

New Taco Bell Franchisee Weekly Training and Follow-up Schedule

RGM for New Franchisee - Use Weeks

Franchise Recruiter Role: Welcome New Franchisee (and up to two new managers), introduce to MTM, conduct orientation, review questions, review expectations. Contact DMA Trainer to schedule training. Monitor trainer progress against training milestones.

DMA Trainer Role: Select which MTR will train Franchise Trainee and schedule training with the MTM. Follow-up with MTM and Franchise Trainee to ensure quality execution of training to schedule. Partner with DMAL to determine AC Trainer for last week of Franchise Trainer training.

MTM Role: Welcome and introduce Trainee to the team, provide training schedule, key contacts, Taco Bell calendar, Career Progression chart, Job & Skills Summary, STP Flow Chart, SL/AGM Readiness Checklist, provide a safe and conducive environment to learn, train utilizing the most current Taco Bell policy, procedure and guidelines, provide constructive feedback daily, review expectations, attend transition to home store, provide guidance after training.

Manager Trainee Role: Open to learning utilizing Taco Bell's policy, procedures, and guidelines, surface any issues to MTM, execute to Taco Bell's policy, procedures, and guidelines, and review expectations.

Trainee Name:

Start Date:

Designate "Shift" by using **O=Open M=Mid C=Close**

Week 1	Date/shift	O	Date/shift	O	Date/shift	O	Date/shift	O	Date/shift	O
STP 3 Overview Team Member Orientation Team Member Training	<ul style="list-style-type: none"> Team Member Orientation Safety and Security (4) Fire Safety & Emergencies (5) Hand Washing Process (6) Food Safety Sanitation (7) Steam (11) or GTO Shift Excellence Board Review Practice & Certification (4,5,6,7) 		<ul style="list-style-type: none"> Cleaning System (8) Preparing Ingredients (9) Learning Menu Items (10) Steam (11) Shift Excellence Board, MMS, HWWTP for Expectation Practice 		<ul style="list-style-type: none"> Preparing Ingredients (9) Learning Menu Items (10) Stuff (12) Wrap/Expedite (13) Practice & Certification (9) Shift Excellence Board, MMS, HWWTP for Expectation 		<ul style="list-style-type: none"> Learning Menu Items (10) Stuff (12) Wrap/Expedite (13) Opening & Storage (16) Practice & Certification - Food Champion (10,11,12,13) Shift Excellence Board, MMS, HWWTP for Expectation 		<ul style="list-style-type: none"> Cleaning Captain (8) Opening & Storage (16) Practice & Certification (Opening & Storage 16) Shift Excellence Board, MMS, HWWTP for Expectation Daily Discussion 	
At the end of each shift the MTM and trainee will review the day and discuss.	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										
Week 2	Date/shift	M	Date/shift	M	Date/shift	C	Date/shift	C	Date/shift	C
Team Member Training	<ul style="list-style-type: none"> Cleaning Captain (8) Cashier (14) Shift Excellence Board, MMS, HWWTP for Expectation Practice 		<ul style="list-style-type: none"> Cleaning Captain (8) Cashier (14) Drive-Thru Cashier (15) Practice & Certification (8) Shift Excellence Board, MMS, HWWTP for Expectation 		<ul style="list-style-type: none"> Closing (16) Practice & Certification (14, 15) Shift Excellence Board, MMS, HWWTP for Expectation 		<ul style="list-style-type: none"> Developing Trainers (3) Closing (16) TPx (if applicable) (TPx 2) TLJS (if applicable) (TLJS 2-7) Service Champion Practice Shift Excellence Board, MMS, HWWTP for Expectation 		<ul style="list-style-type: none"> Developing Trainers (3) Closing (16) TPx (if applicable) (TPx 2) TLJS (if applicable) (TLJS 2-7) Practice & Certification (3, 16, TPx 2, TLJS 2-7, 15, 16) Shift Excellence Board, MMS, HWWTP for Expectation 	
At the end of each shift the MTM and trainee will review the day and discuss.	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										

Week 3	Date/shift	O	Date/shift	O	Date/shift	M	Date/shift	M	Date/shift	C
STP 2 Shift Lead Training Program Overview Part 1 – Preparing for Success Part 1 Certification Part 2 – Building Great Teams Part 2 Certification Part 3 – Running Great Shifts MTM's verify TMT, STP 2, & Bold Future knowledge & execution for Internal SL Trainees.	• Mod 1 – Be the Leader • Mod 2 – Using the Answer System • Certification Part 1 • MIC Success Routine Overview Daily Discussion		• Mod 3 – Talking Care of Team Members • Mod 4 – Talking to Your Team • Mod 5 – Recognizing Champions • Certification Part 2 MIC Success Routine (People) Daily Discussion		• Mod 6 – Taking Care of Customers • Mod 7 – Opening the Restaurant • Mod 8 – Closing the Restaurant • MIC Success Routine (Service) Daily Discussion		• Mod 9 – Serving with Speed • Mod 10 – Keeping it Clean • MIC Success Routine (Food) Daily Discussion		• Mod 11 – Serving Safe Food • Mod 12 – Serving Great Tasting Food • MIC Success Routine Daily Discussion	
	At the end of each shift the MTM and trainee will review the day and discuss.	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials

Areas of Strength										
Areas of Opportunity										
Observed Behaviors										

Week 4	Date/shift	M	Date/shift	O	Date/shift	O	Date/shift	C	Date/shift	C
STP 2 - Shift Lead Training Part 3 – Running Great Shifts Part 3 Certification Part 4 – Acting Like An Owner Part 4 - Certification Part 5 – Putting It All Together Part 5 Certification	• Mod 13 – Preventing Accidents • Mod 14 – Handling Emergency Situations • Mod 15 – Managing Cash • Certification Part 3 • MIC Success Routine Daily Discussion		• Mod 17 – Managing Shift Labor • Mod 16 – Managing Inventory • Certification Part 4 • MIC Success Routine (Opening) Coach Routine (MTM) Daily Discussion		• Mod 17 – Managing Shift Labor • Mod 16 – Managing Inventory • MIC Success Routine (Opening) • Coach Routine (MTM) Daily Discussion		• Mod 18 – Running a Shift • MIC Success Routine (Closing) Daily Discussion		• Mod 18 – Running a Shift • Certification Part 5 • MIC Success Routine (Closing) Daily Discussion SL Last Day- Transition Meeting to Home store & continue SL 40.30, 20.10 schedule at home restaurant	
	At the end of each shift the MTM and trainee will review the day and discuss.	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials

Areas of Strength										
Areas of Opportunity										
Observed Behaviors										

Week 5	Date/shift	O	Date/shift	O	Date/shift	M	Date/shift	C	Date/shift	C
Practice Running Shifts using MIC Success Routine, Shift Excellence Board, & Restaurant Coach Success Routine, & MMS during Opening, Peak Mid, & Closing Shifts. MTM's verify TMT, STP 2, & Bold Future knowledge & execution for Internal AM Trainees.	<ul style="list-style-type: none"> Practice opening the restaurant MIC Success Routine (Opening) Daily Discussion		<ul style="list-style-type: none"> Practice opening the restaurant MIC Success Routine (Opening) Daily Discussion		<ul style="list-style-type: none"> Practice Running a Shift using MIC Success Routine, BF, MMS, Shift Excellence Board MIC Success Routine Daily Discussion		<ul style="list-style-type: none"> Practice closing the restaurant MIC Success Routine (Closing) Daily Discussion		<ul style="list-style-type: none"> Practice closing the restaurant MIC Success Routine (Closing) Daily Discussion	
At the end of each shift the MTM and trainee will review the day and discuss.	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										
Week 6	Date/shift	O	Date/shift	C	Date/shift	O	Date/shift	C	Date/shift	O
Assistant Manager Training STP 3 Part 1 (Modules 1-6) Part 1 - Certification	<ul style="list-style-type: none"> Module 1- Recognition Daily Discussion		<ul style="list-style-type: none"> Module 2 - Conducting Restaurant Audits Daily Discussion		<ul style="list-style-type: none"> Module 3 - Understanding Basic Restaurant Finances Practice Running a Shift MIC Success Routine Daily Discussion		<ul style="list-style-type: none"> Practice Running a Shift MIC Success Routine Module 4 - Managing Food and Paper Costs Module 5 - Transition Preparation Certification Part 1 Daily Discussion		<ul style="list-style-type: none"> Module 6 - Use Trainer's Guide as checklist AGM Last Day - Transition Meeting to Home store & continue weeks 7 - 11 with Home RGM Trainee completes Survey & faxes to DMAT Daily Discussion	
At the end of each shift the MTM and trainee will review the day and discuss.	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										

Week 7	Date/shift	O	Date/shift		Date/shift		Date/shift		Date/shift	
Assistant Manager Training STP 3 Part 2	Module 7: Communicating with Your Team		Module 8: Conducting Readiness Checklist		Module 9: Selecting Team Members		Module 10: Managing Training		Module 11: Marketing	
	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										
Week 8	Date/shift		Date/shift		Date/shift		Date/shift		Date/shift	
RGM Training STP 4	Module 1: Developing Your Team		Module 2: Counseling Your Team		Module 3: Forecasting and Purchasing		Module 4: Managing Labor		Module 5: Managing Semi-Variable Costs Module 6: Training Assistant Managers	
	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										

Week 9	Date/shift		Date/shift		Date/shift		Date/shift		Date/shift	
RGM Training (cont.)	Scheduling for Growth - In-Restaurant Training (for Franchise Organizations on TACO)		Hiring Zone Tour (if applicable)		Transition meeting with Franchise Recruiter					
RGM and manager will review the day utilizing the Restaurant Coach Success Routine when schedules overlap.	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										
Week 10	Date/shift		Date/shift		Date/shift		Date/shift		Date/shift	
Area Coach Training Leading Multiple Restaurants	Module 1: Introducing Your Role Module 2: Getting Organized Module 3: Planning for Success		Module 4: Managing Information Module 5: Keeping Your Team Module 6: Rewarding & Recognizing Your Team		Module 7: Staffing Your Team Module 8: Developing Your Team Module 9: Driving Restaurant Excellence		Module 10: Controlling Costs Module 11: Building Sales Module 12: Making Plan		Module 13: Transitioning to Your Area Module 14: Demonstrating Habits & Getting Results	
	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials	MTM Initials	Trainee Initials
Areas of Strength										
Areas of Opportunity										
Observed Behaviors										

Food Safety Exam complete within 180 days of last day of training	scheduled: _____	completed: _____
Leading as a Manager in Charge (LMIC) complete within 180 days of last day of STP 2 training	scheduled: _____	completed: _____
Team Leadership and Coaching complete within 180 days of last day of STP 4 training	scheduled: _____	completed: _____
Getting the Right People complete within 180 days of last day of STP 4 training	scheduled: _____	completed: _____
Other training	scheduled: _____	completed: _____