



Restaurant _____

ARL: _____

Date: _____

Bold Future Restaurant Follow-up

Please use this guide to verify Bold Future execution in your restaurants. This is not a checklist or a shop form. It's a tool that supplements the "Visiting as a Coach" routine and should be shared with the RGM after completion. Thanks for helping to create a positive experience for our teams and customers!

What to do:	What to look for:	Comments:
Verify Shift Excellence Poster Posted	<ul style="list-style-type: none"> Post as close as possible to the deployment board. If a Multibrand restaurant, the supplementary piece should be posted next to the Shift Excellence Poster. 	
Quiz TM on the Shift Excellence Poster	<p>TMs should:</p> <ul style="list-style-type: none"> Look at the deployment board to determine their position and then look at the Shift Excellence Poster to see what they need to accomplish. Explain the difference between pre-rush, rush and post-rush activity. Check poster for side-work. Refer to the opening and closing tasks (if on opening or closing shifts). 	
Ask an MIC about the MIC routine	<p>The MIC should:</p> <ul style="list-style-type: none"> Explain and work in the MIC zone. Explain staffing concern about any upcoming shift. As a follow-up question, ask if they ever had any staffing concerns. The purpose of these questions is to find out if the MIC is planning their shifts ahead of time. Explain how to prepare for restaurant opening or closing. 	
Ask RGM about TM 1-on-1	<ul style="list-style-type: none"> When are they conducted? Check for completed forms. Ask a TM about their experience. The completed forms should be locked away but not in the TM file. This is another way to confirm the TM 1-on-1 is completed. It is OK if the RGM does not get to all TMs in a given period. 	
Check and discuss RGM Schedule	<ul style="list-style-type: none"> Big Rocks, Restaurant Coach and MIC time shown on schedule based on their volume. MIC in place while RGM is scheduled for Big Rock and Restaurant Coach time. Discuss deviations from plan, why it happened and use EARS for avoid in the future. 	
Look through the RGM Success Book	<ul style="list-style-type: none"> Verify the daily planner is used. Verify the RGM is conducting their weekly management meeting. Verify completed visit forms and Period Business Review (PBR) if applicable. Verify the RGM has a training plan in place for new hires. Verify the RGM has completed the people plan. 	