

## **Tier 2 Manager Training Program - Transition to Managerial Duties**

In coordination with the 45-day Tier 1 training program, managers will begin to apply their newly acquired skills in real-world scenarios, gaining a deeper understanding of their role within Burrito Express. This phase of training will be talked about during the first 45 days, focusing on managing less busy shifts to ease the transition into full managerial responsibilities.

### **Key Objectives for Manager in Training:**

#### **1. Operational Excellence:**

- Ensure the restaurant opens on time each day, adhering to the Burrito Express standards for quality and service.
- Oversee the preparation processes, ensuring that the daily prep list is accurate and that all prep work is efficiently completed by 10:30 AM or earlier. Seek assistance whenever uncertainties arise.
- Weekly and monthly inventory will be a key aspect of understanding COGS. They 2 inventory forms will be taught during this time as well

#### **2. Customer Service: B.L.A.S.T. (Believe - Listen - Apologize - Solve - Thank)**

- Enhance customer interactions, treating all patrons with respect and ensuring they receive the high-quality service that Burrito Express is known for.
- Maintain the cleanliness and order of the front of the house. Actively support the cashier, assisting them as needed to optimize customer service and uphold food standards.
- As the manager, you should be the face of the restaurant. Spending 70% of the day at the register, interacting with customers; taking orders, touching tables, and trying to increase sales by meeting new potential large order clients.

#### **3. Closing Procedures:**

- Adopt the "closing to open" philosophy, ensuring that end-of-day tasks like Tapia, tortilla ordering, and filling out the daily prep list of the next day are executed flawlessly.
- Properly complete all prep work and ensure everything is set up for the next day, consulting more experienced employees for guidance.

#### **4. Financial Accountability:**

- Follow the cash-out procedures meticulously to ensure accuracy in financial transactions and reporting.

During this 60-day period, it is crucial for the manager in training to engage with experienced staff, learning from their insights to streamline daily operations. This hands-on experience is vital for mastering the intricacies of managing a Burrito Express location.

