page 147 & 149).  
|                           | ❑ Practice: Person-In-Charge.  
|                           | ❑ Complete: Feedback and sign-off sections with your Trainer. |

Shift Leader Training Workbook

📚📝 Complete and then discuss the assignments in the Shift Leader Training Workbook.

⚠️ Trainer: Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.

⚠️ If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

 Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________ Date: ________________
- Learner Initials: _____________________________ Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________ Date: ________________
- District Manager Initials: _____________________________ Date: ________________
  (or Franchise Owner/Operator)
Day 25 Assignments

Shift Leader Training

📚📝 Read and complete all activities in this assignment.

Materials Needed

- Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
</table>
|                          | ☐ Complete: Shift Leader Training Workbook.  
|                          | ☐ SLT Assignment 26 (SLT page 151).  
|                          | ☐ Certify: Opening Person-In-Charge Performance Evaluation.  
|                          | ☐ Complete: Feedback and sign-off sections with your Trainer.  

Shift Leader Training Workbook

📝 Complete and then discuss the assignments in the Shift Leader Training Workbook.

⚠️ Trainer: Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.

⚠️ If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

OPPORTUNITIES
(learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________
- Verification (best practice)
  - Mentor Initials: _____________________________  Date: ________________
  - District Manager Initials: _____________________________  Date: ________________
  (or Franchise Owner/Operator)
Day’s 21 – 25 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

### Learning - Comprehension

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

Rating: ____________________ Demonstrated by . . .

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### Initiative – Goal Setting

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ____________________  Demonstrated by . . .

____________________________________________________________________________
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Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ____________________  Demonstrated by . . .

____________________________________________________________________________
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Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model – Coach – Require, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ____________________  Demonstrated by . . .

____________________________________________________________________________
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# Learner’s Training Progress

The Learner's overall progress in the BMT Training Program meets Trainer's expectations.

**Rating:** ____________________  **Demonstrated by . . .**

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# Additional Comments

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# Learner’s Feedback

🔍 **Learner:** Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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- 121 -
Basic Management Training

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day 26 Assignments  Shift Leader Training

Read and complete all activities in this assignment.

Materials Needed

- Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
</table>
|                           | ❑ Complete: Shift Leader Training Workbook.  
|                           | ❑ SLT Assignment 27 (SLT page 155).  
|                           | ❑ SLT Assignment 28 (SLT page 163).  
|                           | ❑ SLT Post-Test. |
|                           | ❑ Complete: Feedback and sign-off sections with your Trainer. |

Shift Leader Training Workbook

Complete and then discuss the assignments in the Shift Leader Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Basic Management Training

Trainer’s Feedback

-Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

 INITIAL and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)

- 124 -
**Day 27 Assignments**

**Shift Leader Training**

Read and complete all activities in this assignment.

**Materials Needed**

- Shift Leader Training Workbook (SLT)

**Activities**

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Complete:</strong> Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 29 (SLT page 165).</td>
</tr>
<tr>
<td></td>
<td>- SLT Assignment 30 (SLT page 172).</td>
</tr>
<tr>
<td></td>
<td>- <strong>Practice:</strong> Person-In-Charge.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

**Shift Leader Training Workbook**

- Complete and then discuss the assignments in the Shift Leader Training Workbook.

- **Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. **Complete the Feedback and Sign-Off sections below.**

- If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________
- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ____________________  Date: ________________

Verification (best practice)

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ____________________  Date: ________________
Day 28 Assignments

Shift Leader Training

📖_read and complete all activities in this assignment.

Materials Needed

☐ Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐ Complete: Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>☐ SLT Assignment 31 (SLT page 174).</td>
</tr>
<tr>
<td></td>
<td>☐ SLT Assignment 32 (SLT page 176).</td>
</tr>
<tr>
<td></td>
<td>☐ Practice: Person-In-Charge.</td>
</tr>
<tr>
<td></td>
<td>☐ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

Shift Leader Training Workbook

📖 Complete and then discuss the assignments in the Shift Leader Training Workbook.

实训员: Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.

如果您完成了所有活动和练习，请通知您的实训员。
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________  Date: ________________

☐ Learner Initials: _____________________________  Date: ________________

☐ Verification (best practice)

☐ Mentor Initials: _____________________________  Date: ________________

☐ District Manager Initials: ________________________  Date: ________________
(or Franchise Owner/Operator)
Day 29 Assignments

Read and complete all activities in this assignment.

Materials Needed

- Shift Leader Training Workbook (SLT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□ Complete: Shift Leader Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>□ SLT Assignment 33 (SLT page 178).</td>
</tr>
<tr>
<td></td>
<td>□ Certify: Closing Person-In-Charge Performance Evaluation.</td>
</tr>
<tr>
<td></td>
<td>□ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

Shift Leader Training Workbook

Complete and then discuss the assignments in the Shift Leader Training Workbook.

**Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the Shift Leader Workbook. Complete the Feedback and Sign-Off sections below.

**Trainer:** Complete the Shift Leader Training Certification from the back pocket of the SLT Training Workbook. Follow the instructions on the form.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: _____________________  Date: ________________
  (or Franchise Owner/Operator)
Day 30 Assignments   General Manager-In-Training

📖📝 Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>❑ Complete: General Manager-In-Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>❑ GMIT Shift 1 Assignment (GMIT page 17*).</td>
</tr>
<tr>
<td></td>
<td>❑ GMIT Pre-Test.</td>
</tr>
<tr>
<td></td>
<td>❑ GMIT Shift 2 Assignment (GMIT page 25).</td>
</tr>
<tr>
<td></td>
<td>❑ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

*GMIT page numbers refer to the (07-09) workbook edition.

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Basic Management Training

Trainer’s Feedback

📚 Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

✍️ Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Flash Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ____________________  Date: ________________
  (or Franchise Owner/Operator)
Day’s 26 – 30 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

### Learning - Comprehension

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

**Rating:** ____________________  **Demonstrated by . . .**

________________________________________________________________________________________

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### Initiative – Goal Setting

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

**Rating:** ____________________  **Demonstrated by . . .**

________________________________________________________________________________________

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________________________________________________________________________________________
Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
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Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
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Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model - Coach - Require, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
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Learner’s Training Progress

The Learner’s overall progress in the BMT Training Program meets Trainer’s expectations.

Rating: ____________________  Demonstrated by . . .

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Additional Comments

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Learner’s Feedback

 Wolff Care: Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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- 135 -
Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day 31 Assignments  General Manager-In-Training

Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>☐ Complete: General Manager-In-Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>☐ GMIT Shift 3 Assignment (GMIT page 31).</td>
</tr>
<tr>
<td></td>
<td>☐ GMIT Shift 4 Assignment (GMIT page 38).</td>
</tr>
<tr>
<td></td>
<td>☐ Practice: General Manager.</td>
</tr>
<tr>
<td></td>
<td>☐ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________
- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: _____________________  Date: ________________
  (or Franchise Owner/Operator)
Day 32 Assignments

General Manager-In-Training

Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td>❑ Complete: General Manager-In-Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>❑ GMIT Shift 5 Assignment (GMIT page 45).</td>
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<tr>
<td></td>
<td>❑ GMIT Shift 6 Assignment (GMIT page 61).</td>
</tr>
<tr>
<td></td>
<td>❑ Practice: General Manager.</td>
</tr>
<tr>
<td></td>
<td>❑ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

- Verification (best practice)
- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
**Day 33 Assignments**

**General Manager-In-Training**

Read and complete all activities in this assignment.

**Materials Needed**

- General Manager-In-Training Workbook (GMIT)

**Activities**

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td>Complete: General Manager-In-Training Workbook.</td>
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<td></td>
<td><strong>Practice:</strong> General Manager.</td>
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</tbody>
</table>

**General Manager-In-Training Workbook**

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

**Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. **Complete the Feedback and Sign-Off sections below.**

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________
- Mentor Initials: _____________________________  Date: ________________
- Verification (best practice)
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day 34 Assignments   General Manager-In-Training

📚📝 Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<td></td>
<td>✉️ Complete: General Manager-In-Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>✉️ GMIT Additional Assignments (GMIT page 86).</td>
</tr>
<tr>
<td></td>
<td>✉️ GMIT Shift 9 Assignment (GMIT page 92).</td>
</tr>
<tr>
<td></td>
<td>☑️ Practice: General Manager.</td>
</tr>
<tr>
<td></td>
<td>✉️ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

📚📝 Complete and then discuss the assignments in the General Manager-In-Training Workbook.

プリンター: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

✉️ Complete: Additional Assignments (list below).

____________________________________________________________________________

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If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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**Sign-Off**

👩‍🏫 Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________ Date: ________________

☐ Learner Initials: _____________________________ Date: ________________

⚡️ **Verification** (best practice)

☐ Mentor Initials: _____________________________ Date: ________________

☐ District Manager Initials: ________________________ Date: ________________

(or Franchise Owner/Operator)
Day 35 Assignments

Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>- Complete: General Manager-In-Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>- GMIT Additional Assignments (GMIT page 86).</td>
</tr>
<tr>
<td></td>
<td>- GMIT Shift 10 Assignment (GMIT page 97).</td>
</tr>
<tr>
<td></td>
<td>- Practice: General Manager.</td>
</tr>
<tr>
<td></td>
<td>- Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

- Complete: Additional Assignments (list below).

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

____________________________________________________________________________
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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________ Date: ________________

☐ Learner Initials: _____________________________ Date: ________________

Verification (best practice)

☐ Mentor Initials: _____________________________ Date: ________________

☐ District Manager Initials: ____________________ Date: ________________
   (or Franchise Owner/Operator)
Day’s 31 – 35 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

**Learning - Comprehension**

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

Rating: ________________ Demonstrated by . . .

____________________________________________________________________________
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**Initiative – Goal Setting**

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

Rating: ________________ Demonstrated by . . .

____________________________________________________________________________
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____________________________________________________________________________
Basic Management Training

Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
____________________________________________________________________________
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Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ____________________ Demonstrated by . . .

____________________________________________________________________________
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Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model – Coach – Require , Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ____________________ Demonstrated by . . .

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### Learner’s Training Progress

The Learner's overall progress in the BMT Training Program meets Trainer's expectations.

<table>
<thead>
<tr>
<th>Rating: _______________</th>
<th>Demonstrated by . . .</th>
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<tbody>
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</table>

### Additional Comments

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### Learner’s Feedback

**Learner:** Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________  Date: ________________
☐ Learner Initials: _____________________________  Date: ________________

Verification (best practice)

☐ Mentor Initials: _____________________________  Date: ________________
☐ District Manager Initials: ________________________  Date: ________________
(or Franchise Owner/Operator)
**Day 36 Assignments**

**General Manager-In-Training**

Read and complete all activities in this assignment.

**Materials Needed**

- General Manager-In-Training Workbook (GMIT)

**Activities**

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td><strong>Complete</strong>: General Manager-In-Training Workbook.</td>
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<tr>
<td></td>
<td>- GMIT Additional Assignments (GMIT page 86).</td>
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<tr>
<td></td>
<td>- GMIT Shift 11 Assignment (GMIT page 107).</td>
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<tr>
<td></td>
<td><strong>Practice</strong>: General Manager.</td>
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<td></td>
<td><strong>Complete</strong>: Feedback and sign-off sections with your Trainer.</td>
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</tbody>
</table>

**General Manager-In-Training Workbook**

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

**Trainer**: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

**Complete**: Additional Assignments (list below).

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If you have completed all the activities and exercises for this assignment, notify your Trainer.
### Trainer’s Feedback

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

**Results**  
(please be specific)

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**Opportunities**  
(learning and/or improvement expectations)

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### Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- **Trainer Initials:** _____________________________  **Date:** ________________

- **Learner Initials:** _____________________________  **Date:** ________________

**Verification**  
(best practice)

- **Mentor Initials:** _____________________________  **Date:** ________________

- **District Manager Initials:**  
  (or Franchise Owner/Operator) ________________________  **Date:** ________________
Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
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<tr>
<td></td>
<td>❑ Complete: General Manager-In-Training Workbook.</td>
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<td>❑ GMIT Additional Assignments (GMIT page 86).</td>
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<td>❑ GMIT Shift 12 Assignment (GMIT page 111).</td>
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<td></td>
<td>❑ Practice: General Manager.</td>
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<td></td>
<td>❑ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

❑ Complete: Additional Assignments (list below).

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If you have completed all the activities and exercises for this assignment, notify your Trainer.
Basic Management Training

Trainer’s Feedback

✍️ Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

_initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________ Date: ________________
☐ Learner Initials: _____________________________ Date: ________________

⚡ Verification (best practice)

☐ Mentor Initials: _____________________________ Date: ________________
☐ District Manager Initials: _____________________________ Date: ________________

(or Franchise Owner/Operator)
Day 38 Assignments

Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
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<tr>
<th>Time Planned for Activity</th>
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<td></td>
<td>❑ Complete: General Manager-In-Training Workbook.</td>
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<td></td>
<td>❑ GMIT Additional Assignments (GMIT page 86).</td>
</tr>
<tr>
<td></td>
<td>❑ GMIT Shift 13 Assignment (GMIT page 115).</td>
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<tr>
<td></td>
<td>❑ Practice: General Manager.</td>
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<tr>
<td></td>
<td>❑ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

❑ Complete: Additional Assignments (list below).

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If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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**Sign-Off**

- Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________

- Learner Initials: _____________________________  Date: ________________

- **Verification** (best practice)

  - Mentor Initials: _____________________________  Date: ________________

  - District Manager Initials: _____________________________  Date: ________________

    (or Franchise Owner/Operator)
# Basic Management Training

## Day 39 Assignments

**General Manager-In-Training**

Read and complete all activities in this assignment.

### Materials Needed

- General Manager-In-Training Workbook (GMIT)

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
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<tr>
<td></td>
<td><strong>Complete:</strong> General Manager-In-Training Workbook.</td>
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<td></td>
<td>- GMIT Additional Assignments <em>(GMIT page 86).</em></td>
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<tr>
<td></td>
<td>- GMIT Shift 14 Assignment <em>(GMIT page 119).</em></td>
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<tr>
<td></td>
<td><strong>Practice:</strong> General Manager.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

### General Manager-In-Training Workbook

- Complete and then discuss the assignments in the General Manager-In-Training Workbook.

**Trainer:** Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training *(GMIT)* Workbook. Complete the Feedback and Sign-Off sections below.

- **Complete:** Additional Assignments (list below).

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**If you have completed all the activities and exercises for this assignment, notify your Trainer.**
Trainer’s Feedback

 Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

 Trainer Initials: _____________________________  Date: ________________

 Learner Initials: _____________________________  Date: ________________

 Verification (best practice)

 Mentor Initials: _____________________________  Date: ________________

 District Manager Initials: ________________________  Date: ________________

(or Franchise Owner/Operator)
Day 40 Assignments  

General Manager-In-Training

📚📝 Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td>![Complete: General Manager-In-Training Workbook.](Complete: General Manager-In-Training Workbook.)</td>
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<td>![Complete: GMIT Additional Assignments (GMIT page 86).](Complete: GMIT Additional Assignments (GMIT page 86).)</td>
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<tr>
<td></td>
<td>![Complete: GMIT Shift 15 Assignment (GMIT page 123).](Complete: GMIT Shift 15 Assignment (GMIT page 123).)</td>
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<td></td>
<td><strong>Practice:</strong> General Manager.</td>
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<td>![Complete: Feedback and sign-off sections with your Trainer.](Complete: Feedback and sign-off sections with your Trainer.)</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

📝 Complete and then discuss the assignments in the General Manager-In-Training Workbook.

 munic : Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

- **Complete:** Additional Assignments (list below).

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

 Trainer Initials: _____________________________  Date: ________________

 Learner Initials: _____________________________  Date: ________________

Verification (best practice)

 Mentor Initials: _____________________________  Date: ________________

 District Manager Initials: ________________________  Date: ________________
 (or Franchise Owner/Operator)
Day’s 36 – 40 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

Learning - Comprehension

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

Rating: ________________ Demonstrated by . . .

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Initiative – Goal Setting

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

Rating: ________________ Demonstrated by . . .

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Basic Management Training

Work Standards – Professional Conduct

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

Rating: ____________________ Demonstrated by . . .

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Operation QSC – Six Dollar Service

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

Rating: ____________________ Demonstrated by . . .

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Results through Leadership™

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model – Coach – Require, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

Rating: ____________________ Demonstrated by . . .

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Learner’s Training Progress

The Learner’s overall progress in the BMT Training Program meets Trainer’s expectations.

Rating: ____________________ Demonstrated by . . .

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Additional Comments

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Learner’s Feedback

.Observable: Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
Day 41 Assignments   General Manager-In-Training

Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
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<tbody>
<tr>
<td></td>
<td>□ <strong>Complete:</strong> General Manager-In-Training Workbook.</td>
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<tr>
<td></td>
<td>□ GMIT Additional Assignments (GMIT page 86).</td>
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<tr>
<td></td>
<td>□ GMIT Shift 16 Assignment (GMIT page 133).</td>
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<tr>
<td></td>
<td>□ <strong>Practice:</strong> General Manager.</td>
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<td></td>
<td>□ <strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

- Complete and then discuss the assignments in the General Manager-In-Training Workbook.

  Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

- **Complete:** Additional Assignments (list below).

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

Opportunities (learning and/or improvement expectations)

Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________
- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: (or Franchise Owner/Operator) _____________________________  Date: ________________
Day 42 Assignments

General Manager-In-Training

📖 🖊️ Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td>□ Complete: General Manager-In-Training Workbook.</td>
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<tr>
<td>□ GMIT Additional Assignments (GMIT page 86).</td>
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<tr>
<td>□ GMIT Shift 17 Assignment (GMIT page 137).</td>
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</tr>
<tr>
<td>□ Practice: General Manager.</td>
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<tr>
<td>□ Complete: Feedback and sign-off sections with your Trainer.</td>
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</table>

General Manager-In-Training Workbook

📚 Complete and then discuss the assignments in the General Manager-In-Training Workbook.

 Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

□ Complete: Additional Assignments (list below).

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If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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**Sign-Off**

**bolt** Initial and date below that this assignment is complete to company standards and expectations.

- **Trainer Initials:** _____________________________  Date: ________________
- **Learner Initials:** _____________________________  Date: ________________

**Verification** (best practice)

- **Mentor Initials:** _____________________________  Date: ________________
- **District Manager Initials:** ____________________  Date: ________________  
  (or Franchise Owner/Operator)
Day 43 Assignments

Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
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<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td>□ Complete: General Manager-In-Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>□ GMIT Additional Assignments (GMIT page 86).</td>
</tr>
<tr>
<td></td>
<td>□ GMIT Shift 18 Assignment (GMIT page 141).</td>
</tr>
<tr>
<td></td>
<td>□ Practice: General Manager.</td>
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<tr>
<td></td>
<td>□ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
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</table>

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

□ Complete: Additional Assignments (list below).

- If you have completed all the activities and exercises for this assignment, notify your Trainer.

- 169 -
Trainer’s Feedback


![Image](72x707 to 111x767)

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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**Sign-Off**

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________
- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)

**Verification** (best practice)

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________
- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
# Day 44 Assignments

## General Manager-In-Training

Read and complete all activities in this assignment.

### Materials Needed

- General Manager-In-Training Workbook (GMIT)

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tr>
<td></td>
<td>☐ Complete: General Manager-In-Training Workbook.</td>
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<td>☐ GMIT Additional Assignments (GMIT page 86).</td>
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<td></td>
<td>☐ GMIT Shift 19 Assignment (GMIT page 145).</td>
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<tr>
<td></td>
<td>☐ Practice: General Manager.</td>
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<td></td>
<td>☐ Complete: Feedback and sign-off sections with your Trainer.</td>
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</tbody>
</table>

### General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

- Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. **Complete the Feedback and Sign-Off sections below.**

- Complete: Additional Assignments (list below).

---

- If you have completed all the activities and exercises for this assignment, notify your Trainer.
## Trainer’s Feedback

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

### Results (be specific)

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### Opportunities (learning and/or improvement expectations)

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## Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________ Date: ________________
- Learner Initials: _____________________________ Date: ________________

**Verification (best practice)**

- Mentor Initials: _____________________________ Date: ________________
- District Manager Initials: ________________________ Date: ________________ (or Franchise Owner/Operator)
Basic Management Training

Day 45 Assignments   General Manager-In-Training

Read and complete all activities in this assignment.

Materials Needed

- General Manager-In-Training Workbook (GMIT)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
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<tbody>
<tr>
<td></td>
<td>✉️ Complete: General Manager-In-Training Workbook.</td>
</tr>
<tr>
<td></td>
<td>☐ ✉️ Complete: GMIT Shift 20 Assignment (GMIT page 149).</td>
</tr>
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<td></td>
<td>☐ ✉️ Complete: GMIT Post-Test.</td>
</tr>
<tr>
<td></td>
<td>☐ ✉️ Complete: Certify: General Manager Performance Evaluation.</td>
</tr>
<tr>
<td></td>
<td>☐ Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager-In-Training Workbook

Complete and then discuss the assignments in the General Manager-In-Training Workbook.

Trainer: Do not complete the Shift Feedback or Sign-Off sections in the General Manager-In-Training (GMIT) Workbook. Complete the Feedback and Sign-Off sections below.

Trainer: Complete the General Manager-In-Training Certification from the back pocket of the GMIT Training Workbook. Follow the instructions on the form.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________ Date: ________________

☐ Learner Initials: _____________________________ Date: ________________

☐ Verification (best practice)

☐ Mentor Initials: _____________________________ Date: ________________

☐ District Manager Initials: ____________________ Date: ________________

(or Franchise Owner/Operator)
Day’s 41 – 45 Behavior Feedback

Trainer: Contact your District Manager, Mentor (if available), VPO/RDO or Franchise Owner/Operator so they can be present during this feedback session.

Trainer: Complete and review this feedback with your Learner at the completion of all the daily assignments listed above. Use the rating scale below and provide specific examples of the reason for the rating (demonstrated by) . . .

- **Exceeds Standards:** Displays repeated exceptional performance. Shows rapid signs of development.
- **Meets Standards:** Performs and demonstrates behaviors at the expected level (competent).
- **Below Standards:** Displays significant negative performance or behaviors. Performance is unacceptable and must improve immediately.

**Learning - Comprehension**

The Learner demonstrates the ability to read, retain, and recall previously covered information concerning procedures and products. They follow company procedures and follow the direction of others. Responds appropriately to questions by others and on written materials. Meets all knowledge and skill performance ratings to company standards.

Rating: ____________________ Demonstrated by . . .

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**Initiative – Goal Setting**

The Learner takes the initiative to complete all tasks and assignments without constant supervision. Establishes and prioritizes work-related goals and objectives. Ensures that their assigned work is completed and/or submitted to meet deadlines. Seeks clarification on all assignments and tasks. Actively seeks additional opportunities and assignments to improve their knowledge, skills, and abilities (KSAs).

Rating: ____________________ Demonstrated by . . .

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**Basic Management Training**

**Work Standards – Professional Conduct**

The Learner sets high standards and goals for themselves including work standards, professional conduct, respect, honesty and integrity. Meets company uniform and appearance standards. Demonstrates and expresses positive behaviors to others. Demonstrates appropriate business conduct and professionalism with others. Completes work-related tasks, readings, and assignments on time. Complies with all company safety and security procedures and guidelines.

**Rating:** ____________________  **Demonstrated by . . .**

**Operation QSC – Six Dollar Service**

The Learner demonstrates the ability to execute Operation QSC and Six Dollar Service standards and expectations. Demonstrates Six Dollar Service behaviors at every opportunity and to every Guest. Appropriately models, coaches, and requires others to execute Operation QSC and Six Dollar Service to company standards.

**Rating:** ____________________  **Demonstrated by . . .**

**Results through Leadership™**

Learner demonstrates the ability to use appropriate leadership principles and approaches, such as using Model - Coach - Require, Situational Leadership®, time management, etc. Demonstrates and applies coaching, delegation, problem-solving, teamwork and other leadership approaches based on Hardee’s® training programs and identified reference materials.

**Rating:** ____________________  **Demonstrated by . . .**
The Learner’s overall progress in the BMT Training Program meets Trainer’s expectations.

Rating: ____________________ Demonstrated by . . .

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Additional Comments

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Learner’s Feedback

alım Learner:  Provide your comments, suggestions, etc. about your training experience. How can we help you succeed?

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

Verification (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ________________________  Date: ________________
  (or Franchise Owner/Operator)
## Day 46 Assignments   General Manager Transition

Read and complete all activities in this assignment.

**Trainer:** The District Manager should arrange to complete the DM Planning and GM Assignment Detail sections of the General Manager Transition Plan prior to this assignment.

**Trainer:** The District Manager should conduct the week-ending and/or period-ending inventory along with all associated reports with the new Leader.

### Materials Needed

- General Manager Transition Plan

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Complete:</strong> General Manager Transition Plan.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Transition Day 1.</td>
</tr>
<tr>
<td></td>
<td><strong>Practice:</strong> General Manager.</td>
</tr>
<tr>
<td></td>
<td><strong>Path with District Manager</strong> (or Trainer).</td>
</tr>
<tr>
<td></td>
<td><strong>Crew and management introductions and restaurant tour.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Manager's Office.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Training.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Schedule workshops</strong> (as needed).</td>
</tr>
<tr>
<td></td>
<td><strong>Complete:</strong> Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>
General Manager Transition Plan

Complete and then discuss the assignments in the General Manager Transition Plan. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.


☑ Complete: Training: Star Learn Center (or Training Area) – Review Training Audit – Role of Regional Trainers – Current Training System.

☑ Schedule: Training workshops as needed.

Your Notes

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

📚 Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

ียว Initial and date below that this assignment is complete to company standards and expectations.

☐ Trainer Initials: _____________________________ Date: ________________

☐ Learner Initials: _____________________________ Date: ________________

⚡️ Verification (best practice)

☐ Mentor Initials: _____________________________ Date: ________________

☐ District Manager Initials: _____________________________ Date: ________________

(or Franchise Owner/Operator)
Day 47 Assignments  General Manager Transition

Read and complete all activities in this assignment.

Materials Needed

- General Manager Transition Plan

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Complete: General Manager Transition Plan.</td>
</tr>
<tr>
<td></td>
<td>Transition Day 2.</td>
</tr>
<tr>
<td></td>
<td>Practice: General Manager.</td>
</tr>
<tr>
<td></td>
<td>Human Resources.</td>
</tr>
<tr>
<td></td>
<td>Financial.</td>
</tr>
<tr>
<td></td>
<td>Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

General Manager Transition Plan

Complete and then discuss the assignments in the General Manager Transition Plan. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

Complete: Financial: Role of Internal Audit (or Franchise equivalent) - Restaurant Audit Process - Financial Self-Audit.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Basic Management Training

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

 Trainer Initials: _____________________________ Date: ________________

 Learner Initials: _____________________________ Date: ________________

 Verification (best practice)

 Mentor Initials: _____________________________ Date: ________________

 District Manager Initials: __________________ Date: ________________ (or Franchise Owner/Operator)
Day 48 Assignments General Manager Transition

Read and complete all activities in this assignment.

Best Practice: Arrange to have the Mentor (if available) present for this day.

Materials Needed

- General Manager Transition Plan
- Local Restaurant Marketing Guide
- Mentor’s Guide (or equivalent)
- Mentee’s Guide (or equivalent)

Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Complete: General Manager Transition Plan.</td>
<td></td>
</tr>
<tr>
<td>□ Transition Day 3.</td>
<td></td>
</tr>
<tr>
<td>□ Practice: General Manager.</td>
<td></td>
</tr>
<tr>
<td>□ Marketing.</td>
<td></td>
</tr>
<tr>
<td>□ Facilities.</td>
<td></td>
</tr>
<tr>
<td>□ Mentoring (if available).</td>
<td></td>
</tr>
</tbody>
</table>

□ Complete: Feedback and sign-off sections with your Trainer.

General Manager Transition Plan

Complete and then discuss the assignments in the General Manager Transition Plan. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

□ Complete: Marketing: Role of the Regional Marketing Manager (or Franchise equivalent)
- Local Restaurant Marketing (LRM) Guide
- Marketing Calendar
- POP
- New Product Tests
- Donation Requests.
- Complete: Facilities: Role of Regional Facilities Manager (or Franchise equivalent) – Current Repair & Maintenance – Service Agent Guidelines – R&M Invoicing – Property Damage Reporting.

- Review: Mentoring: The Mentoring Relationship.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Trainer’s Feedback

📚 Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

🔑 Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________ Date: ________________
- Learner Initials: _____________________________ Date: ________________
- Verification (best practice)
  - Mentor Initials: _____________________________ Date: ________________
  - District Manager Initials: (or Franchise Owner/Operator) _____________________________ Date: ________________
**Day 49 Assignments**  
**General Manager Transition**

Read and complete all activities in this assignment.

### Materials Needed

<table>
<thead>
<tr>
<th>Item</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager Transition Plan</td>
<td></td>
</tr>
<tr>
<td>CKE Crisis Response Guide</td>
<td>HFS Company Only or Franchise Equivalent</td>
</tr>
<tr>
<td>CKE Reporting Procedures Guide</td>
<td>HFS Company Only or Franchise Equivalent</td>
</tr>
<tr>
<td>Management Procedures Manual</td>
<td>HFS Company Only or Franchise Equivalent</td>
</tr>
</tbody>
</table>

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Complete</strong>: General Manager Transition Plan.</td>
</tr>
<tr>
<td></td>
<td>Transition Day 4.</td>
</tr>
<tr>
<td></td>
<td><strong>Practice</strong>: General Manager.</td>
</tr>
<tr>
<td></td>
<td>Risk Management.</td>
</tr>
<tr>
<td></td>
<td>Food Safety and Quality Assurance.</td>
</tr>
<tr>
<td></td>
<td><strong>Complete</strong>: Feedback and sign-off sections with your Trainer.</td>
</tr>
</tbody>
</table>

### General Manager Transition Plan

Complete and then discuss the assignments in the General Manager Transition Plan. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

**Complete**: Risk Management: Role Risk Management, Loss Prevention and Safety (or Franchise equivalent) – Reporting Procedures – Safety Inspections – Safety Training Requirements – Security Requirements – Crisis Events Procedures.
Complete: Food Safety and Quality Assurance: Role of Quality Assurance (or Franchise equivalent) - EcoSure® Audits - Health Department Inspections - Product Issues - Restaurant Closure Procedures - Food Safety/Quality Assurance (FSQA) Audit.

If you have completed all the activities and exercises for this assignment, notify your Trainer.
Basic Management Training

Trainer’s Feedback

Trainer: At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

Results (be specific)

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Opportunities (learning and/or improvement expectations)

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Sign-Off

Initial and date below that this assignment is complete to company standards and expectations.

 Trainer Initials: _____________________________  Date: ________________

 Learner Initials: _____________________________  Date: ________________

 Mentor Initials: _____________________________  Date: ________________

Verification (best practice)

 District Manager Initials: ________________________  Date: ________________

(or Franchise Owner/Operator)
**Day 50 Assignments**

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**General Manager Transition**

Read and complete all activities in this assignment.

*Trainer:* Arrange to have the District Manager (if available) present for this day.

*Best Practice:* Arrange to have the RVP/RDO (or Franchise Owner/Operator) present to discuss their performance expectations for the new Leader and the Leader’s new team.

### Materials Needed

- General Manager Transition Plan
- Development Checklist
- Restaurant Assessment
- Development Plan
- HFS Company or Franchise Equivalent

### Activities

<table>
<thead>
<tr>
<th>Time Planned for Activity</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete: General Manager Transition Plan.</td>
<td>Complete: Feedback and sign-off sections with your Trainer.</td>
</tr>
<tr>
<td>Transition Day 5.</td>
<td></td>
</tr>
<tr>
<td>High Impact MUS Pathing.</td>
<td></td>
</tr>
<tr>
<td>Restaurant Assessment.</td>
<td></td>
</tr>
<tr>
<td>Reporting Requirements.</td>
<td></td>
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<tr>
<td>Leader Expectations.</td>
<td></td>
</tr>
<tr>
<td>Development Checklist.</td>
<td></td>
</tr>
<tr>
<td>Development Plan.</td>
<td></td>
</tr>
</tbody>
</table>

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General Manager Transition Plan

Complete and then discuss the assignments in the General Manager Transition Plan. Add any other topic, idea or suggestion that you would like to discuss with your Trainer.

All activities are with the District Manager.

- **Complete:** High Impact MUS Pathing.

- **Complete:** Restaurant Assessment.

- **Review:** Daily - Weekly - Period Reporting Requirements.

- **Discuss:** Leader Expectations - P&L and Support Documents - Invoice Procedures - Wage Transfers - Error Correction Procedures.

- **Establish:** 30 - 60 - 90 Day Goals,
Basic Management Training

- Complete: Development Checklist - Development Plan.

Your Notes

If you are a District Manager or above candidate, additional training may be required. Ask your Trainer or Franchise Owner/Operator for details.
Trainer’s Feedback

**Trainer:** At the completion of this assignment, review both workbooks and discuss your findings with your Learner. Add any other topics as needed.

**Results** (be specific)

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**Opportunities** (learning and/or improvement expectations)

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**Sign-Off**

Initial and date below that this assignment is complete to company standards and expectations.

- Trainer Initials: _____________________________  Date: ________________
- Learner Initials: _____________________________  Date: ________________

**Verification** (best practice)

- Mentor Initials: _____________________________  Date: ________________
- District Manager Initials: ____________________  Date: ________________
  (or Franchise Owner/Operator)