



# Kitam Group

## PERFORMANCE ACHIEVEMENT: YEAR 2021

<b>NAME:</b>	<b>TITLE: SKILLS TRAINER</b>	<b>STORE:</b>	<b>COMPANY: KITAM</b>
<b>Setting Blue Chips</b>		<b>What are this person's Blue Chips for this year?</b>	
<b>Core Accountabilities – Specific commitments that support function or company Blue Chips</b>			
<b>B1. Store Transaction Growth 3%</b> <b>B2. Ticket Average Growth 6%</b> <b>B3. GES – OSAT = 90%</b> <b>B4. GES – Problem resolution = 90%</b> <b>B5. ROCC overall – Green 75%</b>		<b>B6. ROCC Food Safety – Green 100%</b> <b>B7. Thru Put - 85 cars per hour</b> <b>B8. TM Turnover – 25%</b> <b>B9. CPLH – 5.5</b> <b>B10. Stock Efficiency – 0.85%</b>	
<b>Team Development Blue Chips – Specific commitments to building people and team capability</b>			
<b>T1. T1 Build Great Teams</b> <ul style="list-style-type: none"> <li>• Create /Update employee Training files for each employee in the restaurant.</li> <li>• CSTMs to be certified within 2 months of joining the company – MOH &amp; FOH Checklists.</li> <li>• FSTMs to be certified within 1 month of joining the company – BOH Checklist.</li> <li>• Conduct, at least, 10 workstation assessments per week to identify skills gap and ensure consistent application of procedures and provide feedback to TMs on gaps identified.</li> <li>• Update and display training plan for the next week by start of each week.</li> <li>• Keep Restaurant Training Update current.</li> <li>• Recognize at least one team member each day using CHAMPS and HWWT principles.</li> <li>• Demonstrates "TEAMWORK" by helping others.</li> <li>• Mark all employee quizzes and assessments.</li> <li>• Up-to-date Training on LTO / Promotions and new products – 1 week in advance before launch.</li> <li>• All cash register operators trained on cash handling policy and procedures – signed policy acknowledgement.</li> <li>• All TM's trained on all company policies – signed acknowledgements.</li> <li>• Train TMs to clean equipment as per cleaning procedure and preventative maintenance plan.</li> <li>• 0% harassment of TMS.</li> </ul>			
<b>T2. Use Operational Processes to Deliver Cleanliness, Hospitality, Accuracy, Maintenance, Product, And Speed</b> <ul style="list-style-type: none"> <li>• Check product holding times / Code dates at all times.</li> <li>• Check that all equipment is cleaned to standard, and in good working order.</li> <li>• Drive GES by conducting at least 2 CHAMPS observation checklists per shift and provide feedback to the CSTM.</li> <li>• Support CSTMs by keeping all workstations areas well stocked.</li> <li>• Cast a shadow of a leader by demonstrating &amp; driving customer mania behavior.</li> <li>• Support restaurant managers during ROCC by focusing on adherence to operating procedures by Team Members.</li> <li>• Ensure TMs follow clean as you go.</li> </ul>			
<b>T3. Grows Sales and achieve Sales Plan.</b> <ul style="list-style-type: none"> <li>• During peak – join the TMs in the production floor to eliminate bottlenecks and improve execution of CHAMPS.</li> <li>• Ensure that Team Members suggestive-sell, up-sell &amp; Add Hope.</li> <li>• During peak conduct BOH duties to relieve bottlenecks.</li> <li>• Demonstrate teamwork by conducting opening and closing procedures with the team members.</li> </ul>			
<b>T4. Uses Financial and Quantitative Information to effectively manage. Proactively identifies and diagnoses Financial Control Opportunities and takes action.</b> <ul style="list-style-type: none"> <li>• Reduce wastage / damages by ensuring that TMs receive, store, cook &amp; prepare orders as per procedures.</li> <li>• Adherence to food, labor, and semi-variable standards / budget.</li> <li>• Check adherence to proper portioning and product assembly.</li> </ul>			
<b>Personal Development Blue Chips – Specific commitments to becoming more personally effective</b>			
<b>P1. Understanding of the Restaurant's financial info/reports – BSC, Food &amp; Paper, RTP, MP&amp;C</b> <b>P2. Leadership Behaviors – model HWWT Principals</b>		<b>P3. Constant reading of CSL</b> <b>P4. Skills Trainer – Train the Trainer</b> <b>P5. Get Ready to Lead Certification</b>	
<b>Signatures</b>			
<div style="display: flex; justify-content: space-between;"> <div>_____ Supervisor</div> <div>_____ Date</div> </div>		I acknowledge that the Blue Chips have been discussed with me and that a copy has been offered to me.	
<div style="display: flex; justify-content: space-between;"> <div>_____ Human Resources</div> <div>_____ Date</div> </div>			
		<div style="display: flex; justify-content: space-around;"> <div>_____ Individual</div> <div>_____ Date</div> </div>	