

Category	Focus						
Week 1							
Guest Awareness:	Guest issues at the Window:	Prioritize:					
		Apologize:					
		Solve:					
		Second Mile:					
Operational Excellence (self):	Use of Consistent Elevated Language:	Measuring and understanding operational excellence: Pathway					
Operational Excellence (Team)	Learn Proper Coaching Techniques:	Speaking constructively:					
		Provide specific information that is solution focused					
		Be direct and sincere with the feedback you provide					
Team Member Congruency:	Building a rapport 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							
Guest Awareness:	Guest issues at the Window:	Prioritize:					
		Apologize:					
		Solve:					
		Second Mile:					
Operational Excellence (self):	Use of Consistent Elevated Language:	Training eval - layouts: Self assessment documents:					
Operational Excellence (Team)	Learn Proper Coaching Techniques:	Prioritizing areas of achievement					
		Focus on strengths					
Team Member Congruency:	Building a rapport with fellow Team Members	Why is congruency a key to successful 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 Awareness:	Guest issues post-transaction:	Prioritize:					
		Apologize:					
		Solve:					
		Second Mile:					
Operational Excellence (self):	Use of Consistent Elevated Language:	Self-Assessments Vs. Evals:					
Operational Excellence (Team)	Learn Proper Coaching Techniques:	Praising areas of excellence:					
		Overall growth launched off of existing areas of excellence					
reMarkable speed of service	Understanding Bottlenecks in the DT:	iPOS:					
		Window:					
		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:	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 Accuracy:	Ways to ensure accuracy? Brainstorm:					
Week 4							
Guest Awareness:	Guest issues post-transaction:	Prioritize:					
		Apologize:					
		Solve:					
		Second Mile:					
Operational Excellence (self):	Use of Consistent Elevated Language:	Pass in each position of operational excellence (Training Evals.)					
Operational Excellence (Team)	Training evals:	Perform 15 total training evals on at least 10 different team members					

reMarkable speed of service	Understanding what causes Bottlenecks on FC:	Register	Serving
		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 basics of CEM			
	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 Guest issues over the phone	Solve:	
Operational Excellence (self):	Use of Consistent Elevated Language:	Pass in each position of operational excellence (Training Evals.)	
Operational Excellence (Team)	Training evals:	Perform 15 total training evals on at least 10 different team members	
reMarkable speed of service	Understanding how to solve Bottlenecks in the DT:	iPOS	Window
		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 basics of CEM			
	OSAT:		What is the chainwide average?
	Fast Service:		What is our store average?
	Attentive / Courteous:		What is our goal?
	Order Accuracy:		What is our goal?
Week 6			
		Proper phone greeting:	
		Prioritize:	
		Apologize:	
Guest Awareness:	Resolving Guest issues over the phone	Solve:	
Operational Excellence (self):	Use of Consistent Elevated Language:	Pass in each position of operational excellence (Training Evals.)	
Operational Excellence (Team)	Training evals:	Perform 15 total training evals on at least 10 different team members	
reMarkable speed of service	Understanding how to solve Bottlenecks on FC:	Register	Serving
		FC Bagging	Desserts
Store Cleanliness/ Food Safety		What are common FOH food safe issues to watch for?	
Team Member Congruency:		What are some techniques that can help you build a rapport: ex of each	
Understanding the basics of CEM			
	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 Accuracy:		Ways to ensure accuracy? Brainstorm: