

FINAL CERTIFICATION CHECKLIST: MIDDLE, PLATE & HELM

NTM CERTIFICATION for NRO

DATE:

TIME:

NTM NAME:

TRAINER NAME:

GENERAL MANAGER NAME:

INSTRUCTIONS FOR NRO TRAINER & GM

1. Complete the information above.
2. Review checklist items below that you will observe while the NTM works each position.
3. Answer any questions the NTM has before the shift.
4. 3 observations must be made for each skill in the checklist below. Only check the observation box when the NTM executes the specific skill correctly. The Trainer must make 1 of the 3 observations no later than 15 days after the restaurant opens. The GM can delegate any remaining observations to another salaried manager.
5. The NTM must perform each skill correctly at least 2 out of 3 observations to pass it. Check the column marked "Passed" if the NTM completes 2 out of 3 observations.
6. At the end of the shift, total up the final score for certification. The Trainer and GM must calibrate on their observations and make a final decision.

FINAL CERTIFICATION CHECKLIST – MIDDLE, PLATE & HELM

Skill	Obs. #1	Obs. #2	Obs. #3	Passed ?	Comments/Feedback
Category 1: Health & Safety NOTE: The NTM must pass this section at 100%					
1. Practices proper hand washing and glove changing procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Keeps Guest and food contact surfaces cleaned and sanitized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Utilizes sanitizer buckets & towels according to MH FW standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Keeps utensils clean and sanitized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Stores product according to MH FW standards (FIFO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Handles product safely to prevent cross contamination (raw, cooked and ready-to-eat products)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Executes 5-Foot Rule throughout shift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Category 1 Score: Total number of skills the NTM passed for Category 1. (To pass a skill, the NTM must receive checks for 2 out of the 3 observations)				/7	
Category 2: Middle Station					



Skill	Obs. #1	Obs. #2	Obs. #3	Passed ?	Comments/Feedback
1. Correctly hears call for Middle Station items or uses "Recall" if call is missed by correctly communicating directly with the Helm Station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Prepares ALL Middle station items according to recipe and modified specification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Organizes items appropriately on the flattop grill and uses tools according to recipe specifications (spatulas, weights, pizza spatula, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Maintains and manages all items in the salamander and ensures food quality is not compromised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Maintains all stocking levels, service-ware and utensils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Ensures proper cut technique on all sandwiches and manages items passed from Salad Station to Plate Station.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Maintains a clean and sanitized work station free of debris	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8. Demonstrates total teamwork by supporting others with stocking, cleaning and station support if properly trained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Category 3: Plate Station					
9. Sets up plating correctly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. Verifies item quality before sell and all items are prepared correctly to recipe or to modification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Prepares each item in correct and proper service-ware while ensuring all items are complete on each plate and are picture perfect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12. Cooks proteins using correct procedures and ensures proteins are cooked to the appropriate temperatures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. Ensures priority to "Add On" or "Re-fire" checks and sells them immediately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14. Correctly applies seasoning, sauce & sides to each plate according to FW recipe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Moves ticket on rail when all items are completed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16. Maintains a clean and sanitized work station free of debris	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



17. Demonstrates total teamwork by supporting others with stocking, cleaning and station support if properly trained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Category 4: Helm					
18. Places ticket on rail in order of being delivered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19. Prioritizes tasks on tickets (single/multiple tickets) and determines order in which items are called, beginning with Middle (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20. Uses a distinct, clear and loud voice to call items to each individual station, calling 3 items at a time, indicating any modified items last on the call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21. Demonstrates poise and confidence while ensuring each cook understands and is executing all called items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22. Ensures "Calls, Meats & Sauces" are handled accordingly in that order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23. Communicates "Add On" and "Re-fire" tickets accordingly by placing them at the front of the ticket rail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24. Monitors ticket times and ensures items are charged for correctly for each item on the ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25. Maintains a clean and sanitized work station free of debris	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26. Demonstrates total teamwork by supporting others with stocking, cleaning and station support if properly trained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Category 5: General Responsibilities					
27. Ensures completion of ANY/ALL BOH charts/logs as needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28. Uses timers when needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29. Works with a sense of urgency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30. Performs additional shift responsibilities including side-work and beautification (Opening, Closing, Side-Work, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Categories 2-5 Score: Total number of skills the NTM passed for Category 2-5. (To pass a skill, the NTM must receive checks for 2 out of the 3 observations)				/30	
SCORING					



Use this section to calculate the NTM's final score. To pass the Final Certification, the NTM must have received the following:

- 100% for the Health & Safety skills in Category 1
- At least 80% for the station skills in Categories 2-5

Part A: Did the NTM pass each Health & Safety skill (7/7) in Category 1?	Yes	No	If <i>Yes</i> , continue to Part B If <i>No</i> , the NTM automatically does not pass the Final Certification and will need to complete an <i>additional day of training</i> . Please see Part C below
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Part B: Did the NTM receive at least 80% (24/30) or higher for the station skills in Categories 2-5?	Yes	No	If <i>Yes</i> , please complete the Sign Off Information below If <i>No</i> , the NTM will need to complete an <i>additional day of training</i> ; see Part C below
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Part C: Additional Day of Training – If you answered “No” to Part A or B, the NTM did not successfully pass the Certification. Please complete the Sign-off information below. The NTM will need to complete an additional day of training, which includes the following:

1. The General Manager/Salaried Manager will schedule date/time/trainer for additional day of training.
2. The Trainer will use a copy of the completed Final Certification Checklist as a guide for the additional day of training.
3. The General Manager/Salaried Manager will conduct a retake of Final Certification based only on the skills needing to be re-tested

SIGN OFF INFORMATION

1. The General Manager and NTM will complete the below Sign Off information after reviewing the Final Certification results during Final Certification Debrief Activity
2. A copy of the completed and signed Final Certification must be put in the NTM's training folder

Please select the appropriate result:

- The NTM has successfully passed the Final Certification.
- The NTM requires an additional day of training and a Final Certification retake.

GM/Salaried Manager Name (Print):	GM/Salaried Manager Signature:	Date:
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NTM Name (Print):	NTM Signature:	Date:
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