

## **Tier 3 Manager Training Overview: Advanced Operational Management**

**Objective:** Tier 3 of the Manager Training Program at Burrito Express is designed to deepen your understanding of how to effectively run a restaurant location. This advanced stage focuses on critical aspects such as sales analysis, cost control, and strategic staff placement to optimize daily operations and customer service.

### **Key Learning Areas:**

#### **1. Sales and Revenue Analysis:**

- Understand the detailed dynamics of sales numbers and their influencing factors.
- Learn strategies for controlling these variables to optimize profitability.

#### **2. Cost Management:**

- Gain insights into managing variable costs, including goods, labor, and operational expenses.
- Explore techniques for upselling and influencing the cost of goods sold through effective management practices.

#### **3. Core Values and Standards Compliance:**

- Ensure all staff members adhere to Burrito Express standards and embody the company's core values in their daily responsibilities.

#### **4. Operational Flow and Staff Deployment:**

- Master the skill of adjusting staff placement dynamically based on the ebbs and flows of business throughout the shift.
- Understand the importance of running the ticket board efficiently, prioritizing in-house customers while managing pickup and third-party delivery orders effectively.

#### **5. Optimal Use of Kitchen Staff:**

- Learn to mobilize the kitchen team during peak times and scale back efficiently when business slows down, ensuring continuous operational efficiency.

#### **6. People Analyzer Tool:**

- Receive training on using the People Analyzer to assess and enhance staff performance.
- Understand the process of regular employee evaluations, starting with weekly analyses during the first 60 days, transitioning to monthly reviews.
- Learn to develop and implement action plans based on these analyses to improve individual performance and overall team synergy.

**Implementation:** Throughout Tier 3 training, you will be evaluated by upper management and provided with specific action plans to improve any identified areas of weakness. This phase is critical in preparing you to not only manage day-to-day operations effectively but also to make strategic decisions that align with the long-term goals of Burrito Express.

By the end of this training, you should be proficient in analyzing and optimizing both human and operational resources to ensure your location runs smoothly and meets the high standards expected at Burrito Express.