

GM READY CRITERIA CHECKLIST

After an AM or FTM has been selected for potential as a General Manager, the following checklist must be completed.

General Characteristics

- Has performed satisfactorily for a minimum of 6 months in an interim General Manager position
- Less than 3 writeups in last calendar year
- Is Serv-Safe Certified
- Has achieved a minimum score on the PCI & WPT
 - 80 Overall Manager Score on PCI
 - 80 on Conscientiousness & Agreeableness Sections
 - 20 on WPT
- Creates and Carries out Action Plans with vigor and follow-through and proper follow-up
- Can effectively manage more than 10 store responsibilities at one time
- Understands and handles R&M issues as well as appropriate follow-up
- Has shown they can “get the job done” regardless of day-to-day challenges
- Works well under stress, does not let team “see them sweat”
- Exhibits charisma, and ability to motivate all Team Members
- Exhibits Integrity in all actions and decision making.
- Is high energy, and drives positivity each and every shift
- Leaves the bad days behind – consistently pleasant moods
- Has a great relationship with team, and is well-liked by Team Members
- Demonstrates ability to work well with all Team Members, especially low performers
- Exhibits great coaching and ability to train team
- Is tactful in their critique of Team Members and fellow Managers
- Is polite and professional in tone and action. Mature, refrains from swearing or inappropriate conversation
- Demonstrates professional appearance and grooming habits – NEVER UNKEMPT
- Effectively shuts down drama, gossip, discontent among Team Members and Managers
- Handles conflict appropriately and at the lowest level (not a whiner)
- Is a Brand Protector – truly cares about Freddy’s as a brand
- Prioritizes & Delegates effectively and efficiently
- Provides GREAT hospitality, and is frequently engaging Guests in the lobby
- Makes suggestions for improvement, asks good questions
- Eagerly demonstrates desire to learn and grow with Freddy’s
- Addresses problems with vigor, does not let things “linger”
- Likely to be with us for the next 3 years
- Adept in managing the business, with continued, above-standard, top line growth and bottom-line profitability.
- Strong attention to detail and quality standards while managing time and priorities efficiently. Is known to “Sweat the Small Stuff”.
- Must be a prime example of the Freddy’s Culture.

GM-Specific Characteristics

- Upon MUM Review, the following characteristics apply the Candidate and/or their Location as a track record of success over the previous 12 months as an AM or FTM, or the previous 6 months as an Interim GM (IGM).
 - Has successfully maintained the following:
 - Management of Controllable Profit on the Budget Tracker within a 1.5% Variance of Food/Paper/Labor as determined by the DOO/MUM.
 - Acceptable turnover rates as determined by the DOO/MUM.
 - OAR average of 90%+ (AM/FTM), or 85%+ (IGM) with no failing scores below 85%.
 - EcoSure average of 90%+ (AM/FTM), or 85%+ (IGM) with no failing audits of 2+ criticals.
 - VOTG average of 90%+ (AM/FTM), or 85%+ (IGM).
 - MSR average of 90%+ (AM/FTM), or 85%+ (IGM) with no failing scores below 85%.
 - Cleanliness Average of 90%+ (AM/FTM), or 85%+ (IGM) with no failing audits below 85%.
 - SOS average of 87%+ (AM/FTM) or 82%+ (IGM).
 - 95% or higher on completion of required training materials.
 - Demonstrates the following:
 - Standard rating or higher on past 12 months of MLY Performance Evaluations.
 - Ability to create effective action plans and follow through on their completion.
 - Ability to problem solve independently and operate under minimal supervision.
 - Use of Organizational System that is in active use.
 - Use of Recognition Program that is in active use.
 - Ability to hold team members accountable to standards as evident through documentation forms and corrective actions.
 - Exhibits Proof of the following:
 - 2 examples of development of subordinates in the prior 12 months, including a direct or future replacement for their current position.
 - Appropriate bench strength to be eligible for promotion.
 - Team First mentality, doing whatever it takes to get the job done.
 - Active approach to LSM and successfully illustrate examples of LSM pursuits in the past 12 months that have directly impacted sales growth.
 - Regarded as a top communicator on Microsoft Teams and responds to emails/texts etc. within 48 hours.
 - Office staff regards the candidate as responsive and communicates timely and effectively.

Final Audit for Consideration

- Before being eligible for promotion the DOO will conduct the following evaluations in the Period prior to GM Ready Promotion:
 - OAR with a passing score of 93% or higher
 - Cleanliness Evaluation of 95% or higher.
 - Ecosure Evaluation with ZERO Criticals.
 - Training Report Audit from OAM on Scoop Execution with 100% completion.

Failure to meet passing metrics will result in a reaudit within 72 hours of initial evaluation.

Preliminary Development Plan

Completed by the MUM

Category	Target Score	Current Score	Date for Completion	Notes
Controllable Profit	Per DOO/MUM			
Turnover	Per DOO/MUM			
OAR	90+ / 85+			
EcoSure	90+ / 85+			
Voice of the Guest	90+ / 85+			
Mystery Shop	90+ / 85+			
Cleanliness	90+ / 85+			
Speed of Service	87+ / 82+			
Training Program	95+			
Performance Evaluations	2.75+			
Bench Strength	Acceptable			
Communication	Acceptable			

Final Audit

Completed by the DOO

Category	Target Score	Audit	Re-Audit	Pass/Fail	Notes
OAR	93+				
Cleanliness	95+				
EcoSure	90+ w/ Zero Criticals				
Training Program	100				