

CHAMPS - SILVER (FOH)

FOH	Achievement Tracking	Trainer Mtg	Trainer Outing	TC Calls	FOH Dining	FOH Bar	Alcohol Certification	FOH Safe Food Handling test	Development	Development	Development
C	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
H	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
A	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
M	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
P	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	
S	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	

CHAMPS - GOLD 2010 (FOH)

FOH	Achievement Tracking	Trainer Mtg	Trainer Outing	TC Calls	FOH Dining	FOH Bar	Alcohol Certification	FOH Safe Food Handling test	Development	Development	Development
C	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%	Lead a training topic on a SM call with TM	Create a FOH hospitality class for market	Mentor another TC in market
H	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%	Attend a market service meeting: Host Clinic/market host meeting	Create an action plan to increase bar regulars	Create a Trainer Goal Program
A	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%	Lead TC Roundtable with TM within the last 6 months	Train and validate in one prep position	Develop an assistant TC
M	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%	Attend a SMU or SM meeting within 6 months	Train and Validate in one line position	Work 2 days with TM
P	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%	Assist TM with a market contest	Lead FOH TC calls for entire quarter	Mentor multiple TCs in market
S	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%	Assist TM with a market meeting within 6 months	Lead a training topic on a MP call	Create a new training tool for Server, host, SA, and bar