

Using the STP 3 Training Certification Summary

On the next page is a tool for the Trainer to track STP 3 certification progress. There are two copies of this form:

- The copy in the STP 3 Trainee Workbook is for Trainees to track their own progress.
 - The copy in this Certification Booklet is for the Trainer to use and forward to the Trainee's personnel file in the region office.
 - The STP 3 form lists STP 3 - Parts 1 and 2 certification requirements for Manager Trainees.
-

Instructions

- Review the form with the Trainee during STP 3 program orientation.
- Check the boxes as the Trainee completes module activities. Write certification dates in the spaces provided.

Note: It's important for the Trainee to complete all module activities in order to give proper time to acquire new skills. Not completing module practices could result in failing program certifications.

- Check off completion on the STP 3 Training Certification Summary when the Trainee passes the Knowledge Test or Skill Observation. Record the date.
- Keep the STP 3 Training Certification Summary form in the Certification Booklet and in the restaurant in the Trainee's file.
- Refer to this form during daily discussions when reviewing training progress and planning module training.
- Sign-off when certification is complete and distribute copies.

STP 3 Training Certification Summary

STP 3 - PART 1 - TRAINING RESTAURANT LOCATION Completion Checklist

	<i>Completed Module Activities</i>		<i>Passed Knowledge Test</i>		<i>Met Skill Observation Standards</i>	
	<i>3</i>	<i>Date</i>	<i>3</i>	<i>Date</i>	<i>3</i>	<i>Date</i>
Module 1 - Recognition	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
Module 2 - Conducting Restaurant Audits	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
Module 3 - Understanding Basic Restaurant Finances	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
Module 4 - Managing Food & Paper Costs	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
Module 5 - Transition Preparation	<input type="checkbox"/>	_____	N/A		N/A	

Signatures confirm STP 3 Part 1 is complete:

AGM Signature: _____ Date: _____

RGM Signature: _____ Date: _____

AC Signature: _____ Date: _____

*File original in Region Office Personnel File.
Send copies to Field Training Coach and Area Coach..*

Feedback Notes

STP 3 Training Certification Summary (cont.)

STP 3 - PART 2 – HOME RESTAURANT Completion Checklist

	<i>Completed Module Activities</i>	<i>Met Skill Observation Standards</i>
	<i>3 Date</i>	<i>3 Date</i>
Module 6 - Transition to Home Restaurant	<input type="checkbox"/> _____	N/A
Module 7 - Communicating with Your Team	<input type="checkbox"/> _____	<input type="checkbox"/> _____
Module 8 - Conducting Readiness Checklist	<input type="checkbox"/> _____	<input type="checkbox"/> _____
Module 9 - Selecting Team Members	<input type="checkbox"/> _____	<input type="checkbox"/> _____
Module 10 - Managing Training	<input type="checkbox"/> _____	<input type="checkbox"/> _____
Module 11 - Implementing Marketing	<input type="checkbox"/> _____	<input type="checkbox"/> _____
 OTHER TRAINING	 <i>3 Date</i>	
Exterior Certified	<input type="checkbox"/> _____	N/A
Attend Foundations Class	<input type="checkbox"/> _____	N/A

Signatures confirm STP 3 Part 2 is complete:

AGM Signature: _____ Date: _____

RGM Signature: _____ Date: _____

AC Signature: _____ Date: _____

*File original in Region Office Personnel File.
Send copies to Field Training Coach and Area Coach.*

STP 3 Certificate Awarded: **Date:** _____

Feedback Notes

Using Knowledge Tests

Knowledge Tests

- Knowledge Tests are closed book tests. Follow the instructions on the first page of each module Knowledge Test.
- Trainees will write their answers on the tests in this booklet.
- Once the Trainee has successfully passed the Knowledge Test, record certification on the STP 3 Training Certification Summary form in this booklet.

Using Skill Observations

Skill Observations

The Skill Observations in this booklet are for actual certification.

Background

Scoring well on a test shows that a Trainee knows the information but doesn't prove a Trainee can do the job to standard. Watching the Trainee do the job is the best way to evaluate a Trainee's ability to perform a task.

Procedures

Once the Trainee has finished module activities and Knowledge Test, it's time to observe performance.

- ∅ Plan the observation for the actual time the job needs to be done. The Skill Observation may take more than one shift.
- Review the observation process with the Trainee.
 - The Trainee is responsible for doing all the items listed on the checklist without coaching from you.
 - You can tell the Trainee which task listed on the Skill Observation you need to see them do, but you shouldn't have to answer questions about how to do the task or remind the Trainee of steps to take.
 - You should assist the Trainee if their actions affect customer service or employee relations. Decide if the help you or others provide is considered normal to the job or if it's due to the Trainee's lack of skill.
 - The observation period will vary depending upon the task you are observing.
 - You'll provide feedback at the end of the time period.

- ÷ Watch the Trainee do the work. You don't need to watch every minute, but select "samples" of time or critical elements to check for proper procedures.

Example: *For the module on training Shift Leads, watch the Trainee execute the 4-Step Training Process (as a Trainer) during different STP 2 program modules.*

- ≠ Write down important points on the Skill Observation Checklist. Make the comments very specific. Include positive and improvement areas.

Examples: *Instead of, "Nice job with training," be more specific: "Thorough demonstration of deployment with clear explanation of impact on SWS."*

Instead of, "Good action plan," be more specific: "Including Team Member ideas in the plan to decrease waste."

- ≡ Check the "Certify" box if the Trainee passes all the areas listed under the task. Do not certify the Trainee if you or others had to coach them on the Skill Observation areas.

- ≈ If the Trainee does not pass a skill item, stop the Skill Observation session.

- Work with the Trainee in weak areas.
- Reschedule the Skill Observation when the Trainee is ready.
- Repeat the Skill Observation process.

- ... When the Trainee has passed all skill items, congratulate the Trainee!

- Review your comments with the Trainee.
- Record certification on the STP 3 Training Certification Summary.

Re-Certification

You should re-certify an AGM according to your restaurant's policy using the Skill Observations.

Example: *Every six months or before a performance appraisal.*