Category	Focus							
			Week 1					
			Prioritize:					
Guest Awareness:	0	s at the Window:	Apologize:					
	Guest issue		Solve:					
			Second Mile:					
Operational Excellence (self):	Use of Consis	tent Elevated Language:	Measuring and understanding operational excellence: Pathway					
			peaking constructively:					
Operational Excellence (Team)	Learn Proper Coaching Techniques:		Provide specific information that is solution focused					
			Be direct and sincere with the feedback you provide					
Team Member Congruency:	Building a rapp	ort with fellow Team Members	Why is congruence a key to successful leadership?					
Store Cleanliness/ Food Safety			What are Ryan's top 3 priorities?					
			Week 2					
			rioritize:					
Guest Awareness:	Guest issues at the Window:		Apologize:					
Odest Awareness.			Solve:					
			Second Mile:					
Operational Excellence (self):	Use of Consis	tent Elevated Language:	Training eval - layouts: Self assessment documents:					
	Learn Proper Coaching Techniques:		rioritizing areas of ache	eivement				
Operational Excellence (Team)			Focus on strengths					
Team Member Congruency:	Building a rapp	ort with fellow Team Members	hy is congruency a key	y to successfu	ıl leadership	?		
Store Cleanliness/ Food Safety			Understanding cleaning lists					
reMarkable speed of service			Understanding what causes Bottlenecks in the DT: Week 2/3					
			Week 3					
	Guest issues post-transaction:		Prioritize:					
Guest Awareness:			Apologize:					
			Solve:					
			Second Mile:					
Operational Excellence (self):	Use of Consistent Elevated Language:		Self-Assessments Vs. Evals:					
	Learn Proper Coaching Techniques:		raising areas of excelle	ence:				
Operational Excellence (Team)			Overall grow	vth launched	off of existing	g areas of e	xcellence	
reMarkable speed of service	Understanding Bottlenecks in the DT		iPOS:					
			Window:					
Towards opeca of corvice			Bagging:					
			Beverages/Desserts:					
Store Cleanliness/ Food Safety			How can cleanliness affect CEM?					
Team Member Congruency:		How do we usually stand in our own way of congruency? What are your concerns						
Understanding the basics of CEM								
OSAT:			/hat are our store's vari	ious goals?				
Fast Service	e:		hat is the chainwide av	verage?				
Attentive / Courteous:			Strong focus on encouraging team to engage in core 4 at all times			mes:		
Order Accur	acy:		Vays to ensure accuracy	y? Brainstorm	1:			
			Week 4					
			rioritize:					
			pologize:					
			Solve:					
Guest Awareness:	Guest issues post-transaction:		Second Mile:					
Operational Excellence (self):	Use of Consistent Elevated Language:		Pass in each position of operational excellence (Training Evals.)					
			Perform 15 total training evals on at least 10 different team members					
Operational Excellence (Team) Training evals:								

	1						
			Register				
reMarkable speed of servic		ing what causes	Serving				
remarkable opeca or cervic	Bottlenecks	on FC:	FC Bagging				
			Desserts				
Store Cleanliness/ Food Safety			What is our food safe goal?				
Team Member Congruency	:		How do we usually stand in our own way of congruency? working around concerns				
Understanding the basi			, , , , ,				
OSAT:			What is our average?				
Fast Service:			What is our goal?				
Attentive / Courteous:			What is our average?				
Order Accuracy:			What is the food cost: Menu Price —— FC: Week 5				
			Proper phone greeting:				
			Prioritize:				
			Apologize:				
Guest Awareness:	Resolving Gu	est issues over the phone	Solve:				
Operational Excellence (self):	Use of Consis	stent Elevated Language:	Pass in each position of operational excellence (Training Evals.)				
			Perform 15 total training evals on at least 10 different team members				
Operational Excellence (Tean	Training eva	als:					
			iPOS				
reMarkable speed of servic	Understand	ing how to solve	Window				
eiviai kabie speed oi sei vic	Bottlenecks	in the DT:	Bagging				
			Beverages/Desserts				
Store Cleanliness/ Food Safety			Why are daily safe tests important?				
Team Member Congruency			What are some techniques that can help you build a rapport: 5 various techniques				
Understanding the basi	-		That are some teeringase that sail help you sail a happen to ransact terringase				
OSAT:	00 01 0 2		What is the chainwide average?				
Fast Service	٠۵٠		What is our store average?				
	Courteous:						
			What is our goal?				
Order Accu	iracy.		What is our goal?				
			Week 6				
			Proper phone greeting:				
			Prioritize:				
			Apologize:				
Guest Awareness:	Resolving Gu	est issues over the phone	Solve:				
Operational Excellence (self):	Use of Consis	stent Elevated Language:	Pass in each position of operational excellence (Training Evals.)				
			Perform 15 total training evals on at least 10 different team members				
Operational Excellence (Tean	Training eva	als:					
			Register				
Mandada	Understanding how to solve Bottlenecks on FC:		Serving				
reMarkable speed of servic			FC Bagging				
			Desserts				
Store Cleanliness/ East Safety			What are common FOH food safe issues to watch for?				
Store Cleanliness/ Food Safety Team Member Congruency							
Team Member Congruency			What are some techniques that can help you build a rapport: ex of each				
Understanding the basi	US OI CEM		Miles and a second seco				
OSAT:			What are our store's various goals?				
Fast Service:			What is the chainwide average?				
Attentive / Courteous:			Strong focus on encouraging team to engage in core 4 at all times:				
Order Accu	ıracy:	1	Ways to ensure accuracy? Brainstorm:				