

## CHAMPS 2009

BOH	Achievement Tracking	Trainer Mtg	Trainer Outing	TC Calls	BOH Dining	BOH Bar	BOH Safe Food Handling test	Development	Development	Development
<b>C</b>	Monthly	Quarterly	Quarterly	Attends all TM/TC conference calls	Any increase from last quarter and/or at 85% or better	Any increase from last quarter and/or at 85% or better	75%	Training materials and program organized and in place for all Line positions	Certified trainers by TTT	
<b>H</b>	Monthly	Quarterly: Trainer meeting held over training materials for each position	Quarterly	Attends all TM/TC conference calls	Any increase from last quarter and/or at 85% or better	Any increase from last quarter and/or at 85% or better	80%	BOH trainer recognition / communication / new hire board in place	Training materials and program organized and in place for all Prep positions	All new hires attend an Orientation
<b>A</b>	Monthly	Quarterly	Quarterly	Attends all TM/TC conference calls	Any increase from last quarter and/or at 85% or better	Any increase from last quarter and/or at 85% or better	85%	Trainers understand/utilize all position training materials	BOH Cross Training Board in place	
<b>M</b>	Monthly	Quarterly	Quarterly	Attends all TM/TC conference calls	Avg. of 90% for the quarter	Avg. of 90% for the quarter	90%	TC has attended a TCU/roundtable within the last 12 months	Skill Review/Validations in place for all positions	All needed tests are filed for employees
<b>P</b>	Monthly	Quarterly	Quarterly	Attends all TM/TC conference calls	Avg. of 90% for the quarter	Avg. of 90% for the quarter	95%	TC has written a Sanitation Action Plan	TC has Cross-trained in all Line positions	
<b>S</b>	Monthly	Quarterly	Quarterly	Attends all TM/TC conference calls	Avg. of 90% for the quarter	Avg. of 90% for the quarter	100%	TC has written an ESF Action Plan	TC has Cross-trained in all Prep positions	

## CHAMPS 2009

FOH	Achievement Tracking	Trainer Mtg	Trainer Outing	TC Calls	FOH Dining	FOH Bar	Alcohol Certification	FOH Safe Food Handling test	Development	Development	Development
<b>C</b>	Monthly	Quarterly	Quarterly	Attend all TM/TC Conference Calls	Any increase from last quarter and/or at 85% or better	Any increase from last quarter and/or at 85% or better	Program in place/Any State Recognized program	75%	Trainer Recognition/ Communication/ New Hire Board	Certified trainers by TTT	Training materials and program organized and in place for Server positions
<b>H</b>	Monthly	Quarterly	Quarterly	Attend all TM/TC Conference Calls	Any increase from last quarter and/or at 85% or better	Any increase from last quarter and/or at 85% or better	Any increase from last quarter or maintain at least 95%	80%	Cross-train board for Host	TC conducts call ahead shops 2x month	Training materials and program organized and in place for all Host positions
<b>A</b>	Monthly	Quarterly	Quarterly	Attend all TM/TC Conference Calls	Any increase from last quarter and/or at 85% or better	Any increase from last quarter and/or at 85% or better	Any increase from last quarter or maintain at least 95%	85%	TC has lead a conference call within the past 6 months	Training materials and program organized and in place for Bar/SA positions	TC writes an Action Plan on how to increase/maintain Secret Shops
<b>M</b>	Monthly	Quarterly	Quarterly	Attend all TM/TC Conference Calls	Avg. of 90% or better for the quarter	Avg. of 90% or better for the quarter	Any increase from last quarter or maintain at least 95%	90%	TC has completed Chapter 1 in the Leadership workbook	Skill Review/Validations in place for each position	All needed tests are filed for FOH employees
<b>P</b>	Monthly	Quarterly	Quarterly	Attend all TM/TC Conference Calls	Avg. of 90% or better for the quarter	Avg. of 90% or better for the quarter	Has 95% of the staff alcohol certified	95%	TC has completed Chapters 2-4 in the Leadership Book	TC is validated in all FOH positions	
<b>S</b>	Monthly	Quarterly	Quarterly	Attend all TM/TC Conference Calls	Avg. of 90% or better for the quarter	Avg. of 90% or better for the quarter	Has 95% of the staff alcohol certified	100%	TC has completed Chapters 5-8 in the Leadership Book	TC has attended a TCU/roundtable within the last 12 months	