

Shift Management Development Program - 5 Weeks					
Shift Leader	Prerequisites	Intro to Shift Management 1 Week	Preparing the Shift 2 Weeks	Leading the Shift 2 Weeks	Certification
	<ul style="list-style-type: none">Team Member training completedFood Safety training completed for Shift Leader<ul style="list-style-type: none">Imminent Health RisksPest Management and Prevention	<p>eLearning: 30 min.</p> <ul style="list-style-type: none">Training Team MembersRole of the Shift ManagerEffective CommunicationSetting Your Shift up for SuccessTravel Path <p>\$16.00</p>	<p>eLearning: 25 min.</p> <ul style="list-style-type: none">Deployment BasicsOPTA Shift ModelShift Coaching <p>\$16.25</p>	<p>eLearning: 8 min.</p> <ul style="list-style-type: none">Delegation	<ul style="list-style-type: none">Pass Management Observation Checklist at 80% or betterPerform FS Duties of PICFS Certification as required by local law <p>\$16.50-\$17.00</p>
		<p><u>Guided Workbook In Person</u></p> <p>Coach: 3 Shifts Discuss and demonstrate topic</p> <p>Learner: 3 Shifts Practice</p>	<p><u>Guided Workbook In Person</u></p> <p>Coach: 6 Shifts Discuss and demonstrate topic</p> <p>Learner: 10 Shifts Practice</p>	<p><u>Guided Workbook In Person</u></p> <p>Coach: 6 Shifts Discuss and demonstrate topic</p> <p>Learner: 10 Shifts Practice</p>	

Beverage Station Cleaning and Calibrations		Sandwich Station Cleaning	Bakery	Front Counter & Drive-Thru
<ul style="list-style-type: none"> HVB Cleaning Grinder Cleaning for High Volume Brewer Sugar Dispenser Cleaning Dairy Dispenser Cleaning Island Oasis®: Blender Cleaning Espresso Cleaning <p>*8 Head Tap System Cleaning, as applicable</p>	<ul style="list-style-type: none"> Refractometer HVB Calibration High Volume Brewer Troubleshooting Hot Coffee Brewing Adjusting Grind Size Espresso Quality Checks Island Oasis®: Calibration <p>*Eversys Cleaning and Calibration, as applicable</p>	<ul style="list-style-type: none"> TurboChef Oven Cleaning Hatco® Dual Conveyor Toaster Cleaning Amana® Oven Care & Cleaning Sandwich Station - Cleaning 	<ul style="list-style-type: none"> Bakery Oven Maintenance Freezer to Oven Bagels Dunkin' Muffins Croissants 	<ul style="list-style-type: none"> POS Cash Management Process for Shift Leaders and Above Simphony - Opening & Closing Deposits and Settling Shift Simphony - Report Functions Simphony - Reprinting a Closed Check Simphony - Employee Functions Simphony - Menu Item Availability Simphony - Phone Orders

WANT TO GROW WITH US AND EARN MORE MONEY? BECOME A CERTIFIED RESTAURANT SHIFT MANAGER!!
ASK YOUR STORE MANAGER FOR DETAILS