



Manager Certification Check List



4

Food Runner

Total Time 60 min	Employee		Store		Date	/	/
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Instructions: To complete the Certification process, the manager will do a general review of the Team Member performance after they have been trained. The trainee should score at least **5 out of 6** (80%) to be certified in their position. If their score is less than 80%, the Team Member will need to review all training material and reschedule the certification process with manager.

Manager Certification Check List

In order to confirm the Team Member has been certified as a Food Runner the Manger will confirm, through the check list below, that the Team Member has be thoroughly trained and has satisfactory knowledge of the position.

1. **General Knowledge** Yes No
 - Has knowledge of description of work and Mission & Values. Knows how to wash, check and clean work area, and knows station tools.
 - Has knowledge of position responsibilities, has correct uniform, visor and name tag, knows the Shakey's menu.
2. **2 Food Runner Characteristics** Yes No
 - Smiles, makes eye contact, welcomes, listens, offers, thanks and says goodbye; supports others Team Members when needed.
3. **Work Station set-up and maintenance** Yes No
 - Sets up Condiment Expo-Table and Dine-in Table correctly. Maintains a clean work area.
4. **Food Runner Sequence**
 - **Initial Food Runner Guest Contact "Welcome and Offer"** Yes No
 - Always greets the guest in a friendly manor.
 - Asks about plates, silverware, and condiments.
 - Asks to see if they have ordered appetizers, and offers suggestions if they have not.
 - **Second Food Runner Guest Contact "Deliver Plates, Condiments, Appetizers"** Yes No
 - Returns with plates, silverware etc. and communicates the time the order will take.
 - Delivers appetizer as soon as it is ready.
 - **Third Food Runner Guest Contact "The Food is Ready"** Yes No
 - Reviews the order ticket.
 - Inspects food quality.
 - Identifies the food when placing and gives a positive comment.
 - Does not touch food directly with their hands.
 - Knows how deliver and serve the pizza.
 - Knows how to deliver and serve Mojo@s and appetizers.
 - If guests are consuming beer, offers re-fill.
 - Takes the order and bring it to Cashier.
 - **Fourth Food Runner Guest Contact "Ask, Clean, Suggest-Refill"** Yes No
 - Pre-busses any unused dishes correctly.
 - Returns to table and suggest dessert.
 - Takes the order and brings it to Cashier.
 - Checks on status of their visit. Offer "to go" boxes.
 - Thanks the Guest for joining us and make appropriate good bye statement.
 - After Guests leave, buses and thoroughly cleans table. Ensures that table setting is re-organized.



60 min

	<p>5. Guest's Situations Resolution <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> • Knows the Shakey's Problem Solving System (L.A.S.T.). • Listens, Apologizes, Solves, Thanks <p>6. Open and Close <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <ul style="list-style-type: none"> • Knows how to Open and Close their position.
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Total Time	Name of Manager/Trainer Certifier	Trainee Initials	Passed/ Completed
			_____ % <input type="checkbox"/> Yes <input type="checkbox"/> No

<p>General Comments (recommendations, suggestions for improvement, etc.)</p>
