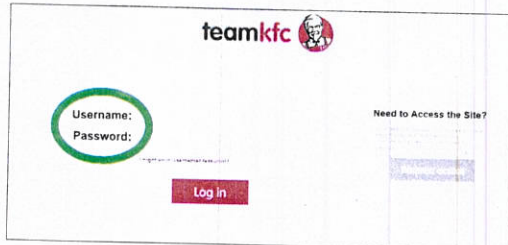# Accessing Team Member Training

All Team Member training should be accessed via TeamKFC; this includes training for new hires, as well as incumbent Team Members that are being cross-trained. Follow these steps to log into and complete all Team Member training.

1. Log into **TeamKFC** (teamKFC.com) using your username and password.
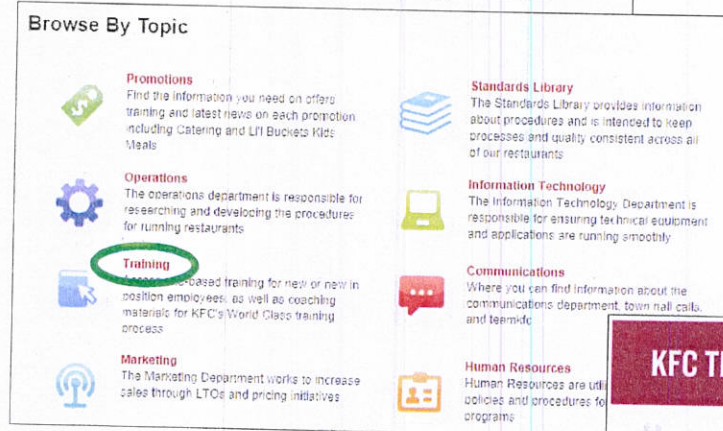
2. Select Everything KFC in the top navigation bar.

3. Scroll down and select the **Training** section.

Browse By Topic

Promotions
Find the information you need on offers training and latest news on each promotion including Catering and Li'l Buckets Kids Meals

Operations
The operations department is responsible for researching and developing the procedures for running restaurants

Training
Access web-based training for new or new in position employees, as well as coaching materials for KFC's World Class training process

Marketing
The Marketing Department works to increase sales through LTOs and pricing initiatives

Standards Library
The Standards Library provides information about procedures and is intended to keep processes and quality consistent across all of our restaurants

Information Technology
The Information Technology Department is responsible for ensuring technical equipment and applications are running smoothly

Communications
Where you can find information about the communications department, town hall calls, and teamkfc

Human Resources
Human Resources are utilized policies and procedures for programs

4. Select **Team Member** under the **Take Training** section.

KFC TRAINING

Training

Training and development is a key to success in every role. The more knowledge and capacity, the more confident everyone feels about their role and their ability to deliver a great Guest experience.

Take Training

Whether you are new to KFC or preparing for a new role, the links below provide you with the training necessary to succeed. Click the role you are training for to access training content.

- Team Member
- Shift Supervisor
- Assistant Manager
- Restaurant Manager

Learning Zone

Promotion Training

Upcoming Events

23 Sept 4:30 AM — RGM Keystone - a Leadership Development class

5. Select the track or courses that the Team Member needs to complete.

WELCOME TO TEAM MEMBER TRAINING

To start, take all courses in Team Member Core and then check with your manager to know which job specific training you need.

START HERE

TEAM MEMBER CORE

SELECT YOUR ROLE

GUEST SERVICE | COOK

SERVICE MASTERY
Required for Guest Service Team Members

CHICKEN
Required for Cooks

ADDITIONAL TRAINING
Ask Manager

# Accessing Team Member Training

This home page for Team Member training provides a road map for the courses that each Team Member needs to complete.

ALL Team Members are required to take Team Member Core. It includes cleanliness, safety, and the hospitality basics for KFC.

Once Core is complete, Team Members have the option of selecting Guest Service or Cook. Once selected, the path of courses they need to take lights up.

All Guest Service Team Members are required to take Service Mastery. All Cooks are required to take Chicken Mastery. Team Member Core and their Mastery program must be completed in their first 28 days.

Additional training is not required; however, Managers should review the courses to see what is applicable and needed for each Team Member and/or job role.
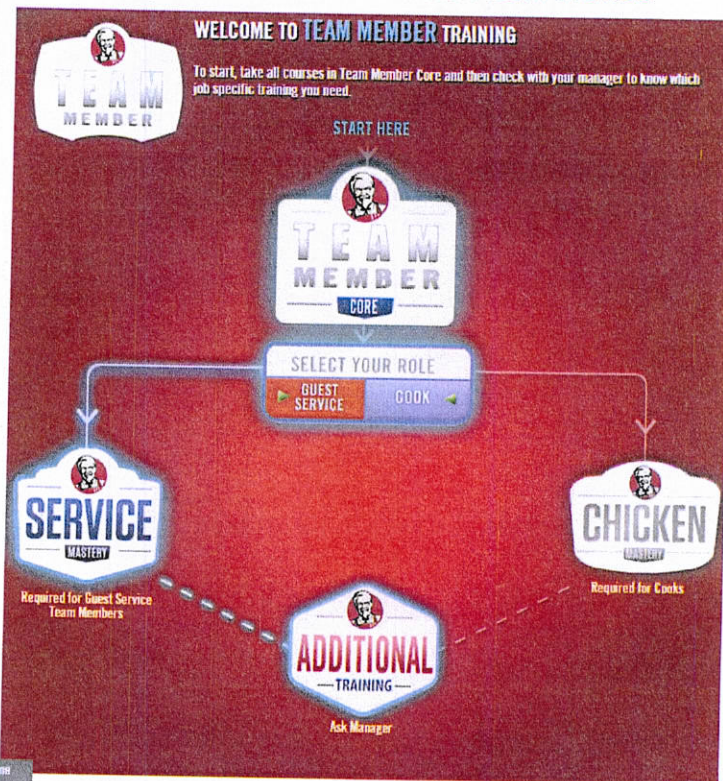
Once a track is selected (TM Core shown), the icons show Team Members the required courses and the order in which they are to be taken.

Team Members are automatically registered for the courses based upon their job role. Users may be prompted to click "Go to Registration," then "Start Now."

A legend is shown in the bottom left to guide users through different prompts and progress updates. *(Note: Progress not shown if using Internet Explorer 8 on the BOH computer.)*

Once a course is selected, Team Members can opt to watch the eLearning course, complete a simulation (if applicable), or print their on-the-job mission manual activity. These elements are available in both English and Spanish.

WELCOME!
YOUR JOURNEY STARTS HERE
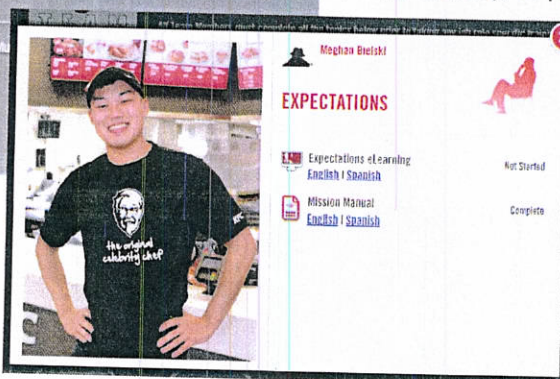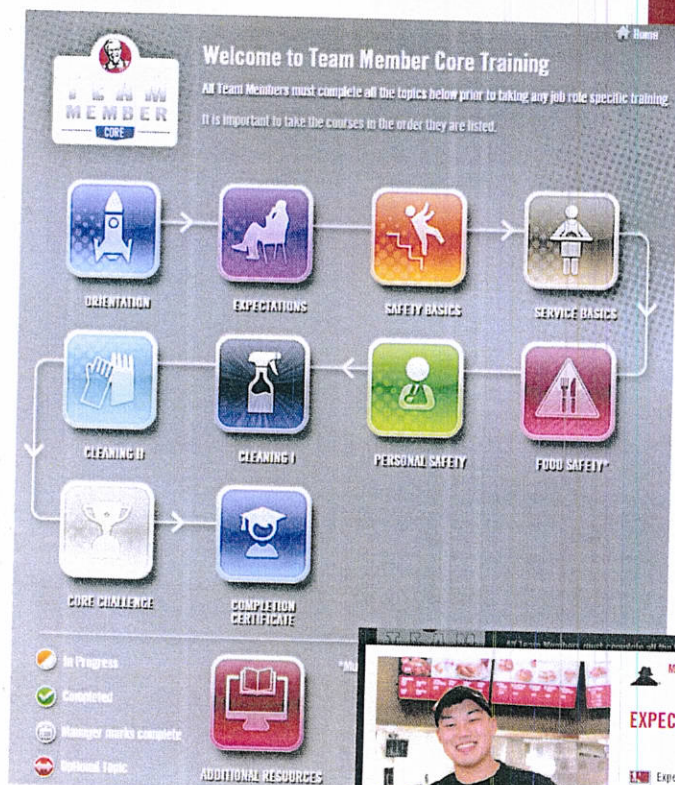
TEAM MEMBER ORIENTATION

Welcome to KFC! In orientation you will learn more about the KFC brand, your restaurant and be introduced to the team.

TEAM MEMBER CORE

The Team Member Core program will give you an introduction to KFC and teach cleaning, safety, and basic Guest service.

SERVICE MASTERY

The Service Mastery program will teach you how to provide great Guest service that makes the Colonel proud.

YOU'RE A SERVICE MASTER!

CHICKEN MASTERY

The Chicken Mastery program will teach you how to make each chicken recipe the Colonel's way.

ADDITIONAL TRAINING

YOU'RE A CHICKEN MASTER!

RGM KEYSTONE
2015

RGMs are the foundation of our restaurants and our brand.
The RGM Keystone Class focuses on having the right mindset to lead
people in a positive way so we deliver the consistently great experience
our Guests deserve.

*"This class made us think about how we not only can grow ourselves into better
leaders, but how we can take others with us and grow them as well."*

- Keystone Participant

SESSIONS INCLUDE:

Culture & Mindset

Building Trust

Leading Breakthrough
Performance

Time Management

Leading Change

Recognition

Pulling it Together
Simulation

PLUS!

Meet with KFC Leaders!

Tour the KFC Test Kitchen!

Learn more about the culture
and history of KFC!

Network with other RGMs
across the U.S.!

2015 SCHEDULE:

February 17 - 20
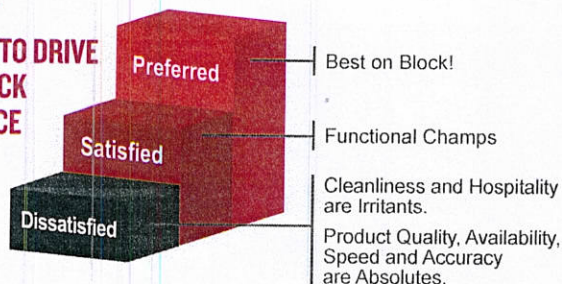
March 17 - 20

May 19 - 22

June 16 - 19

July 14 - 17

August 18 - 21

October 13 - 16

November 17 - 20

## BUILD GREAT LEADERSHIP TO DRIVE BEST ON BLOCK PERFORMANCE

Preferred — Best on Block!

Satisfied — Functional Champs

Dissatisfied — Cleanliness and Hospitality are Irritants.

Product Quality, Availability, Speed and Accuracy are Absolutes.

Learn more and sign up at
**TeamKFC/Training/
Breakthrough University**

CLASS INFORMATION:

(i) Class held in Louisville, KY, at RSC

$ $400 per participant

Four-day class runs Tuesday through Friday
8:30am - 5:30pm (Friday will end at 1 pm)

All meals except Wednesday evening included

Springhill Suites (near RSC) offers a $95/night room rate
including breakfast and a shuttle that will transport to and
from RSC

⚠ Owner/Attendee responsible for class fee, travel,
hotel and Wednesday evening meal

ARL CAPSTONE

2015

Our Above Restaurant Leaders have a great responsibility to lead our RGMs in driving our Brand's success. The ARL Capstone provides a comprehensive development experience that builds leadership skills through self-assessment of current skills and then sharpens those skills in order for ARLs to become Brand Builders. This experience creates a foundation for success by building ARLs' capability, confidence, and commitment to casting a strong leadership shadow with RGMs and restaurants.

Discover ways to unlock potential and inspire your restaurants to be Best on Block!

SESSIONS INCLUDE:

- **ARL Toolkit**
- Listening
- Building Trust
- Motivating Your Team
- Time Management
- Bench Planning
- Achieving Breakthrough Results »

- **Emotional Intelligence**
- Leading Breakthrough Performance
- Successful and Effective Interactions
- Effective Communication and Presentation
- Pulling it Together Simulation

CLASS INFORMATION:

- ⓘ Class held in Louisville, KY, at RSC
- 💲 $450 per participant
- ⚙ Four-day class runs Tuesday through Friday 9 am - 6 pm (Friday will end at 12 pm) There is a Monday night kick-off dinner at 6 pm
- 🍴 All meals except Tuesday and Thursday evening included
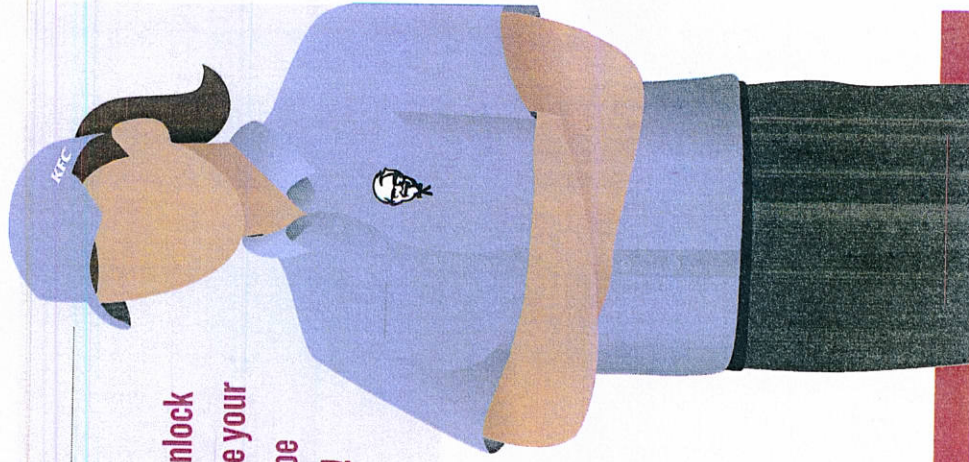- 🛏 Springhill Suites (near RSC) offers a $95/night room rate including breakfast and a shuttle that will transport to and from RSC
- ⚠ Owner/Attendee responsible for class fee, travel, hotel, and Tuesday/Thursday evening meals

PARTICIPANTS ARE SAYING:

"Makes you realize your true potential and skills. Excellent guidance."

*"Would definitely recommend to other ARLs."*

How to Use the Enhanced TeamKFC Standards Library

Overview

The Standards Library is your go-to resource for all products or procedures in our restaurants. The left navigation makes locating and moving between standards easy. In the **Product** section, you will find Prep Cards, Build Cards, easy to follow training videos, and any related eLearning courses or downloads on the individual standards pages. The Standards Library is your one-stop-shop for all product related training resources.

Navigation to the Standards Library

1. Click **Quick Links** at the top of the TeamKFC homepage.
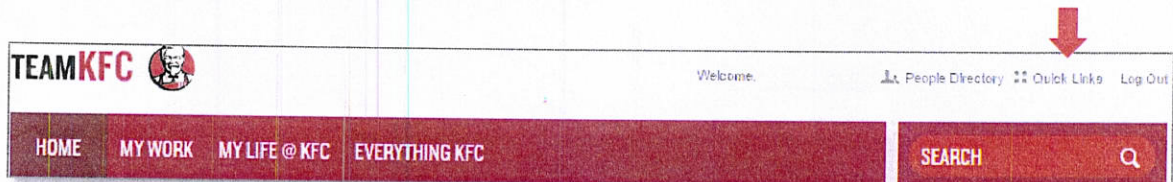
2. Click **Standards Library**.
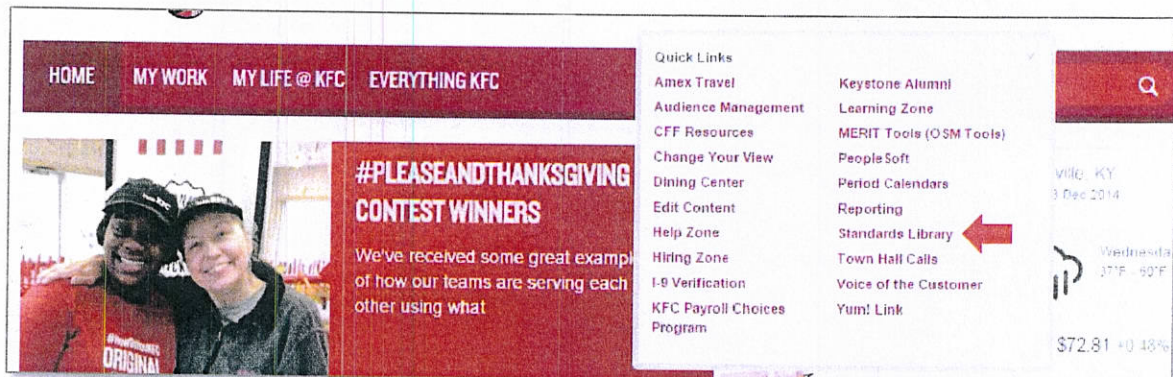
3. Scroll to the bottom of the page. Different standards categories can be viewed by clicking on the respective tab. To view a standard, click the title in the list.

BE YOUR BEST SELF!
★ ★ ★
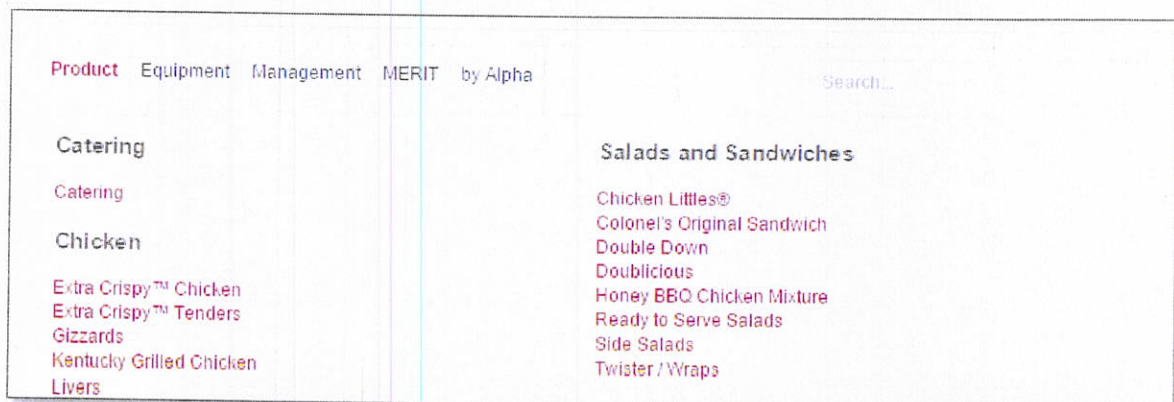## EDUCATION ASSISTANCE FOR TMs

REACH
KFC EDUCATIONAL GRANT PROGRAM®

REACH HIGH
HIGH SCHOOL EQUIVALENCY PROGRAM

The REACH Educational Grant, a $2,000 award, helps Team Member recipients pursue their educational dreams at accredited four-year and two-year colleges, as well as trade/vocational schools. Winners are selected via a competitive application process and may reapply each year.

The Foundation is providing college tuition assistance to 609 hourly Team Members and Shift Supervisors for the 2014-15 academic year.

The program also serves to assist franchisees in one of their business goals— recruiting and retaining higher caliber employees.

The Foundation's new REACH HIGH™ - High School Equivalency Program helps hourly Team Members and Shift Supervisors at participating KFC restaurants earn a high school credential by covering their exam preparation and exam costs, as well as by guiding them through the process.

By covering 100 percent of test and test prep costs, the Foundation is committed to helping recipients reach the next level through this new, year-round program. Assistance is available to Team Members in all 50 states for the GED®, HiSet® and TASC™ exams.

> **"When a company like KFC cares enough to offer this kind of opportunity, it makes the work seem more enjoyable, knowing that the company really cares about employee goals and aspirations."**
>
> *–Actual quote from a KFC Team Member/REACH Grant Recipient*

When surveyed, 93% of Team Member recipients said the REACH Educational Grant Program is a motivation to remain employed at a KFC restaurant.

And we've found further evidence that the program is serving to retain quality employees.

20% of 2014 REACH Grant winners also received the scholarship in 2013. So, smart, driven, hard-working employees are staying employed at KFC restaurants.

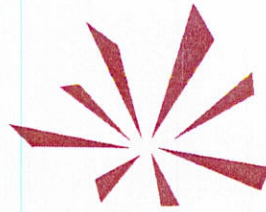**How to Participate/Support:**

★ Both programs are only available to TMs at restaurants participating in the Cole Slaw Donation Program.

★ To learn more, including how your team can take advantage of the REACH Grant and REACH HIGH opportunities, go to KFCFoundation.org or Team KFC and search "Foundation."

Kentucky Fried Chicken FOUNDATION
MAKING COLONEL SANDERS PROUD

AMP
Assess & Measure
— Potential —

WHAT IS AMP?

- AMP stands for "Assess and Measure Potential" and is a suite of tools to help select the best talent and develop current talent to reach full potential. It is specifically designed for the selection and development of Restaurant General Managers and Area Coaches.

WHAT ARE THE BENEFITS OF AMP?

- AMP brings predictive science to hiring and promotion decisions.

- Removes some of the guess work for figuring out which candidates have "the right stuff."

- Additionally AMP, provides competency development guides to aid the performance management process — helping us develop those restaurant leaders already in position.

- AMP is FREE to the KFC system!

WHAT'S NEW?

- Coming by year end, AMP for Shift Supervisor and AUM positions will be available.

**TO LEARN MORE ABOUT THESE TOOLS, CHECK OUT TEAMKFC
OR CONNECT WITH YOUR HR LEADER FOR MORE DETAILS**

Your
KFC VOICE
## Team Engagement Survey

WHAT IS YOUR KFC VOICE?

- Your KFC Voice is an engagement survey for the restaurant teams, giving them a voice for their feelings about the brand, their restaurant, their management team and each other. The process includes a baseline survey and pulse survey each year.

WHY IS IT IMPORTANT?

- The survey reports provide the RGM and ARLs with a clear view of how engaged their restaurant teams feel, what is working well and what areas of focus to address.

- There is a direct correlation between a positive team member experience and a positive guest experience.

WHAT ARE THE BENEFITS?

- Each restaurant receives a customized report and action planning tactics after each survey period.

- All responses are anonymous, allowing the team to participate via back of house computer or their personal devices.

- Your KFC Voice uses the same ARL log-in credentials to SMG's reporting site for the VOC, with restaurant reports emailed directly to each RGM.

- Your KFC Voice is FREE to the KFC system!
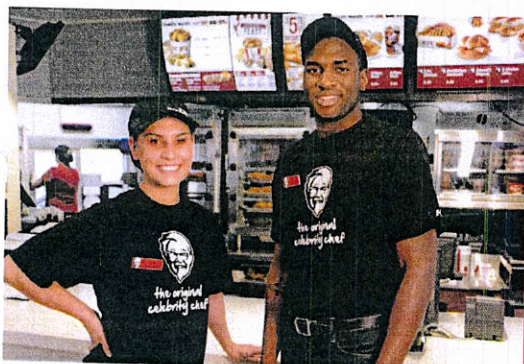
TO LEARN MORE ABOUT THESE TOOLS, CHECK OUT TEAMKFC OR CONNECT WITH YOUR HR LEADER FOR MORE DETAILS

Success Routines Overview

Purpose

Success Routines are the foundation to establish proven practices that can help Franchisees, Senior Business Leaders, Above Restaurant Leaders (ARLs), and Restaurant General Managers (RGMs) achieve their goals and manage their time. Using Success Routines will help leaders to:

- Schedule and plan time to achieve consistent Breakthrough Results. Become **Best on Block**!
- Take a proactive approach vs. fighting fires.
- Focus on the **Must Haves** to drive the most important parts of the business.
- Use the *How We Visit a Restaurant* roadmap to drive consistency and focus on what's important.
- Use the *Restaurant Visit Coaching Log (RVCL)* to recognize, coach, measure improvement and document the restaurant's performance against standards as it relates to the **Must Haves**.
- Achieve "greater work – life balance."

How We Visit A Restaurant

This roadmap is a great tool to teach new and existing ARLs how to most effectively visit a restaurant to drive consistency and ensure they are looking at the right things that most impact our business. This creates a routine on how to most effectively visit a restaurant by taking a consistent path that focuses on the right things in the correct order to make ARL visits most effective.

The Must Haves

These are the vital systems and processes that drive the business and ensure we have a balanced approach with a focus on:

- Having the best **People**.
- The **Tools and Processes** that ensure a great Guest experience.
- The standards that drive consistency to maximize **Sales & Profits**.

The RCVL can be used during restaurant visits to track progress on the Big 2 Priorities, recognize continued improvement on the **Must Haves**, track trends, drive accountability and leave a tangible document the team can use to drive overall performance of the restaurant to be **Best on Block**!

How We Visit A Restaurant

1 Plan Your Visit
- Review prior RVCLs or feedback given
- What type of visit? If announced visit, MOD sets time aside to spend with ARL
- What was covered the last time?
- Are there any outstanding issues from last visit?
- Are all my tools readily available? VOC, CFF, etc. available?

2 Blind Shop Visit
- See the restaurant as a Guest would
- Complete a "blind shop" and go through the drive-thru
- Time the visit (Order, Window, OTD)
- Use the product and experience as an icebreaker

3 Evaluate Your Shop
- Are we ready to deliver Best on Block? Clean/Well Maintained, Friendly, Accurate, Food to standard, and Fast.
- Look at curb appeal/Guest touch points: parking lot, building condition, signs, menuboard and speaker, flower beds, POP, dining room, restrooms, front counter, etc.

4 Greet Guests & Team (Family)
- Exhibit Mania by talking to Guests
- Observe restaurant from guest view
- Speak to every employee
- Recognize Team for positive performance
- Acknowledge the person in charge
- Ask open-ended questions about their day so far
- Show the MOD and cook your ordered product from the "blind shop"
- Identify new Team Members
- Ask specific questions on quality and timing of training per training plan

5 Check Product Quality & Availability, and Food Safety
- Look at finished product - does it meet the standard?
- Check all items on the line - do they meet the standard (colored time tags)?
- Always visit walk-in cooler and freezer
- Do we have enough product to meet demand?
- Are restaurants following projections (verify product on hand matches projections)?

6 Speed with Service
- Order time and window time meet standards
- CSTMs welcomes Guests with smiles and uses "Please and Thank You"

7 Cleanliness
- Guest view areas and the kitchen behind the counter, and exterior are clean
- Cleaning process in place and results match

8 Observe How Shift Is Being Run & Coach Against Must-Have's
- Who is in charge? Are they leading?
- Is there teamwork?
- Are there any obvious bottlenecks?

MUST HAVE'S:
- Great Product Culture
- Speed with Service Culture
- Cleaning and Maintenance Culture
- 100% Availability at Peak Culture
- Food Safety Culture
- Shift Accountability Process
- Period Business Reviews
- Bench Planning / Staffing / Training
- Forecasting and Scheduling Process

9 State Purpose of Your Visit
- Decide if this is an appropriate time to achieve your purpose
- Talk to MOD about nature of your visit
- Reference plan you prepared
- Ask, "Is there anything I need to know before I start my visit?"

10 Leave Written Feedback
- Summarize your observations on the RVCL
- Discuss observations with MOD, agree on tactics and gain commitment
- End with recognition

Restaurant Visit Coaching Log (RVCL)

Restaurant ID:		Purpose of Visit:		MOD:	Date:

KFC Best on Block Must Haves!

Green – Daily Obsessive; Yellow – Daily; Blue – Weekly/Period

	Yes/No	Comments:
Great Taste Mindset		
Speed with Service Mindset		
Cleaning & Maintenance Mindset		
100% Availability at Peak		
Food Safety Compliance		
Shift Accountability Process		
Winning Restaurant Culture		
Bench Planning/Staffing/Training		
Period Business Reviews		
Forecasting & Scheduling Process		

Blind Shop

5 = Highly Satisfied, 4 = Satisfied, 3 = Neither, 2 = Dissatisfied, 1 = Highly Dissatisfied

Order	Rating/Comments
Was the restaurant clean? *Parking lot, menu board and speaker, DT Window, Team Member in full clean uniform*	
Was the team friendly? *Friendly greeting, repeated the order, Please & Thank You, Re-greet at the window, Thank you and invitation to return*	
Was your order correct? Yes/No *All items included (food, sauces, utensils), Packaging to standard*	
Was the restaurant well maintained? *Parking lot, building, signage, awnings all in good condition, All lights working (night)*	
Was your food to standard? *Taste, Temperature & Freshness, Built correctly (bowls, sandwiches, etc.)*	
Was your service fast? *Greeted within 5 seconds, met window and order standards: Menu: 60 seconds; Window: 60 seconds*	
Order Time:	Window Time:

What I appreciate:	How we can be more effective:

Big 2 Priorities	Progress Against Big 2	How Will We Improve (Tactics)	Who/When

1) Review prior RVCL coaching and notes, recognize progress and/or adjust tactics to achieve commitments
2) Leave copy with restaurant team to share and align during team meetings and shift huddles

Manager on Duty Signature:		Date:

Coach Signature: _____

RESTAURANT VISIT COACHING LOG STANDARDS

KFC Best on Block Must Haves

Green – Daily Obsessive; Yellow – Daily; Blue – Weekly/Period

What to Look For

Great Taste Mindset
- ☐ Chicken Mastery Executed, tools posted
- ☐ All sides prepared to standard
- ☐ Finished product meets standard for appearance and taste (report card in use)
  - ☐ Colored Time Tags are executed to standard
  - ☐ Colored Time Tags are not changed
  - ☐ Thawing process to standard
    - ☐ Pulled Chicken process to standard
    - ☐ Visibility Tester Available
    - ☐ Oil Management meets standard
    - ☐ Set Points to standard

Speed with Service Mindset
- ☐ T: Sales and Speed Targets communicated with Shift Huddles
- ☐ R: Chicken and Sides prepared to meet projections
  - ☐ E: All equipment to standard, 4-5 working Headsets
  - ☐ D: TMs work their assigned position, stay in position, and know their primary and secondary roles
    - ☐ Floor Management Executed
    - ☐ SWS Tracking in place
    - ☐ Bottleneck Management Executed
    - ☐ Window 60 seconds – Order 60 seconds
    - ☐ All TMs are friendly and demonstrating elements of Branded Service

Cleaning & Maintenance Mindset
- ☐ Restaurant meets cleanliness standards
- ☐ Cleaning Captain in place
- ☐ All Guest Touch Points are to standard and checklists are in use
  - ☐ Curb appeal is Best on Block
  - ☐ Building and Parking Lot to standard
  - ☐ Uniforms to standard
  - ☐ Cleaning Calendar/Processes in use
    - ☐ Coloneling takes place every 30 minutes
    - ☐ All restaurant smallwares meet standards and are well maintained
    - ☐ All equipment is working to standard

100% Availability during Peak
- ☐ MOD owns Projections
- ☐ Quantity on hand meets Projections
- ☐ Projection on pack monitor displayed
- ☐ OP Executed to standard
  - ☐ Opening quantity on hand meets or is less than build to
  - ☐ Opening manager reviews and adjust Chicken Projections if needed
    - ☐ Bulk Side Projections are used and followed
    - ☐ Individual and Large side projections are used and followed

Food Safety Compliance
- ☐ Hand washing to standard
- ☐ Hot food held at 140° or above
- ☐ Cold food held 33°-40°
- ☐ No ill employees working
  - ☐ Food heated to 165° minimum
  - ☐ DFSR completed per standard and with integrity, review prior 7 days, action taken recorded. Hot water available
    - ☐ Working calibrated thermometer
    - ☐ Free of Pest Activity
    - ☐ Most recent Health Department & Pest Control report available, noted items corrected

Shift Accountability Process
- ☐ Start of Day, Shift Change, End of Day completed
- ☐ Inventory completed accurately
- ☐ Cash drops throughout the day to standard
  - ☐ Receipts available with signatures for giveaways, employee meals, deletes
  - ☐ Cash +/- within allowed tolerance
  - ☐ Bank Deposits verified
    - ☐ XBR Alerts followed up on
    - ☐ MOD and TMs within tolerance

Winning Restaurant Culture
- ☐ Communication Board in use and current
- ☐ Shift Huddles occur on every shift and include shift goal, recognition and Champs Cheer
  - ☐ 1:1's occur monthly with all TMs
  - ☐ Recognition cards displayed and current
  - ☐ Priceless rewards in place
    - ☐ Branded Service components in use
    - ☐ Service recovery - PLEASE & thank you!

Bench Planning/Staffing/Training
- ☐ Bench Planning in place, TMs ready for next position
- ☐ Staffing levels meet restaurant needs
- ☐ Management needs meet standard
  - ☐ Restaurant has always hiring mindset
  - ☐ Application and Interview system in place
  - ☐ Learning Zone in use
  - ☐ Service Mastery completed for all new hires and incumbents
    - ☐ TMs trained in 28 days, Food Safety in 14
    - ☐ OTJ Activities completed
    - ☐ All Management Certified
    - ☐ RGM Food Safety Certified

Period Business Reviews
- ☐ RGM completes monthly to review with ARL
- ☐ Recognize progress towards objectives
- ☐ RGM knows areas of opportunity
  - ☐ Develop Tactics and follow up to ensure goals are achieved
  - ☐ Business is well balanced: Guests, Team, Sales and Profits

Forecasting & Scheduling Process
- ☐ Forecast verified by ARL, sales trends, promotions, time of month, etc. considered
- ☐ Schedule meets scheduling principles
  - ☐ 2 weeks of Schedules posted
  - ☐ RGM works 11 point schedule to meet the restaurant's needs
    - ☐ TM Time Off Request program
    - ☐ TM availability updated
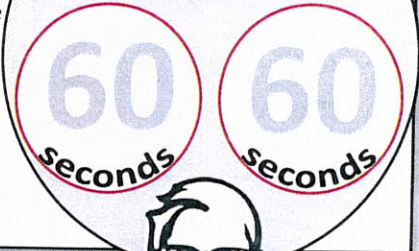   - ☐ Bar Graph Schedules posted

Bottleneck Management

Bottleneck Management provides the team with an easy-to-use system to monitor and balance the flow of drive-thru traffic at the order point and window point to help provide Speed with Service.

Managing Drive-Thru Flow: Use TRED and follow the steps to help balance traffic flow.

T	**Target Setting & Communication**	Set goals and communicate them with restaurant team using SHIFT HUDDLES and SHIFT PLANNER. Communicate results throughout the day using SWS DAILY TRACKER.
R	**Rush Ready**	Review and follow proper PROJECTION PRINCIPLES for primary and sides and proper SCHEDULING PRINCIPLES. Make sure to follow PRE-RUSH CHECKLIST by station with the team.
E	**Equipment Working**	Make sure all equipment and smallwares are ready, including FOUR HEADSETS, available, working and used by the team.
D	**Deployment**	Follow DEPLOYMENT PRINCIPLES using 3 Rights Mind Set: People, Number, Places.

KFC Goal
at
Order and Window
60 seconds   **60** seconds

To begin analyzing for a Bottleneck, always start by validating these key processes:

☐ Team Members know the daily Speed with Service (SWS) target
☐ Daily SWS tracking form being used
☐ Scheduling principles are being used
☐ Deployment chart being used
☐ MOD is coaching for Speed with Service

Solve for the Bottleneck:

Bottleneck is at the ORDER:
Focus on the Order Taker

☐ Is the order taker certified on Service Mastery?
☐ Is the guest greeted within 5 seconds?
☐ Is the order taker station set up for speed with service?
☐ Does the order taker display a sense of urgency?

Bottleneck is at the WINDOW and Food is Ready:
Focus on the Cashier

☐ Is the cashier certified on Service Mastery?
☐ Is the cashier station stocked and rush ready?
☐ Is the cashier station set up for speed with service?
☐ Does the cashier display a sense of urgency?

Bottleneck is at the WINDOW and Food is NOT Ready:
Focus on the Packer

☐ Is the packer trained (certified)?
☐ Is the pack line stocked and rush ready?
☐ Is the pack line and pan layout set up correctly?
☐ Does the packer display a sense of urgency?

Bottleneck is at the WINDOW and we are OUT OF PRODUCT:
Focus on the Cook/Prep

☐ Is the cook certified on Chicken Mastery and prep station trained?
☐ Are the projections being used (primary, sides)?
☐ Is the equipment available and working?
☐ Does the cook display a sense of urgency?

Principles for TRED

DEPLOYMENT

- ☐ Every team member has a position/role and understands their primary and secondary responsibilities
- ☐ Team members are staying in their positions during peak
- ☐ Communication among team is clearly evident
- ☐ MOD is actively communicating on deployment

PROJECTIONS

- ☐ Projections worksheets for primary and sides are posted and are being used
- ☐ Projections are adjusted to reflect sales trends (+/- 15%) and sales forecast
- ☐ On hand primary and bulk sides match posted worksheets
- ☐ MOD is actively communicating on projections

SCHEDULING

RGM Scheduling Principles

The customer based schedule is designed to have ARLs and RGMs in the restaurants during the correct shifts when the business needs it. The higher point values represent when it is most important to be in the restaurant. It's important to have leadership in the restaurant during peak times to meet the Guests' needs.

Point Values have been assigned to shifts to encourage ARLs to be in the restaurant when our guests are there. The point values are as follows.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Open	1	1	1	1	2	2	3
Mid	2	2	2	3	3	3	3
Close	2	2	2	3	3	3	3

When meetings, travel, or special events are scheduled, the point value for the event should be discussed with your coach. The minimum point value of a good schedule should be 11 points.

Team Member Scheduling Principles

- ☐ Schedule matches target hours during opening, peak, and closing shifts
- ☐ Meal breaks scheduled during non-peak times and executed
- ☐ No more than 1 person leaving or coming in at a time
- ☐ Cashiers scheduled for 15 minute overlaps when handing over the shift
- ☐ Customer and growth focused schedule

Bottleneck Management Worksheet

Step I: Identify the Bottleneck (Explore)

Use Drive-Thru data (BOH Work Station or SWS timer) to write down average order and window times in seconds for current day part.

Order

Window

seconds

seconds

Speed with Service · Makes the Colonel Proud
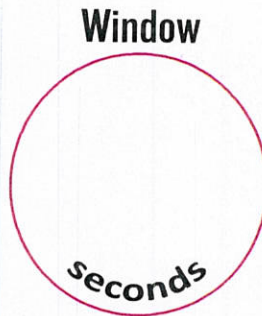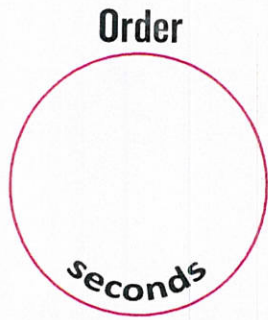
Step 2: Focus on the Cause of the Bottleneck (Analyze)

Observe current day part. Using BOTTLENECK MANAGEMENT JOB AID, write down anything you see that causes a bottleneck and that increases time at the bottleneck. Focus on behaviors that you and your team can control.

1.	
2.	
3.	
4.	

Step 3: Develop a SMART Action Plan to Address the Bottleneck (Respond)

When developing action plan tactics, you should focus on behaviors related to SWS (T.R.E.D.). Make sure tactics you choose are SMART and achievable and are in line with findings in Step 2.

Tactic 1:
Tactic 2:
Tactic 3:
Tactic 4:

Step 4: Fix the Bottleneck's Root Cause (Make It Stick)

Make sure your team clearly understands your tactics from Step 3 and knows how to answer Who/How/When. Your leadership is the key. Coach with heart and always recognize good behaviors. Follow up, follow up, follow up!

1.	
2.	
3.	
4.	

Speed with Service
Daily (by day part) Tracker

Place a GREEN or RED sticker in each day part to represent if you hit your goal for both ORDER and WINDOW times. Use a marker to write the Order or Window (highest) time on the sticker:

🟢 Meeting Goal

🔴 Not Meeting Goal

KFC Goals:

ORDER TIME:

60 seconds

WINDOW TIME:

60 seconds
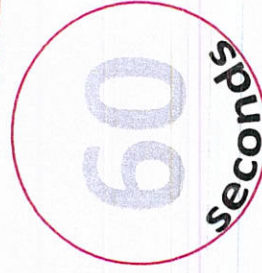
	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
11:00 – 2:00							
2:00 – 5:00							
5:00 – 8:00							
8:00 – 11:00							
TOTAL:							

Write the total number of green day parts for the day in the "TOTAL" box. At the end of the week, add up the total to see how many day parts, out of 28 possible day parts, the restaurant met their speed target.

ERC Drive-Thru Timer
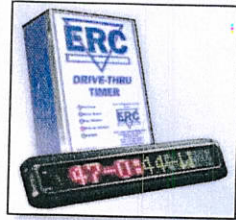
Functionality Available

- Digital Timer Display at window displays current order time and current window time for each car
- Order and window time will display in green if under 60 seconds and red if over 60 seconds. This is configurable
- When no cars are in the drive thru lane the digitial display will report % of order transactions under 60 seconds and % of window transactions under 60 seconds. This is configurable
- Data is sent to the MERIT Back of House PC Drive Thru Speed with Service report and will display the following:
  - % of transactions < 60 seconds for Order and Window by hour and Day Part
  - Average Time for Order and Window by hour and day part
  - % of transactions < 150 seconds for Order to Delivery by hour and day part
  - Average time for Order to Delivery by hour and day part
  - # of Cars by hour and day part
- Estimated cost is about $2000

Functionality Unavailable

- The Digital Display cannot be configured to display average Order time and window time by day hour or day part. This is only available on the MERIT Back of House PC
- Cannot be upgraded to new timer

Support

- For all hardware support related questions you can contact the KFC Helpdesk at 1-800-Help-KFC

HME System 30 Drive-Thru Timer

Functionality Available

- Digital Timer Display at window displays current order time and current window time for each car
- Digital Timer Display can be configured to display average time for order and window by day part. RGM must contact HME technical support to get this changed
- Order and window time will display in green if under 60 seconds and red if over 60 seconds. This is configurable.
- Additional reporting can be setup and printed from the HME Timer Controller Box. (See Additional Reporting section)
- Data is sent to the MERIT Back of House PC Drive Thru Speed with Service report and will display the following:
  - % of transactions < 60 seconds for Order and Window by hour and Day Part
  - Average Time for Order and Window by hour and day part
  - % of transactions < 150 seconds for Order to Delivery by hour and day part
  - Average time for Order to Delivery by hour and day part
  - # of Cars by hour and day part
- Estimated cost is about $2200

Functionality Unavailable

- Cannot be upgraded to HME Zoom or other MERIT compatible timer

Additional Reporting

- Additional Reporting is available and can be printed from the HME Controller Box
- Every Car Report, Hour Report, Day Parts Report, Shift Report, Day Report, Week Report, Month Report, and Year-To-Date Report

Support

- For all hardware support related issues you can contact the KFC Helpdesk at 1-800-Help-KFC
- For assistance with changing what is displayed on the Digital Timer Display or with running reporting through the timer, the RGM can call 858-535-6000. Select Opt 1, Opt 2, Opt 3, and then Opt 3

Delphi Fast Track Drive-Thru Timer
1000 & 2000 Series

Functionality Available

- Digital Timer Display at window displays current order time and current window time for each car
- Order and window time will display in green if under 60 seconds and red if over 60 seconds.
- When no cars are in the Drive Thru lane the digitial display will report % of order transactions under 60 seconds and % of window transactions under 60 seconds
- Digital Timer Display can be configured to display average time for order and window by day part. RGM must contact Delphi technical support to get this changed
- Can be upgraded to the Fast Track 3000 series with the LED Monitor display
- Data is sent to the MERIT Back of House PC Drive Thru Speed with Service report and will display the following:
  - % of transactions < 60 seconds for Order and Window by hour and Day Part
  - Average Time for Order and Window by hour and day part
  - % of transactions < 150 seconds for Order to Delivery by hour and day part
  - Average time for Order to Delivery by hour and day part
  - # of Cars by hour and day part
- Estimated cost is about $2500

Functionality Unavailable

- All functionality available for TRED and KFCC Standards

Support

- For all support related questions you can contact the KFC Helpdesk at 1-800-Help-KFC
- For assistance with changing what is displayed on the Digital Display, the RGM can call Delphi at 800-456-0600. Select Opt 1 and then Opt 2

Delphi Fast Track Drive-Thru Timer
3000 Series with LED Display

Functionality Available

- LED monitor mounted near Drive thru Window and can display many different data points including Average Order and Window time by day part, current order and window time, # of cars in Drive Thru, how long each car has been waiting
- 12 user friendly templates to easily customize the monitor by the RGM
- Additional reporting available including Day Part, Shift, Hourly, Daily, Weekly, Monthly and Year-to Date
- Data is sent to the MERIT Back of House PC Drive Thru Speed with Service report and will display the following:
  - % of transactions < 60 seconds for Order and Window by hour and Day Part
  - Average Time for Order and Window by hour and day part
  - % of transactions < 150 seconds for Order to Delivery by hour and day part
  - Average time for Order to Delivery by hour and day part
  - # of Cars by hour and day part
- Estimated cost is about $4200 or Upgrade Package is about $1700

Functionality Unavailable

- All functionality available for TRED and KFCC Standards

Support

- For all support related questions you can contact the KFC Helpdesk at 1-800-Help-KFC
- For assistance with changing what is displayed on the LED monitor, the RGM can call Delphi at 800-456-0600. Select Opt 1and then Opt 2

HME Zoom Drive-Thru Timer

Functionality Available

- LED monitor mounted near Drive thru Window and can display many different data points including Average Order and Window time by day part and hour, current order and window time, # of cars in Drive Thru, how long each car has been waiting
- 8 user friendly templates to easily customize the monitor by the RGM
- Additional reporting available including Day Part, Shift, Hourly, Daily, Weekly, Monthly and Year-to Date
- Data is sent to the MERIT Back of House PC Drive Thru Speed with Service report and will display the following:
  - % of transactions < 60 seconds for Order and Window by hour and Day Part
  - Average Time for Order and Window by hour and day part
  - % of transactions < 150 seconds for Order to Delivery by hour and day part
  - Average time for Order to Delivery by hour and day part
  - # of Cars by hour and day part
- Estimated cost is about $3800

Functionality Unavailable

- All functionality available for TRED and KFCC Standards

Support

- For all support related questions you can contact the KFC Helpdesk at 1-800-Help-KFC
- For assistance with changing what is displayed on the LED Monitor, Digital Timer Display or with running reporting through the Timer, the RGM can call 858-535-6000. Select Opt 1, Opt 2, Opt 3, and then Opt 3

The Clean Way

Week 1

Week of (date): _____

Place a sticker on each day part to represent if the team hit the shift cleaning goal.

GREEN Sticker = Shift Cleaning Goal Is Met

RED Sticker = Shift Cleaning Goal Is Not Met

Tuesday

		Name	Mgr Init.	Sticker
DAY	Cole Slaw Cart & Lug			
	Chicken Dollies or Racks			
	POS/Printer Systems			
	Inside Menuboard			
NIGHT	3 Compartment Sink			
	EC Breading Table			
	Pack Table/Shelves DT			
	Lobby Floor Zone 3			

Wednesday

		Name	Mgr Init.	Sticker
DAY	Walls Behind Fryers			
	Production Shelving Units			
	CO2 Tank/BB System & Rack			
	Lobby Chairs			
NIGHT	OR Breading Table			
	Open Fryer #1			
	Pack Table Shelves FC			
	Lobby Zone 4			

Thursday

		Name	Mgr Init.	Sticker
DAY	Service/Prep Baseboards			
	Soap/Paper Towel Units			
	Walk-In Doors			
	All Hand Sinks			
NIGHT	Open Fryer #2			
	Holding Cabinet #1			
	Pressure Fryer #1			
	Lobby Floor Zone 5			

Friday

		Name	Mgr Init.	Sticker
DAY	Condiment Holders			
	Garbage Cans			
	Lobby Pictures			
	Display Unit			
NIGHT	Hotwells Clean/Delime			
	Pressure Fryer #2			
	Holding Cabinet #2			
	Lobby Floor Zone 6			

Saturday

		Name	Mgr Init.	Sticker
DAY	Stanchion Sign Frame			
	Upright Freezer			
	All Monitors			
	Lobby Light Covers			
NIGHT	Lobby Vents			
	Open Fryer #3			
	Holding Cabinet #3			
	Lobby Floor Zone 7			

Sunday

		Name	Mgr Init.	Sticker
DAY	Restroom Walls/Vents			
	Mixer/Can Opener			
	Wet Floor Signs			
NIGHT	Biscuit Oven(s)			
	Duke/Prince Castle			
	High Chairs & Boosters			
	Lobby Floor Zone 1			

Monday

		Name	Mgr Init.	Sticker
DAY	Hoods & Filters			
	Under Counter Storage			
	Stickers & Job Aids			
	Drink Machines			
NIGHT	Drop Cords/Plugs			
	All Fryer Filter Units			
	Lobby Tables			
	Lobby Floor Zone 2			