

10/14/00

CHAD - SUPER PLAN
& COMMUNICATION

CC SUPERS
FYI

Managers,

I am planning to have a one on one meeting with all of you to review many important aspects of the business. I envision the meetings lasting from 3-4 hours. I will need your undivided attention during this time so that we may review the information and take a hard look at the systems that you have in place in the restaurant. As we have discussed at the last two EOM meetings people development as well as profit are our main focus for the remainder of 2000. Please put some thought into these items and be prepared to show me what you are doing in these important areas. Ex. Food cost- product rotation, inventory in use, aa communication sheet, matrix sheet, management meeting notes, accurate and used cabinet level charts, etc. Please plan on reviewing all other major costs as well as people development initiatives in the same fashion. Following is a list of the items I will be reviewing. Again time is critical please make sure the floor is all set and you come prepared.

I. People

- a. Review payroll sheet. I want to look at everyone that collects a paycheck- compensation, growth potential, availability, value to the team, etc.
- b. Review orientation/ initial training. Are our orientations effective? Who is doing? If you are not doing every orientation are you at least popping in? Did you train the person doing them personally? Do we have at least two quality days of initial training. Do you personally talk to every crew trainer, every time before they start training to review how important it is they do a great job?
- c. People development- a mapped out plan for each asst (don't reinvent the wheel use the mgt flow chart that you hand in at eom meetings.) What are you teaching them weekly? When can we send them to the next class? How much time do you spend with them each week showing them how to get ready for the next step.
- d. Swing mgt development- The system you are using. Who are you working with? What are they learning? Where are they at with it? Are you planning 3 months down the road?
- e. Mgt. Scheduling. How are we scheduling our assts. Do we understand the importance of
- f. Do you do a mini shift critique every day with each manager to notice their positives and to point out their opportunities making them better for tomorrows' shift.
- g. Do you make it a point to observe every person that is collecting a paycheck for you every day for at least 5 minutes and give him or her feedback to help them become better at their job? Which in turn leads to personal satisfaction as well as the feeling that they matter.

II. Profit-

- a. Sales building- Best and easiest way to increase profits is to increase sales, coupons, DT challenge, mgt. Awareness/ TTL, School fundraiser (Have date and school for me by this meeting, Community large order program, thinking like the owner mentality. etc.

AFTER A BUSY,
HECTIC SUMMER
THIS IS AN
EXCELLENT WAY
TO GET BACK TO
BASICS + FOCUS
ON THE
IMPORTANT
ASPECTS OF
OUR BUSINESS

- b. Profit basics- Review Pete's memo in detail on profit basics.
- c. Food cost- What you are doing, your systems, systems I have given (Please have food cost packet available that I gave out last month and be prepared to discuss what you have done with it.)
- d. Labor costs- Review schedule procedures- Quality scheduling vs. "running labor", How do you review schedule?, review memos' on labor costs, crew and mgt. Productivity, rush recovery posted, Labor tracked on labor chart daily by shift managers= accountability.
- e. Misc expenses and M&R = Discussion on papercost, happy meal toys, utilities (HVAC)/ Phone/gas/electric,

III. Personal Organization-

- a. Show me your systems to get daily to do's done
- b. Daily successlist show me today's, do you find it helps keep you on track? How do you spend your day. Are you an effective manager or a crew person?
- c. Do you walk the restaurant from front to back everyday. Let's walk the restaurant together Be prepared to point out any opportunities/ positives.\
- d. Review time management tips
- e. Review PN systems memo.
- f. Do you prepare store properly prior to your day off so you can enjoy and QSC does not suffer, (review stock levels, PG's, people mix, list of to do's that need to be done, Asst. charged with 220 electricity prior to each day off and ready to deliver excellence in your absence.

IV. Miscellaneous-

- a. Crew communication similar to Jim K's weekly memo to team.
- b. Employee appearance
- c. Beanies on hand and plan to sell to get rid of
- d. Recruitment ideas. What we have done, list of ideas, what is working, walk around and evaluate the restaurant.
- e. Price changes done? Menu boards (DT and FC) checked by you personally with a price tape.
- f. Coffee- cream and sugar added in DT for our customers to compete with competition during Breakfast.

As you can see there is quite a bit of information that we need to review. Again, please be prepared to maximize our time together. If you would like to invite your 1st asst. to participate for part or the entire meeting it is ok with me. In fact, I encourage it. The following are the times that I plan on being in your restaurant

1. Thursday Oct 12 8 am Wal Mart
2. Thursday Oct 12 1:30 PM Portsmouth
3. Friday Oct 13th Methuen I 8:30 am
4. Monday Oct 16th Rochester 8am
5. Wednesday Oct 18th Methuen II 9am
6. Thursday Oct 19th Hampton Rte 1 8:30 am
7. Friday Oct 20th Greenland 8:30 am

Thank-you
Abad