

MOD Training Program

Name: _____ Unit Name and Number: _____

This program is divided into 3 weeks. The first week being shiftily responsibilities, the other two being administrative. Week 1 must be completed before moving on to week 2. This is to evaluate the practical execution and round out the knowledge and skills required to effectively manage a shift.

The criteria is as follows:

An accomplished MOD must be able to run a quality shift as defined by the GCI procedures. Consistency here is key. Running a quality shift includes but is not limited to:

	MOD Initial	GM Initial	Date
Proper knowledge on safe verifications, Change of shift cash procedures, cash paid outs, and credit card procedures. Comments:	=====	=====	=====
Proper knowledge of a quality walk-thru and Line Check on each shift while immediately acting to issues found on this. Comments:	=====	=====	=====
Proper use of the unit's Red Book Comments:	=====	=====	=====
Proper knowledge retention and storage of all discounted ticket, credit cards and paid outs Comments:	=====	=====	=====
Proper adherence to unit safety and security including MSDS sheets, wet floor signs, approved chemical storage, use of broken glass containers. Comments:	=====	=====	=====
Proper completion of shiftily duties on a timely basis (When cut the Floor , when to closed second Galley) Comments:	=====	=====	=====
Proper procedures when accepting deliveries including check in and rotation and posting invoices in Package Log. Comments:	=====	=====	=====
Proper knowledge on employees 30 minute breaks and clocks in and out as scheduled. Comments:	=====	=====	=====
Proper knowledge daily deep cleaning procedures all departments Comments:	=====	=====	=====
Proper knowledge on daily side work duties for each hourly employee Comments:	=====	=====	=====
Proper knowledge and adherence to uniform standards Comments:	=====	=====	=====
Proper knowledge and adherence to daily sanitation standards FOH and BOH Comments:	=====	=====	=====

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<i>Week 2 is beginning administrative responsibilities necessary as a Manager on Duty</i>	MOD Initial	GM Initial	Date
Proper knowledge to delegated daily prep sheets and the completion of the duties associated with it Comments:	=====	=====	=====
Proper knowledge to delegated freezer pull sheets and the completion of the duties associated with it Comments:	=====	=====	=====
Proper knowledge to completed of server rallies while also understanding their importance Comments:	=====	=====	=====
Proper completion of table audits Comments:	=====	=====	=====
Proper knowledge of back door policy. Comments:	=====	=====	=====
Proper knowledge void procedures on Micros System Comments:	=====	=====	=====
Proper knowledge of the Micros clock in and out during the manager's shift Comments:	=====	=====	=====
Proper knowledge to the reporting of all tips as stated in the hourly and manager handbooks Comments:	=====	=====	=====
Proper knowledge of Trash Audit during the shift. Comments:	=====	=====	=====
Proper knowledge of servers assignments.(Floor charts) Comments:	=====	=====	=====
Proper completion and understand of the Micros Weekly Manager Report Comments:	=====	=====	=====
Proper use and knowledge of the Daily Line Up Report Comments:	=====	=====	=====
Proper completion and understanding of the Borrowed/Lent Log Comments:	=====	=====	=====
Proper knowledge of Emergency Numbers (GCI) Comments:	=====	=====	=====

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<i>Week 3 is beginning administrative responsibilities necessary as a Manager on Duty.</i>	<i>Final week</i>	MOD Initial	GM Initial	Date
Proper completion and understanding of the Supervisor Recap Comments:		=====	=====	=====
Proper knowledge of return procedures on Micros System Comments:		=====	=====	=====
Extensive menu and recipe knowledge Comments:		=====	=====	=====
Proper knowledge of 6 steps of service Comments:		=====	=====	=====
Proper knowledge and adherence to accident, incident and harassment reporting procedures Comments:		=====	=====	=====
Must show an ability to handle guest complaints Comments:		=====	=====	=====
Proper use of the IHOP memo and numbered communication system Comments:		=====	=====	=====
Proper knowledge and adherence to all IHOP labor policies and procedures that concern minors Comments:		=====	=====	=====
Proper understanding of Sense of Urgency Comments:		=====	=====	=====
Proper knowledge of Daily Specials and Times for it. Comments:		=====	=====	=====
Proper knowledge on process a cash pay outs in the Micros System Comments:		=====	=====	=====
Proper knowledge on certify mail procedures Comments:		=====	=====	=====
Proper knowledge of Table Touch Comments:		=====	=====	=====
Proper knowledge on Gift Card procedures Comments:		=====	=====	=====
Proper knowledge on getting the restaurant ready for the next shift. Comments:		=====	=====	=====
Proper knowledge of End of the Day paperwork Comments:		=====	=====	=====
Proper knowledge on End of the Day paperwork faxing to GCI Comments:		=====	=====	=====

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Proper completion and understanding of the OSHA Compliance List

Comments:

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Proper adherence and understanding to all necessary postings

Comments:

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Proper knowledge of completion and processing of employee files

Comments:

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Proper adherence and understanding to washing silverware procedures

Comments:

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Proper knowledge of Micros Control Panel and knowledge on how to re-boot the system

Comments:

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Proper knowledge of Micros Human Resources Functions

Comments:

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Knowledge on "who to call" in case of emergency, including "Vendor List".

Comments:

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Proper knowledge on Over Time Report

Comments:

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Proper knowledge on Schedule vs. Actual report.

Comments:

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Proper knowledge daily Labor Guidelines

Comments:

=====

Proper knowledge of Employee Handbook and understand all company procedures associated with it.

Comments:

=====

Proper knowledge of Manager Handbook and understand all company procedures associated with it.

Comments:

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MOD Name	MOD Signature	Date

General Manager Name	General Manager Signature	Date

Area Supervisor Name	Area Supervisor Signature	Date