

## GM Business Results Day Agenda

\*you have **1 hour** to complete the walk-thru and discussion with each DM

Day \_\_\_\_\_ Date \_\_\_\_\_

### Kitchen Mgr

- Review LMS/IDP, assign modules for next week (10 min)

- Ask for an update on last week's action items: (5 min)

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

- Review Scorecard results: (20 min)

What's going well in the Dept?

😊 \_\_\_\_\_

What does the DM believe should be their top 2 priorities?

\_\_\_\_\_

What actions will be needed to improve top priorities?

1. \_\_\_\_\_  
\_\_\_\_\_  
2. \_\_\_\_\_  
\_\_\_\_\_  
3. \_\_\_\_\_  
\_\_\_\_\_  
4. \_\_\_\_\_  
\_\_\_\_\_

- Verify Dept Cleanliness (10 min)

- Discuss the following, *if needed*: (10 min)

- Food Safety
- Food Cost
- VCMS / MFY Procedures
- SIO Verifications
- MFY Diagnostic Tool (Qtrly)

- Discuss development of Support Mgrs/Crew, *if needed*.

- What will be posted today on communication board?

Action Item / Recognition

- What will be discussed at the mgr's meeting? (5 min)

### People Mgr

- Review LMS/IDP, assign modules for next week (10 min)

- Ask for an update on last week's action items: (5 min)

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

- Review Scorecard results: (20 min)

What's going well in the Dept?

😊 \_\_\_\_\_

What does the DM believe should be their top 2 priorities?

\_\_\_\_\_

What actions will be needed to improve top priorities?

1. \_\_\_\_\_  
\_\_\_\_\_  
2. \_\_\_\_\_  
\_\_\_\_\_  
3. \_\_\_\_\_  
\_\_\_\_\_  
4. \_\_\_\_\_  
\_\_\_\_\_

- Verify Dept Cleanliness, assess crew room (10 min)

- Discuss the following, *if needed*: (10 min)

- Hiring needs vs. target
- SIO Verifications
- Commitment Surveys / Action Plans
- MFY Diagnostic Tool (Qtrly)

- Discuss development of Support Mgrs/Crew, *if needed*.

- What will be posted today on communication board?

Action Item / Recognition

- What will be discussed at the mgr's meeting? (5 min)

### Guest Service Mgr

- Review LMS/IDP, assign modules for next week (10 min)

- Ask for an update on last week's action items: (5 min)

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_

- Review Scorecard results: (20 min)

What's going well in the Dept?

😊 \_\_\_\_\_

What does the DM believe should be their top 2 priorities?

\_\_\_\_\_

What actions will be needed to improve top priorities?

1. \_\_\_\_\_  
\_\_\_\_\_  
2. \_\_\_\_\_  
\_\_\_\_\_  
3. \_\_\_\_\_  
\_\_\_\_\_  
4. \_\_\_\_\_  
\_\_\_\_\_

- Verify Dept Cleanliness and POP accuracy (10 min)

- Discuss the following, *if needed*: (10 min)

- New products/promotions
- SIO Verifications
- McCafe – Beverage Destination
- MFY Diagnostic Tool (Qtrly)

- Discuss development of Support Mgrs/Crew, *if needed*.

- What will be posted today on communication board?

Action Item / Recognition

- What will be discussed at the mgr's meeting? (5 min)