



MH RESTAURANTS

TEACH

SHOW

TRY

TEACH  
BACK

FEED  
BACK

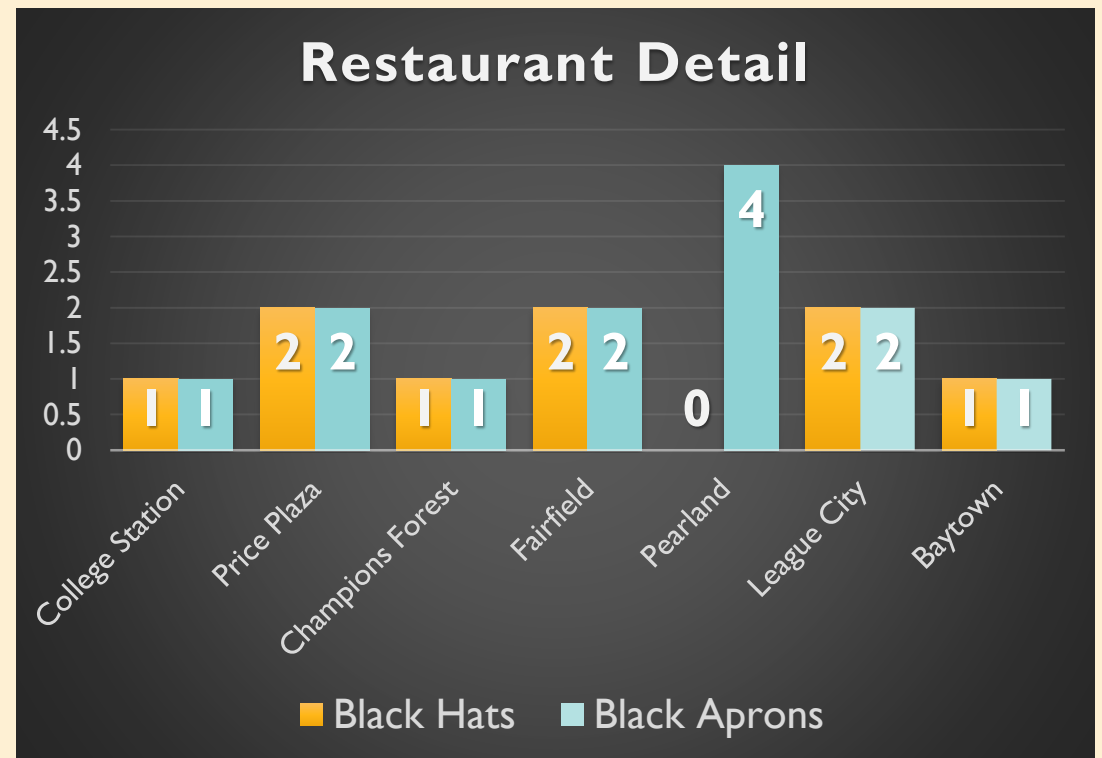
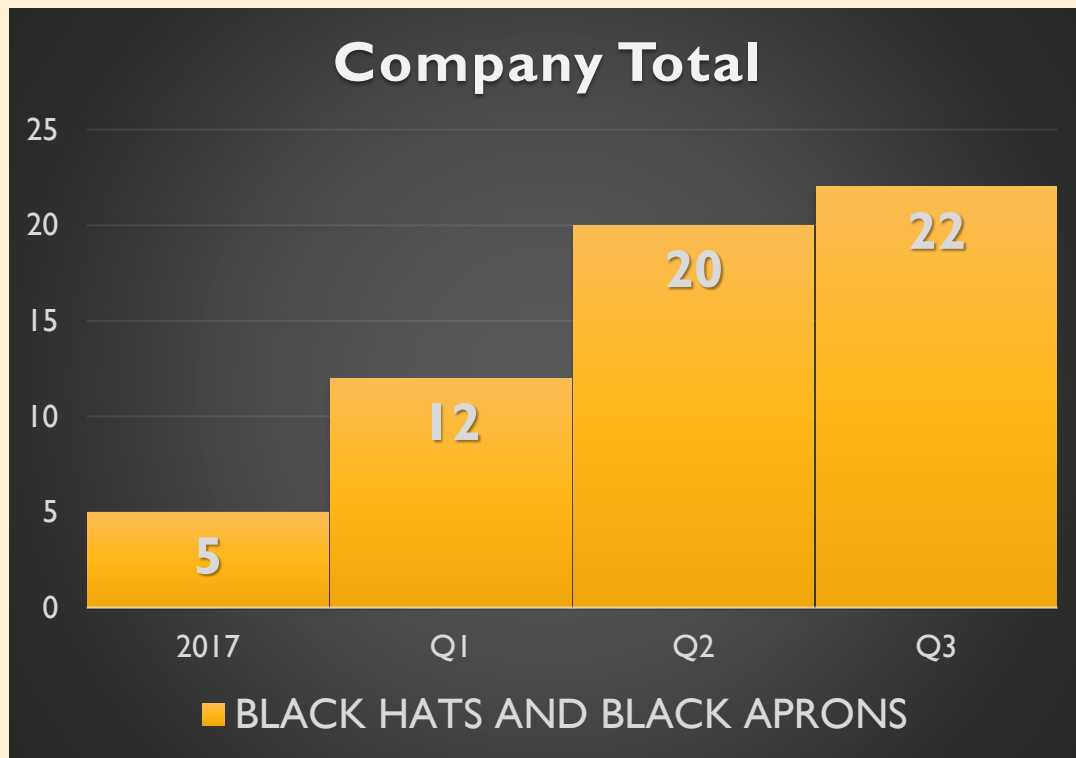
# P9 LEARNING AND DEVELOPMENT

# CELEBRATIONS!!!

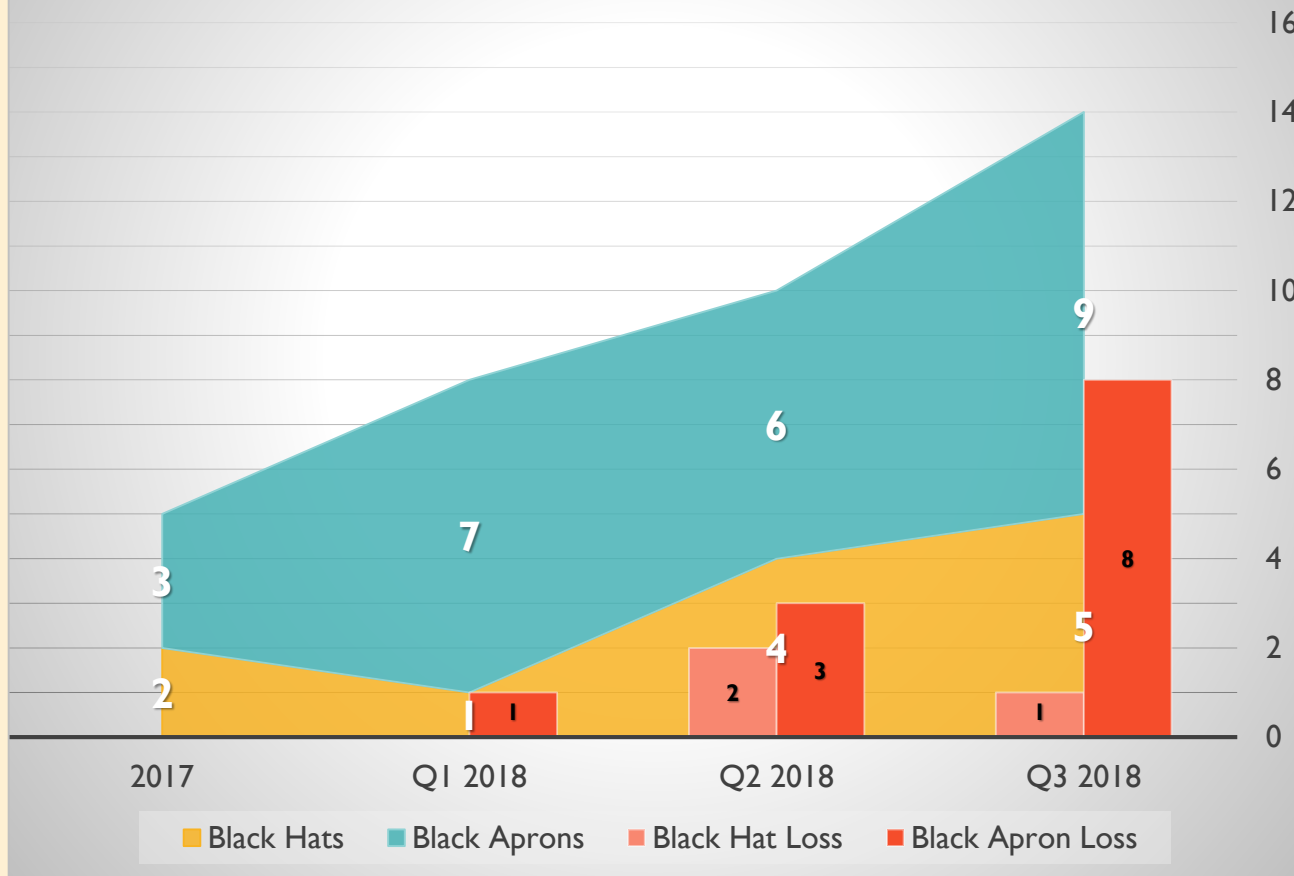
- \* **Courtney Lloyd Graduated MIT Program**
- \* **Michelle Abreo Graduated MIT Program**
- \* **Katy Grand Opening - #9!**

# BLACK HATS & BLACK APRONS

TOTAL NUMBERS



## Black Hat vs. Black Apron Contribution by Quarter



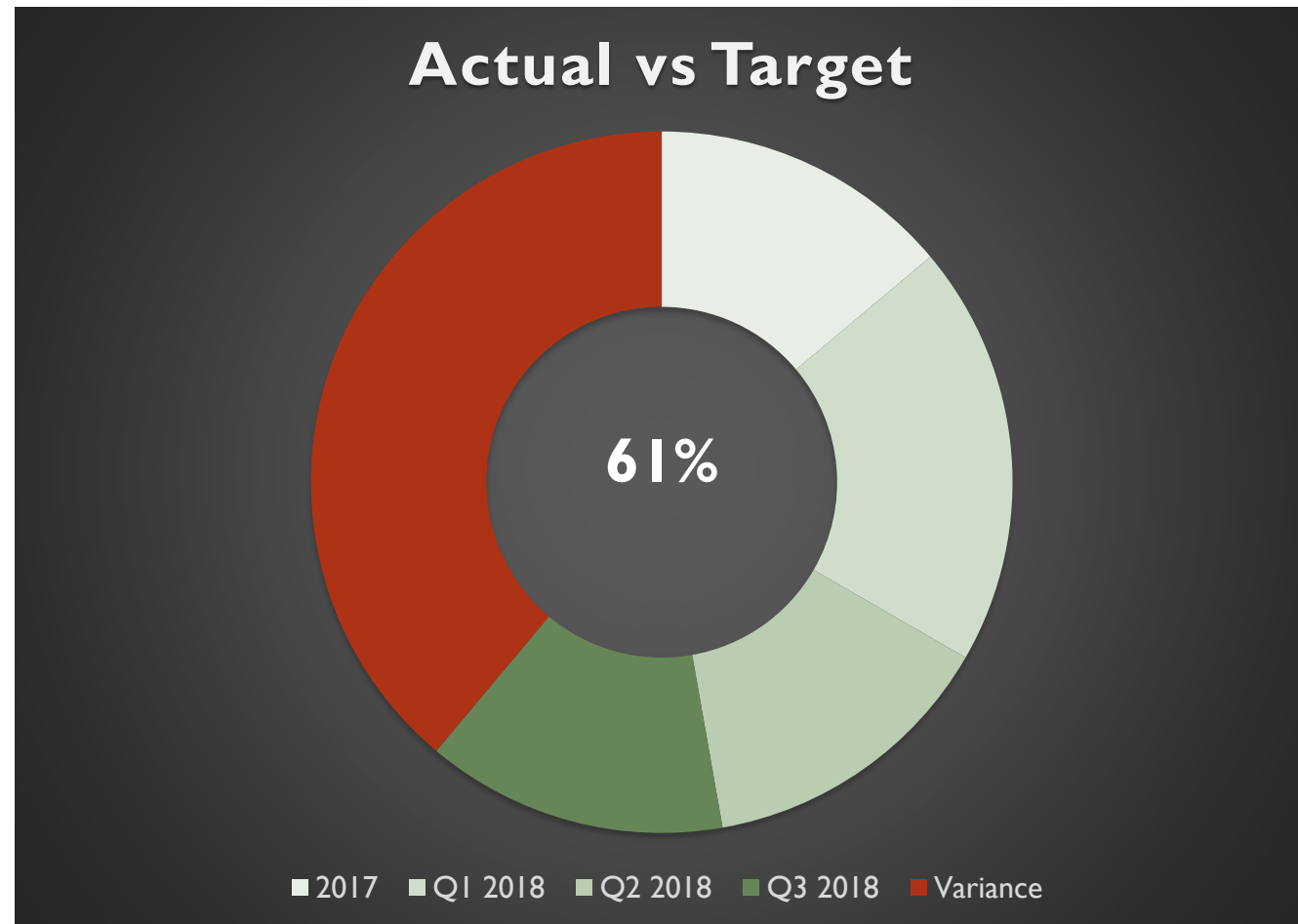
## LOSS

- OSCAR DIAZ – PEARLAND
- ISABEL CRUTCHER – PEARLAND
- NORMA CANDANOSA – CHAMPIONS
- AILEEN MONCADA – CHAMPIONS
- JULIAN TZUNUN – COLLEGE
- ANIEKA SCATES - PRICE
- HOLLY HOUSER – PRICE
- TAYLOR MONSALVE – PRICE
- LIZBETH ARELLANO - FAIRFIELD
- CHRISTIAN HUNTLEY – FAIRFIELD
- LYDIA LEDESMA – FAIRFIELD
- AMEY NGUYEN – FAIRFIELD
- JAYME HOLDEN – COLLEGE
- KARLIVALENCIA - COLLEGE
- ALEX MAYO - PRICE

# BLACK HATS & BLACK APRONS

COMPANY GROWTH; TARGET = 36

| QUARTER | GROWTH |
|---------|--------|
| 2017    | 5      |
| Q1 2018 | +7     |
| Q2 2018 | +5     |
| Q3 2018 | +5     |
| 2018    | 22     |

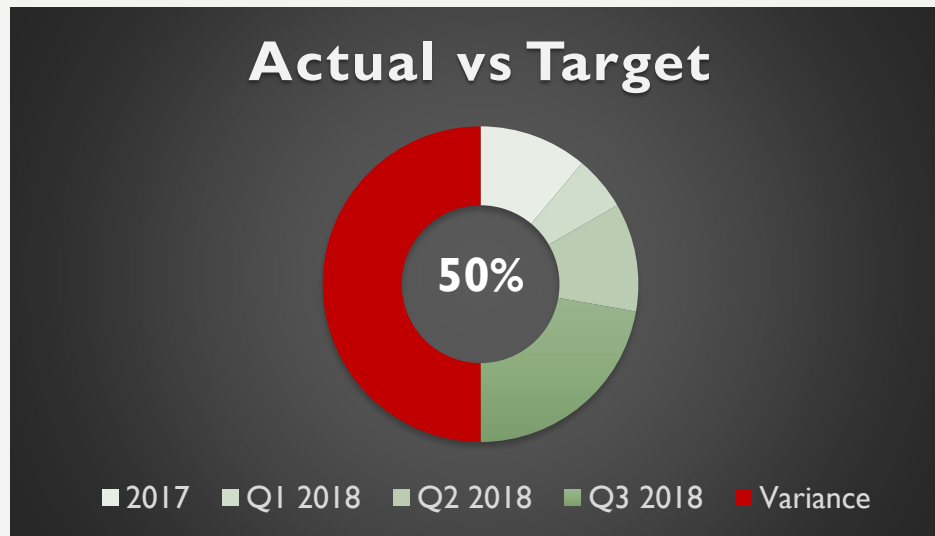


# BLACK HATS & BLACK APRONS

COMPANY GROWTH BY CATEGORY; TARGET BH = 18 / TARGET BA = 18

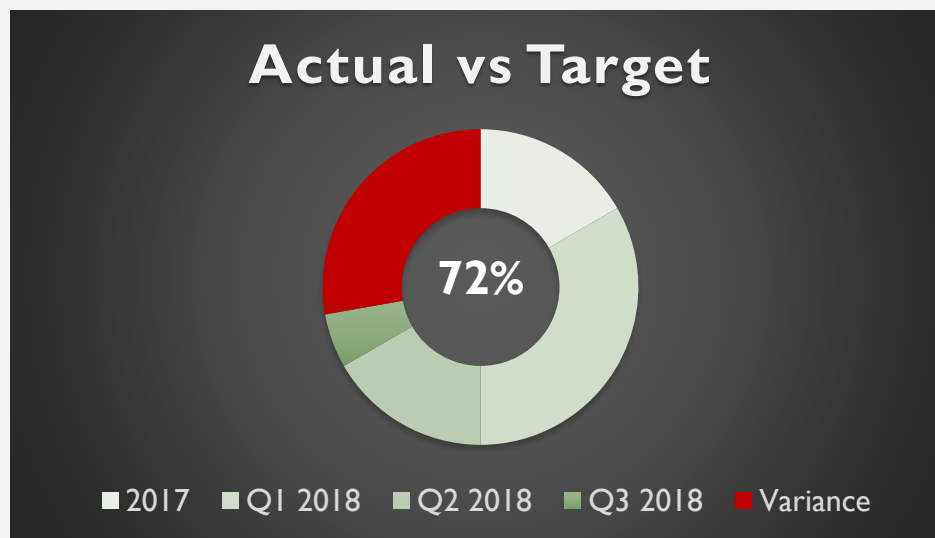
BLACK  
HAT

| QUARTER | GROWTH |
|---------|--------|
| 2017    | 2      |
| Q1 2018 | +1     |
| Q2 2018 | +2     |
| Q3 2018 | +4     |
| 2018    | 9      |



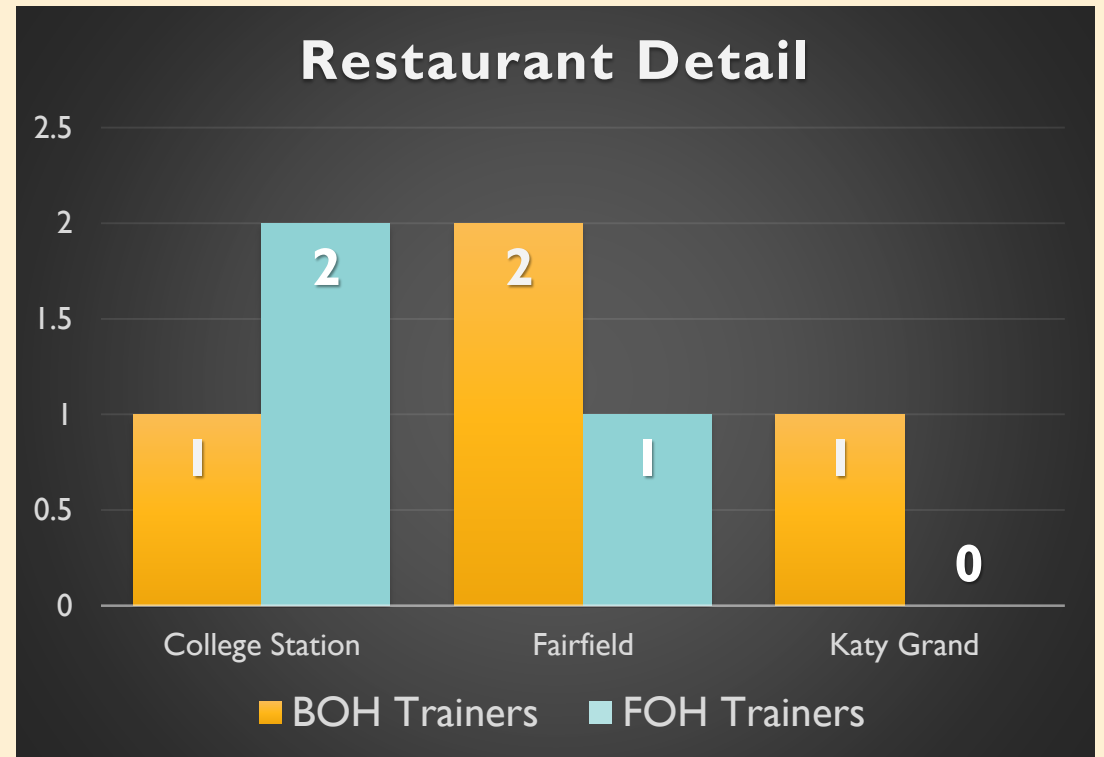
BLACK  
APRON

| QUARTER | GROWTH |
|---------|--------|
| 2017    | 3      |
| Q1 2018 | +6     |
| Q2 2018 | +3     |
| Q3 2018 | +1     |
| 2018    | 13     |

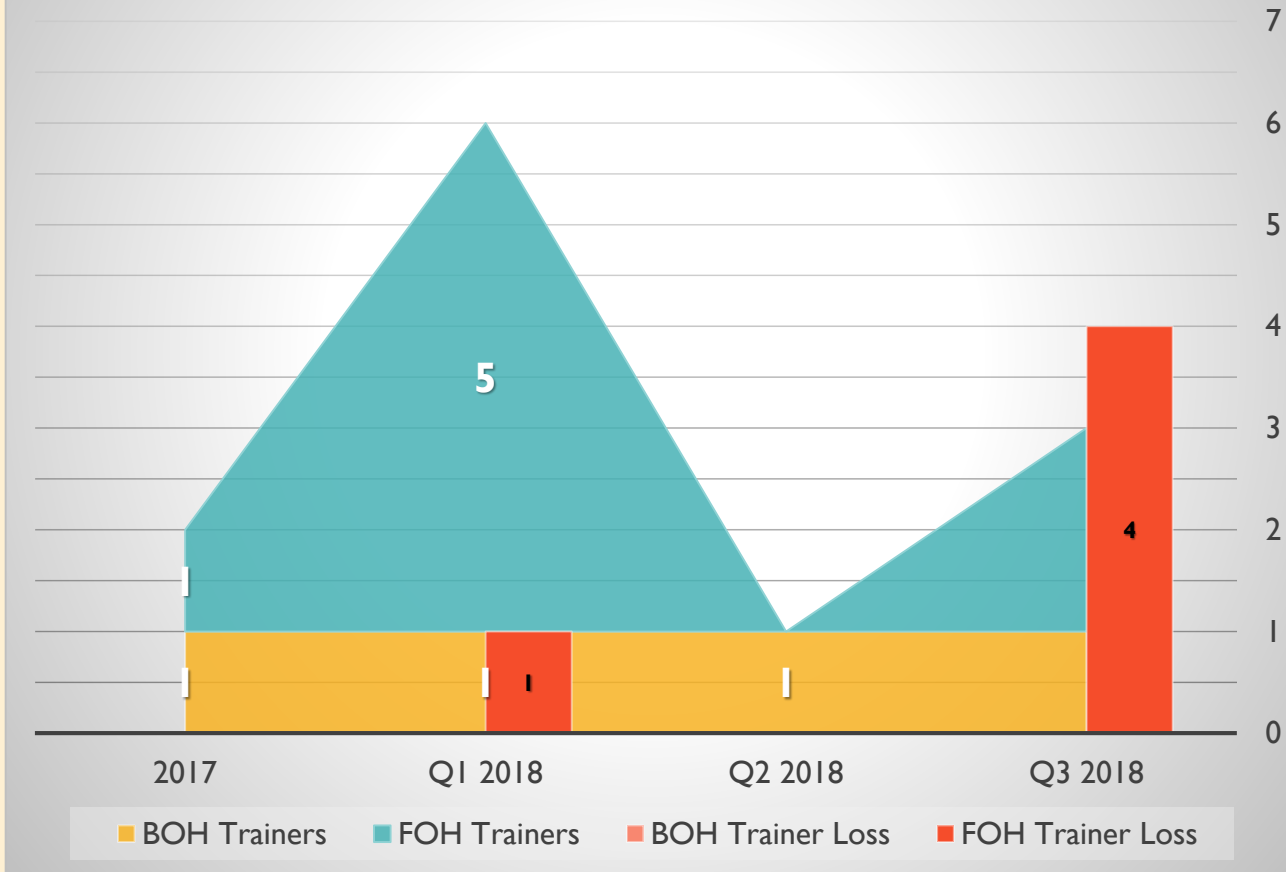


# NRO TRAINERS

## TOTAL NUMBERS



## BOH vs FOH Trainer Contribution by Quarter



## NRO TRAINERS

*Holly Mills – College Station*

*Robert Berry – College Station*

Sal Tinajero – College Station

Darraul Middleton - Fairfield

Michael Moorman – Fairfield

Max Chavarria – Price Plaza

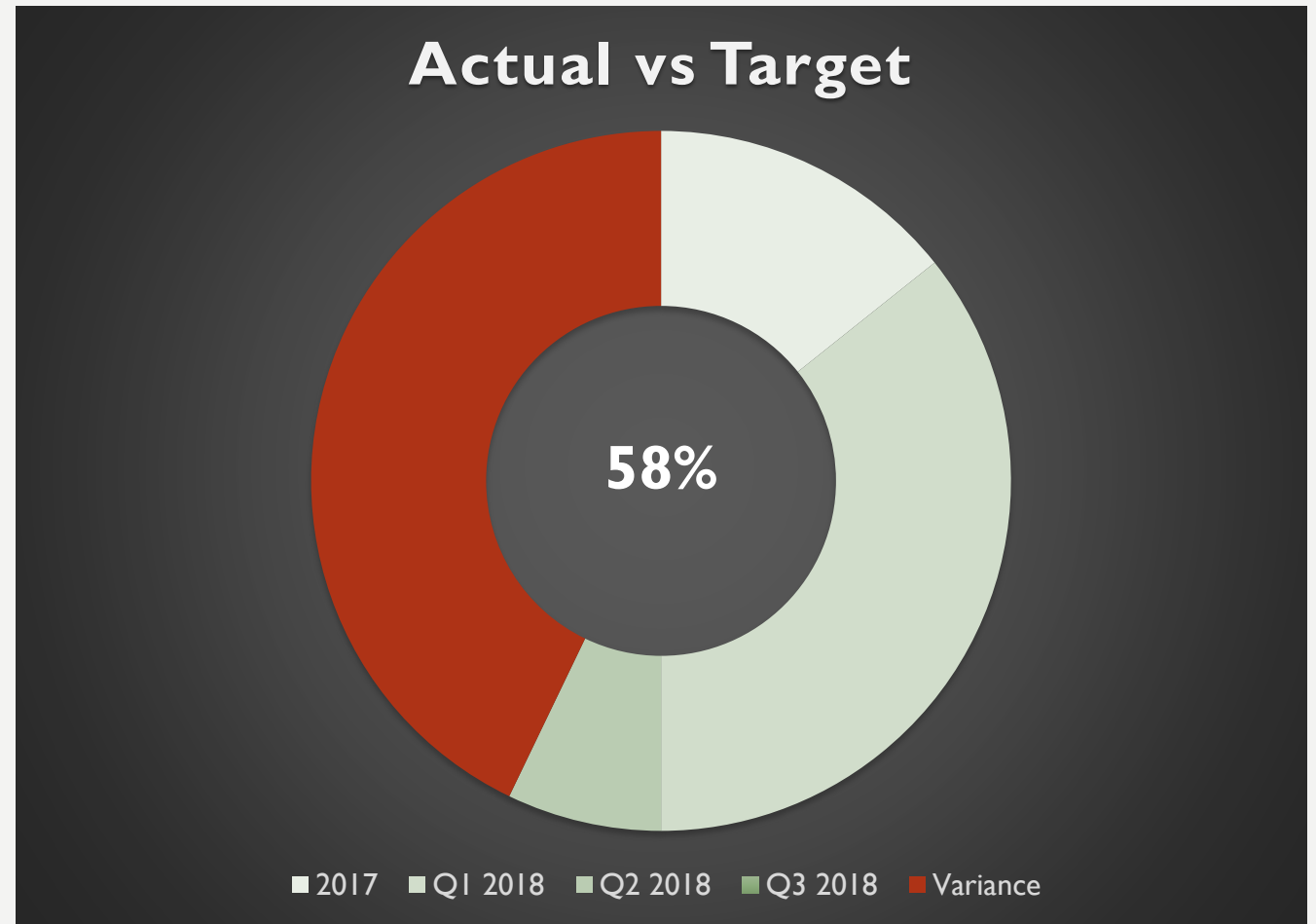
Julio Velasquez - Fairfield



# NRO TAINERS

COMPANY GROWTH; TARGET = 12

| QUARTER | GROWTH |
|---------|--------|
| 2017    | 2      |
| Q1 2018 | +5     |
| Q2 2018 | +1     |
| Q3 2018 | -1     |
| 2018    | 7      |

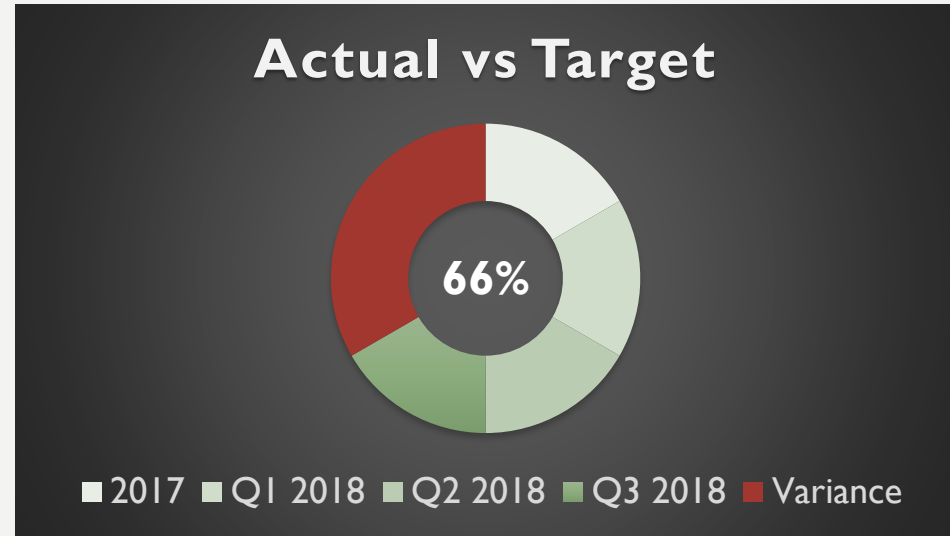


# NRO TRAINERS

COMPANY GROWTH BY CATEGORY; TARGET = 6

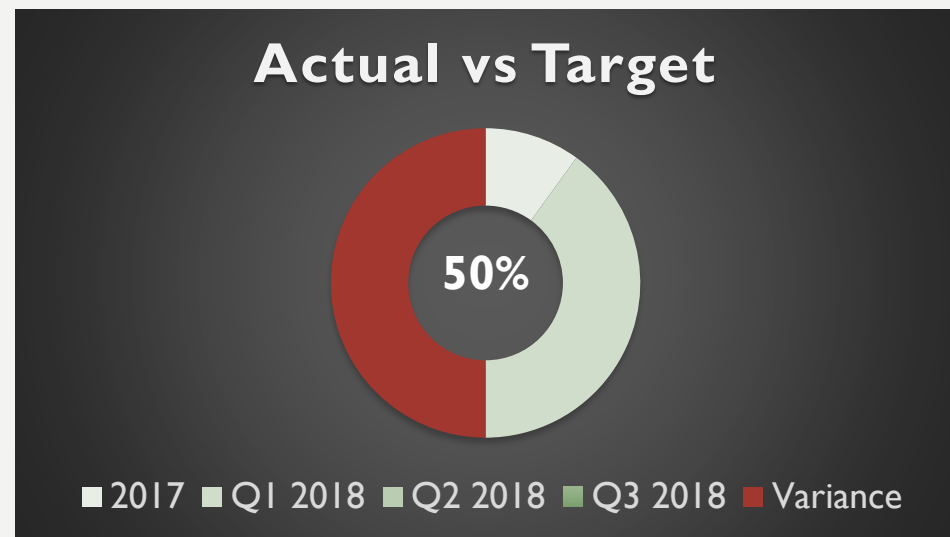
BOH

| QUARTER | GROWTH |
|---------|--------|
| 2017    | 1      |
| Q1 2018 | +1     |
| Q2 2018 | +1     |
| Q3 2018 | +1     |
| 2018    | 4      |



FOH

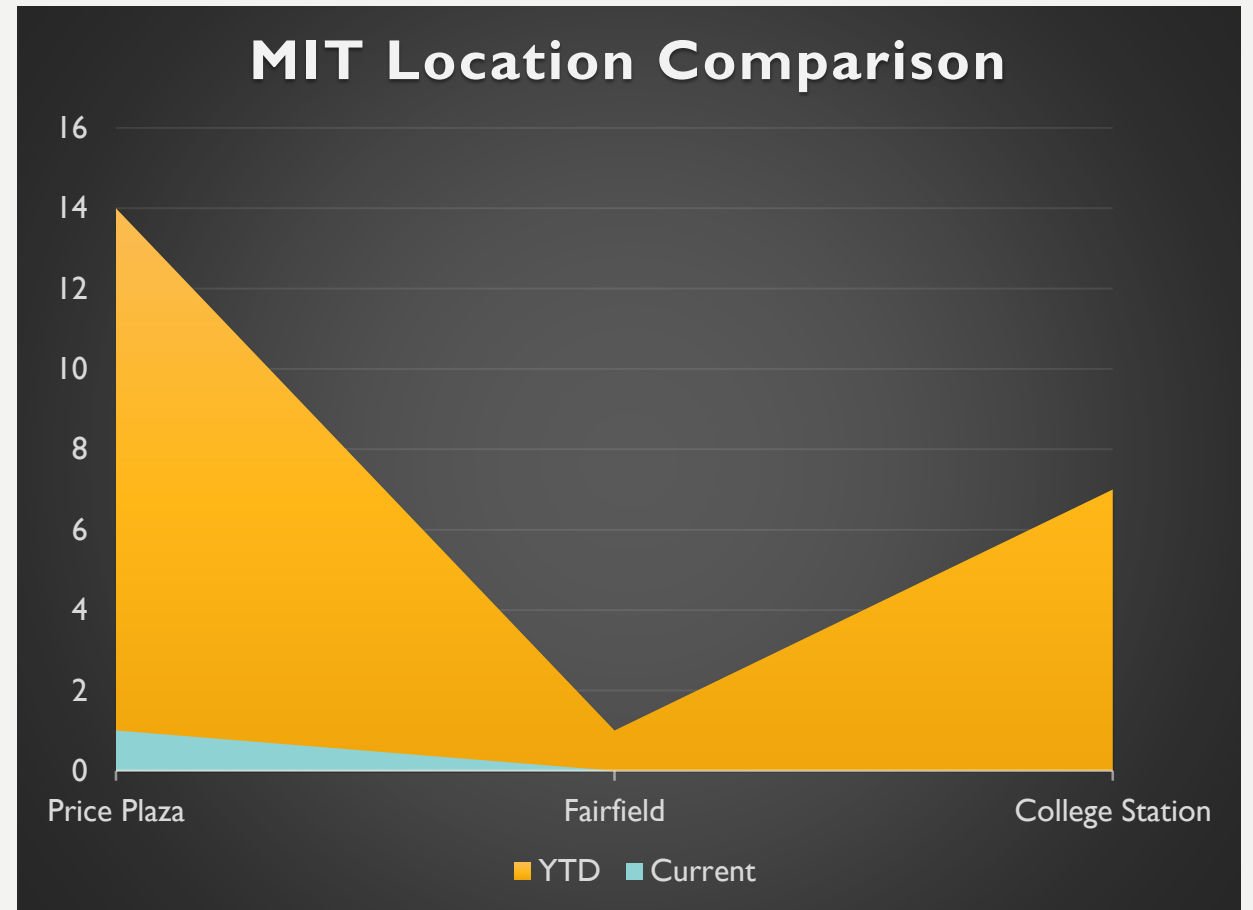
| QUARTER | GROWTH |
|---------|--------|
| 2017    | 1      |
| Q1 2018 | +4     |
| Q2 2018 | 0      |
| Q3 2018 | -2     |
| 2018    | 3      |



# TRAINING RESTAURANTS

MIT TOTAL COUNTS

| TRAINING RESTAURANT | MITs CURRENT | MITs YTD |
|---------------------|--------------|----------|
| Price Plaza         | 1            | 14       |
| College Station     | 0            | 7        |
| Fairfield           | 0            | 1        |



# TRAINING RESTAURANTS

## CERTIFICATION REQUIREMENTS

| TRAINING RESTAURANT     | BLACK HATS | BLACK APRONS | STERITECH    | FRANCHISE AUDIT | SMG SURVEY #           | SMG SCORE                   | REVIEW PUSH |
|-------------------------|------------|--------------|--------------|-----------------|------------------------|-----------------------------|-------------|
|                         | Min = 1    | Min = 1      | Min = 90%    | Min = 88%       | Min = 90 in past 3 mo. | Min = 80% avg in past 3 mo. | Min = 4.0   |
| <b>College Station</b>  | <b>1</b>   | <b>2</b>     | <b>84.4%</b> | <b>88.7%</b>    | <b>122</b>             | <b>86%</b>                  | <b>4.20</b> |
| <b>Price Plaza</b>      | <b>2</b>   | <b>2</b>     | <b>95.6%</b> | <b>80.36%</b>   | <b>130</b>             | <b>80%</b>                  | <b>4.21</b> |
| <b>Champions Forest</b> | <b>1</b>   | <b>1</b>     | <b>96.4%</b> | <b>91.36%</b>   | <b>108</b>             | <b>82%</b>                  | <b>4.15</b> |

# MITTS

## GRADUATES

\* INTERNAL PROMOTIONS

### Training Week Completion



# MIT POST 90 DAY SUCCESSION

| MIT                | TR WEEKS | GRAD DATE  | POST 30 DAYS | POST 60 DAYS | POST 90 DAYS |
|--------------------|----------|------------|--------------|--------------|--------------|
| Kylon Buffington   | 10       | 2.25.2018  | 3.27.2018    | 4.26.2018    | 5.26.2018    |
| Mike Pavlik        | 8        | 2.25.2018  | 3.27.2018    | 4.26.2018    | 5.26.2018    |
| Laquita Spurlock   | 8        | 3.4.2018   | 4.3.2018     | 5.3.2018     | 6.3.2018     |
| Michelle Herculano | 7        | 2.25.2018  | 3.27.2018    | 4.26.2018    | 5.26.2018    |
| Jose Toro          | 8        | 3.11.2018  | 4.10.2018    | 5.10.2018    | 6.9.2018     |
| Ira Royal          | 5        | 3.18.2015  | 4.17.2018    | 5.17.2018    | 6.16.2018    |
| Leesha Byrum       | 7        | 5.13.2018  | 6.12.2018    | 7.12.2018    | 8.11.2018    |
| Jose Nicholson     | 9        | 5.27.2018  | 6.26.2018    | 7.26.2018    | 8.25.2018    |
| Erika Doupe        | 5        | 5.13.2018  | 6.12.2018    | 7.12.2018    | 8.11.2018    |
| Chad Concepcion    | 9        | 6.10.2018  | 7.10.2018    | 8.10.2018    | 9.10.2018    |
| Kristie Martinez   | 7        | 6.24.2018  | 7.24.2018    | 8.24.2018    | 9.24.2018    |
| Daniel Calderon    | 8        | 7.8.2018   | 8.8.2018     | 9.8.2018     | 10.8.2018    |
| Holly Stolarsky    | 10       | 7.15.2018  | 8.15.2018    | 9.15.2018    | 10.15.2018   |
| Melissa Wilcox     | 10       | 7.15.2018  | 8.15.2018    | 9.15.2018    | 10.15.2018   |
| Arniecia Temple    | 10       | 7.29.2018  | 8.29.2018    | 9.29.2018    | 10.29.2018   |
| Andrew Baker       | 9        | 8.5.2018   | 9.5.2018     | 10.5.2018    | 11.5.2018    |
| Amanda Symank      | 10       | 8.19.2018  | 9.19.2018    | 10.19.2018   | 11.19.2018   |
| Courtney Lloyd     | 10       | 9.23.2018  | 10.23.2018   | 11.23.2018   | 12.23.2018   |
| Jeff Green         | 10       | 10.21.2018 | 11.21.2018   | 12.21.2018   | 1.21.2019    |
| Alex Mayo          | 3        | 9.2.2018   | 10.2.2018    | 11.2.2018    | 12.2.2018    |
| Cassandra Rangel   | 1        | 9.2.2018   | 10.2.2018    | 11.2.2018    | 12.2.2018    |
| Michelle Abreo     | 3        | 9.23.2018  | 10.23.2018   | 11.23.2018   | 12.23.2018   |

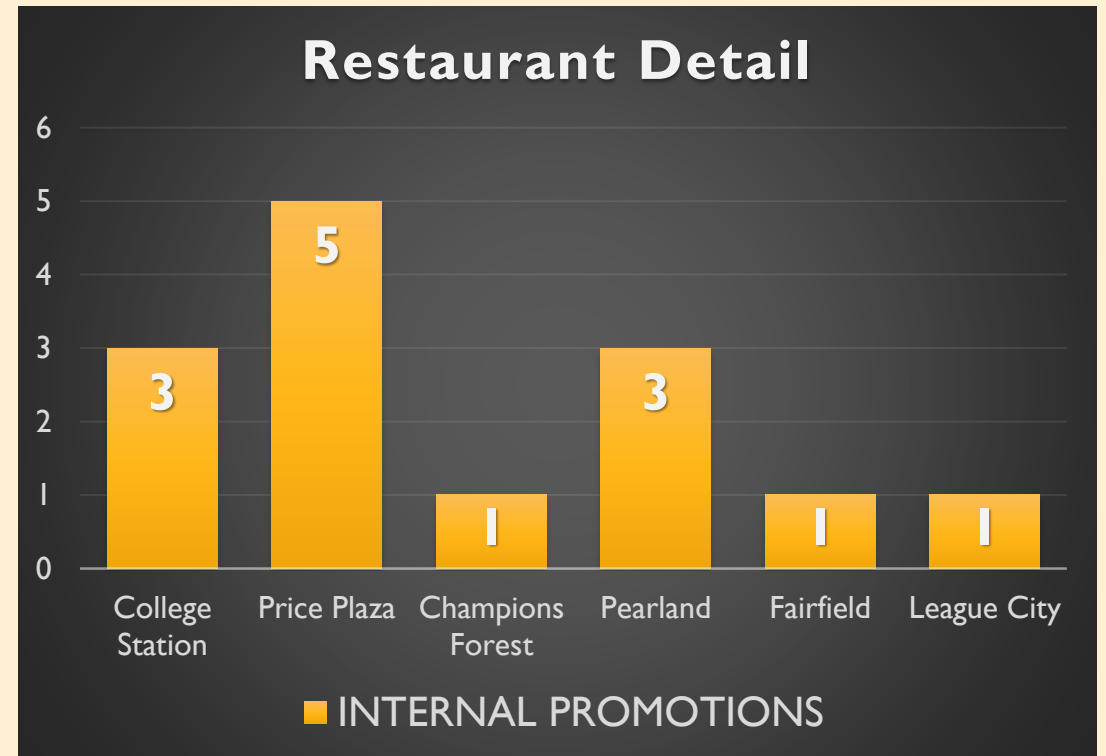
# MIT'S

## HIRING NEEDS

| RESTAURANT | POSITION | HOLE | START DATE |
|------------|----------|------|------------|
| N/A        | N/A      | N/A  | N/A        |

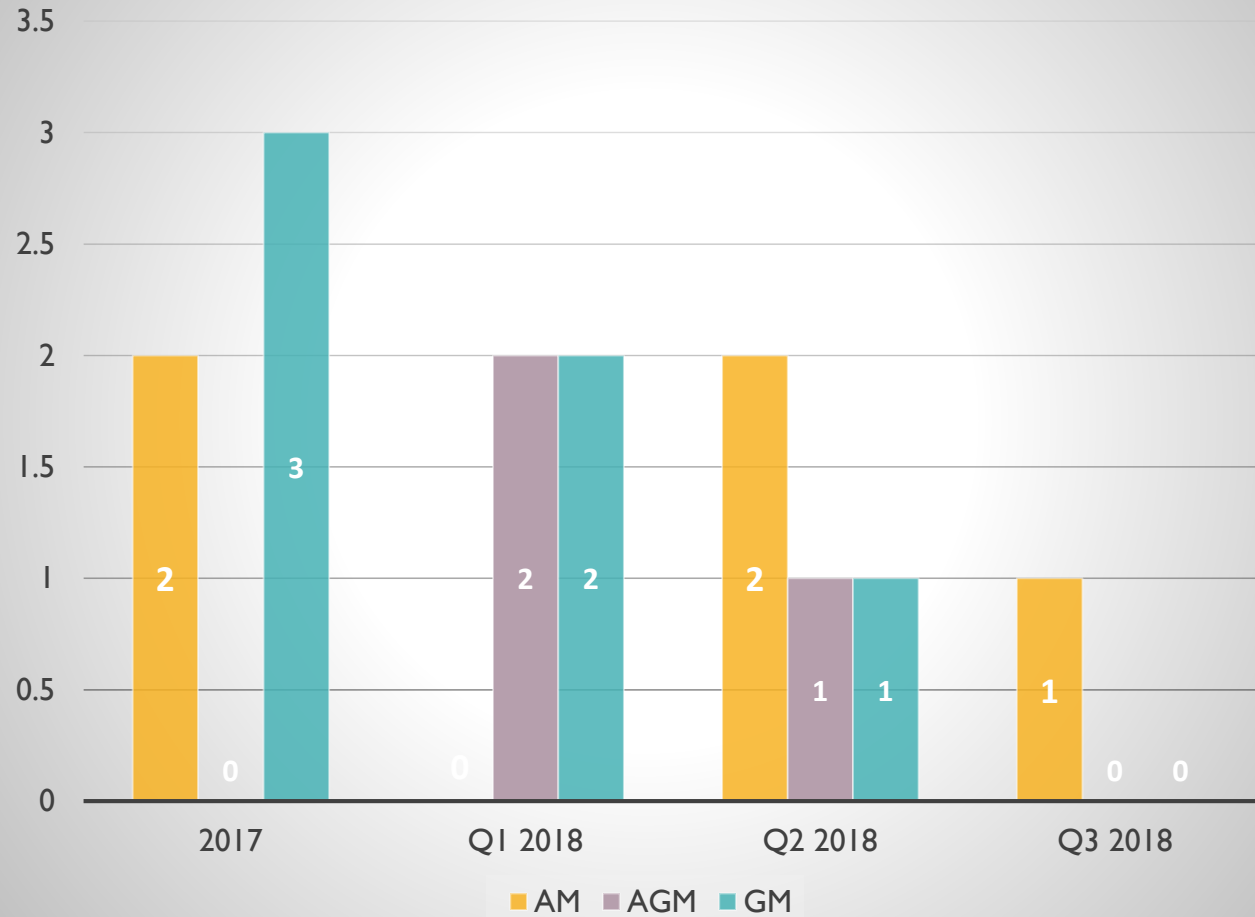
# INTERNAL PROMOTIONS

TOTAL NUMBERS





## Position Detail



# INTERNAL PROMOTIONS

BLAINE MATTER

JOSE IBARRA

ROBERT BERRY

JOHANA MIDDLETON

LINDSEY KAHN

RUBI MARTINEZ

ADRIANA SANCHEZ

THOMAS REILLY

ARACELI SALGADO

ERIKA DOUPE

LAQUITA SPURLOCK

KRISTIE MARTINEZ

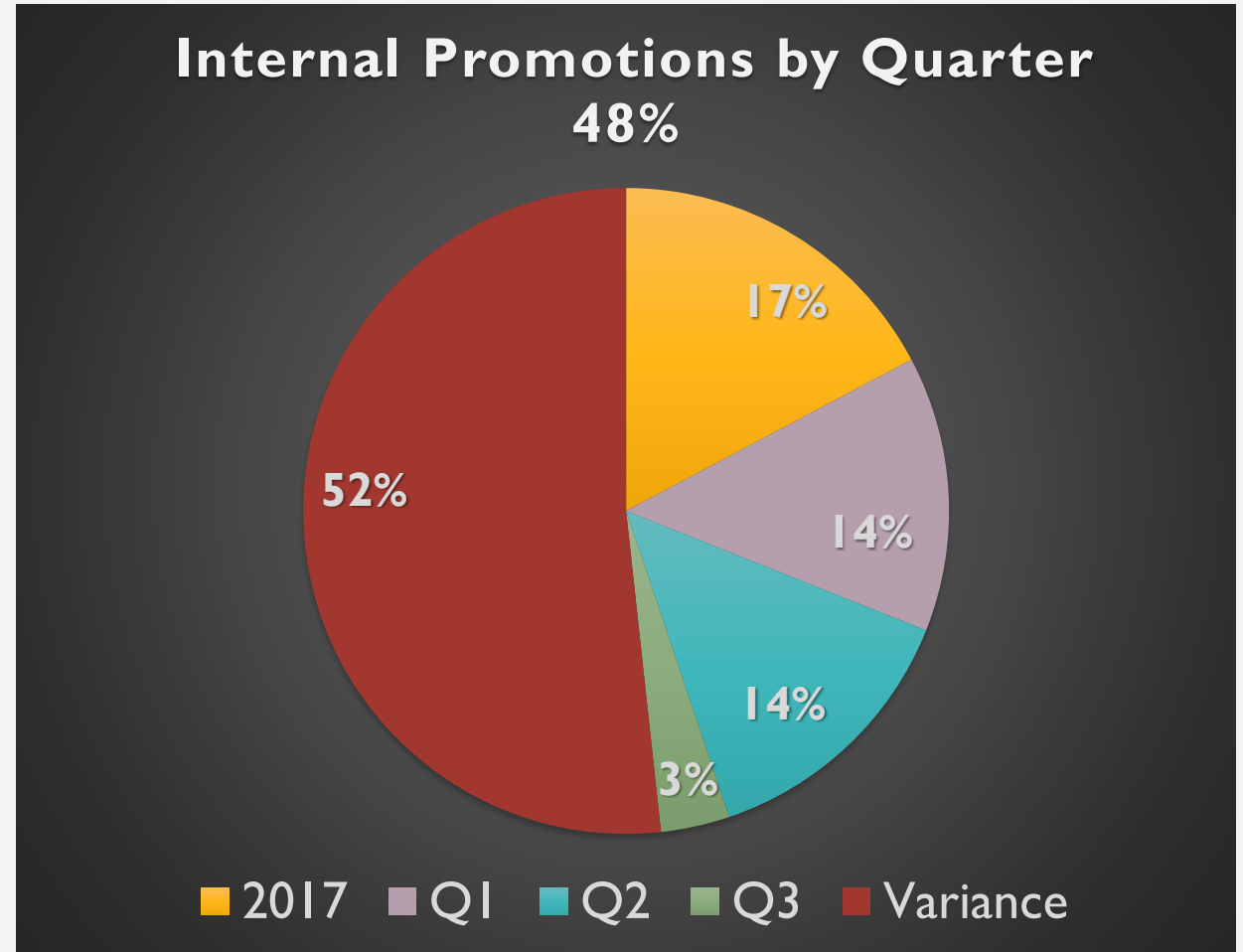
ALEX MAYO

CASSANDRA RANGEL

# INTERNAL PROMOTIONS

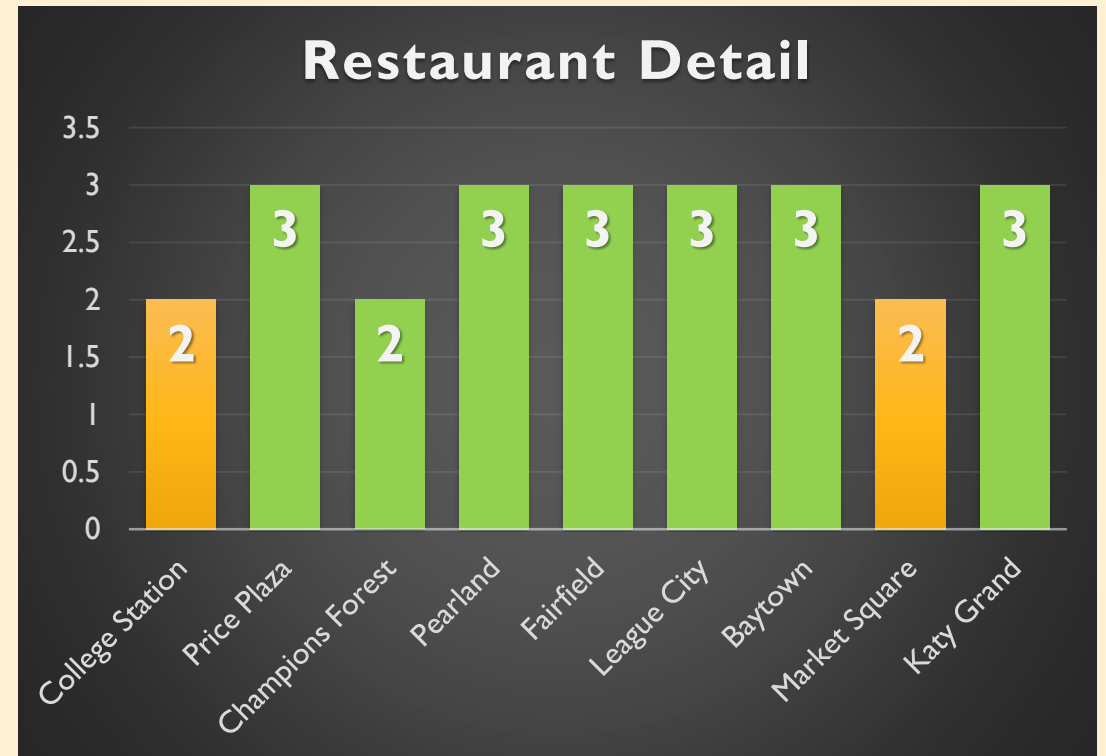
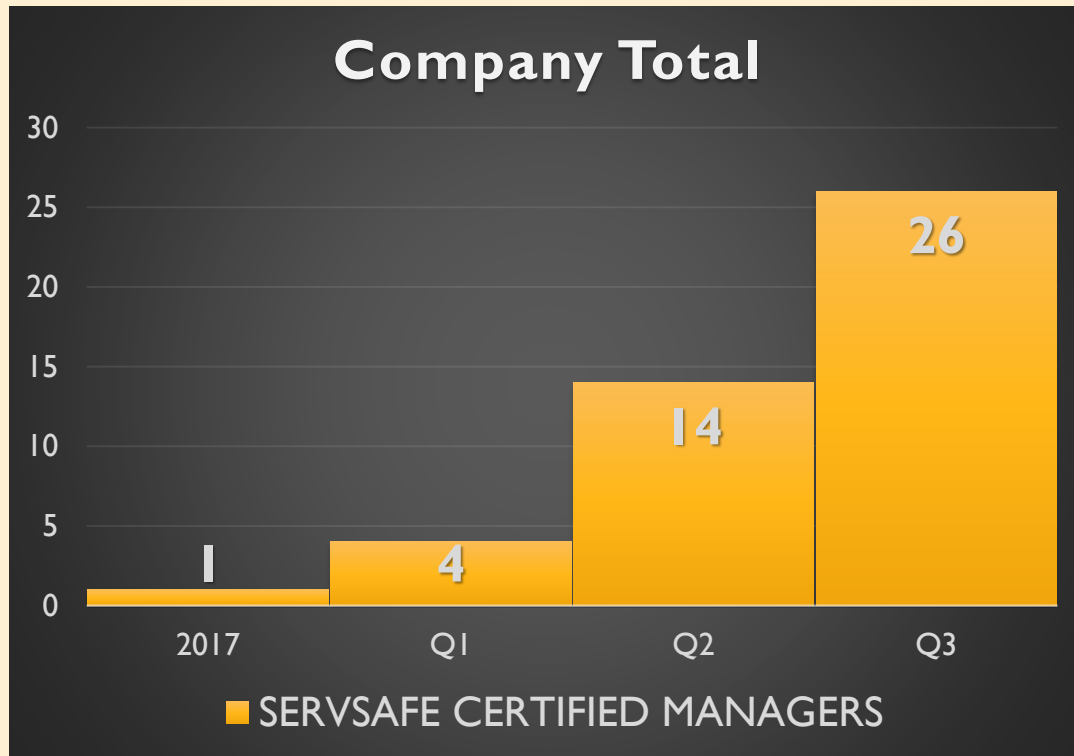
## COMPANY GROWTH

| QUARTER | GROWTH |
|---------|--------|
| 2017    | 5      |
| Q1 2018 | +4     |
| Q2 2018 | +4     |
| Q3 2018 | +1     |
| 2018    | 14     |

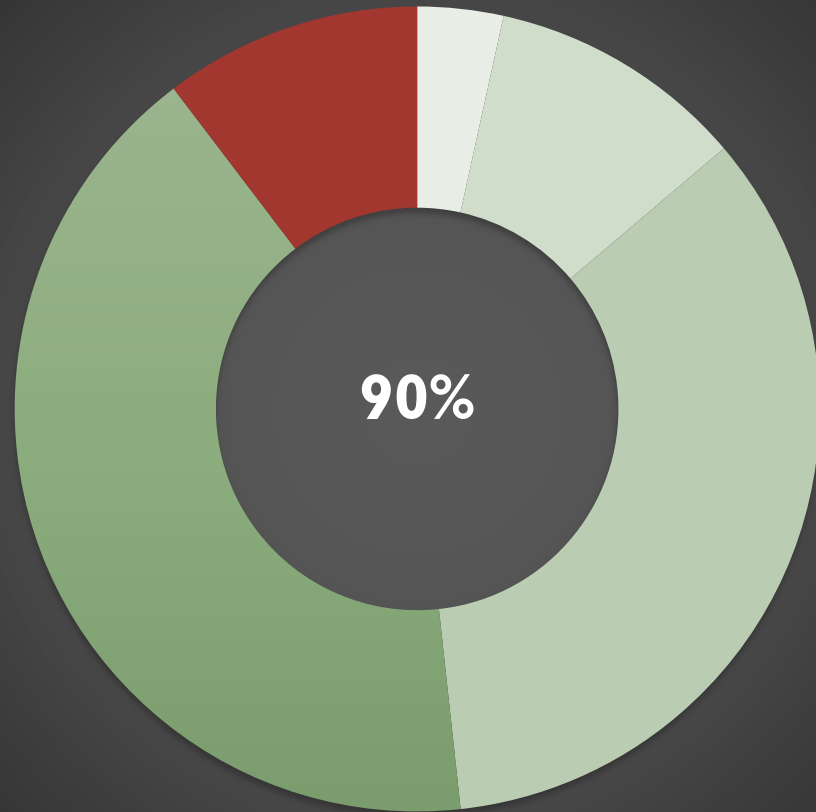


# SERVSAFE

## TOTAL NUMBERS



## YTD Completion



■ 2017 ■ Q1 ■ Q2 ■ Q3 ■ Variance

## Q3 SERVSAFE

LINDSEY KAHN

ELLIE REYES

OSMAN HERRERA

AMANDA SYMANK

ANDREW BAKER

ARNIECIA TEMPLE

MELISSA WILCOX

RUBI MARTINEZ

JOHANA MIDDLETON

DANIEL CALDERON

CASSANDRA RANGEL

ALEX MAYO

# SERVSAFE

## SCORES

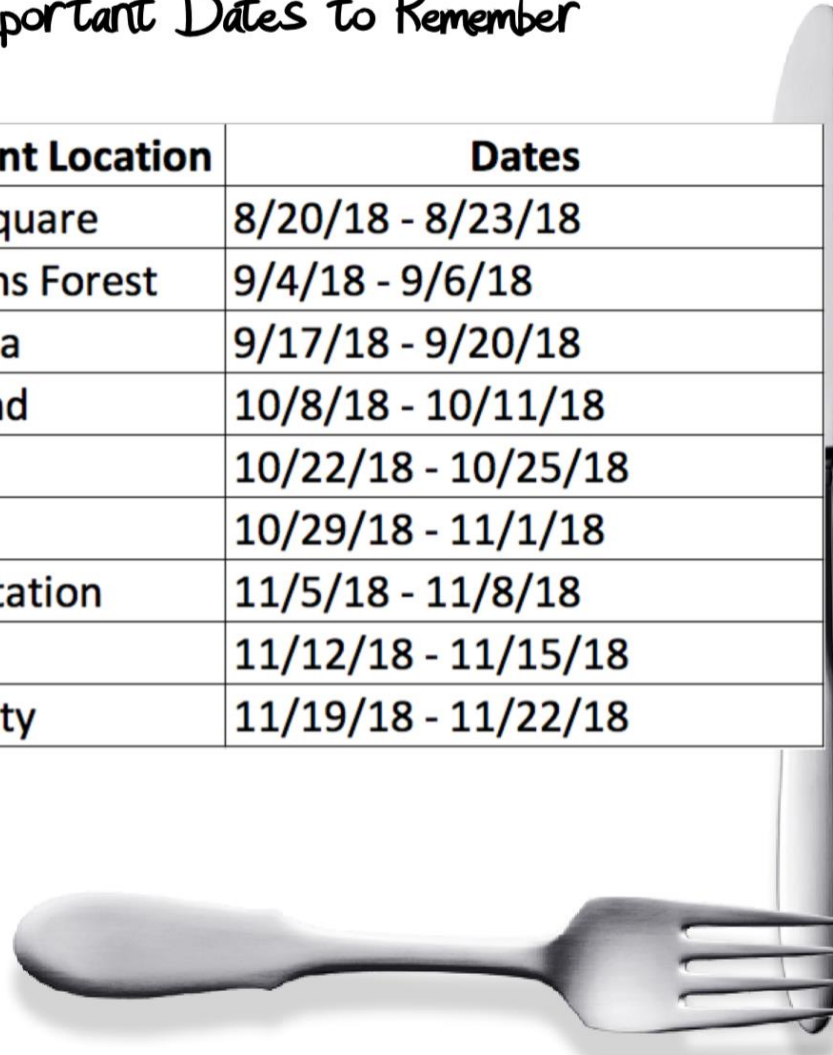
| MHFW 2018   | Q1      | Q2       | Q3       | Q4      |
|---|---------|----------|----------|---------|
| <b>Exam Session #</b>   | 2278542 | 2337633  | 2396151  | 2440352 |
| <b># Examinees</b>  | 5       | 9        | 7        | 5       |
| <b># Examinees Passed</b>                                     | 5       | 8        | 4        | 5       |
| <b># Examinees Failed</b>                                     | 0       | 1        | 3        | 0       |
| <b>Average Passing Score</b>                                  | 85.25   | 88.13    | 94.69    | 90      |
| <b>Exam Session Average Score</b>                             | 85.25   | 86.11    | 83.21    | 90      |
| <b>D1</b><br><i>Management of Food Safety Practices</i>       | 7.6/9   | 7.56/9   | 6.86/9   | 8.6/9   |
| <b>D2</b><br><i>Hygiene and Health</i>                        | 12.4/14 | 13/14    | 12.29/14 | 13/14   |
| <b>D3</b><br><i>Safe Recpt, Stor, Trans, and Disp of Food</i> | 11/3    | 10.56/13 | 10.71/13 | 11.4/13 |
| <b>D4</b><br><i>Safe Prep and Cooking of Food</i>             | 12.8/15 | 13.22/15 | 12.14/15 | 14/15   |
| <b>D5</b><br><i>Safe Service and Display of Food</i>          | 7.4/8   | 6.89/8   | 6.43/8   | 7.2/8   |
| <b>D6</b><br><i>Cleanliness and Sanitation</i>                | 9.6/11  | 9.89/11  | 9.43/11  | 9.2/11  |
| <b>D7</b><br><i>Facilities and Equipment</i>                  | 7.4/10  | 7.78/10  | 8.71/10  | 8.6/10  |

# THE EGG (LMS)

## Who & When - Important Dates to Remember

MH Restaurants Training Manager, Shannon Ciccotelli and HR Business Partner, Krystal De Leon will be on site to facilitate the HR Compliance modules. It is extremely important the the restaurant GMs schedule their teams effectively so that all hourly team members may have the opportunity to complete this mandatory training.

| Restaurant Location | Dates               |
|---------------------|---------------------|
| Market Square       | 8/20/18 - 8/23/18   |
| Champions Forest    | 9/4/18 - 9/6/18     |
| Price Plaza         | 9/17/18 - 9/20/18   |
| Katy Grand          | 10/8/18 - 10/11/18  |
| Pearland            | 10/22/18 - 10/25/18 |
| Fairfield           | 10/29/18 - 11/1/18  |
| College Station     | 11/5/18 - 11/8/18   |
| Baytown             | 11/12/18 - 11/15/18 |
| League City         | 11/19/18 - 11/22/18 |



# THE EGG

HR COMPLIANCE LEARNING PATH DELINQUENCIES



| Market Square | Champions Forest | Price Plaza          | Katy Grand           |
|---------------|------------------|----------------------|----------------------|
| Johna Windham | Crystal Myers    | <b>Amanda Symank</b> | <b>Blaine Matter</b> |
|               | Irma Hernandez   | Christopher Rogers   | <b>Alex Mayo</b>     |
|               | Kaline Schuster  | Felipe Gonzalez      | Justin Cudd          |
|               |                  | Graciela Montoya     | Lance Dones          |
|               |                  | Lizbeth Cruz         | Elizabeth Tellez     |
|               |                  | Maria Portillo       |                      |
|               |                  | Mauricio Padilla     |                      |
|               |                  | Maybeth Martinez     |                      |
|               |                  | Samantha Meyzen      |                      |
|               |                  | Stephanie Perez      |                      |
|               |                  |                      |                      |

# THE EGG

MANAGEMENT LOG IN DELINQUENCIES



| College Station | Price Plaza          | Champions Forest | Fairfield       | Katy Grand           | Pearland           | League City     | Baytown          | Market Square          | MIT            |
|-----------------|----------------------|------------------|-----------------|----------------------|--------------------|-----------------|------------------|------------------------|----------------|
|                 |                      |                  | Adriana Sanchez | <b>Blaine Matter</b> |                    | Andrew Baker    | Laquita Spurlock |                        | Courtney Lloyd |
|                 | <b>Amanda Symank</b> |                  |                 |                      | Melissa Wilcox     | Leesha Byrum    | Jose Nicholson   | <b>Araceli Salgado</b> |                |
| Robert Berry    |                      |                  |                 | <b>Alex Mayo</b>     |                    | Arniecia Temple | Erika Doupe      |                        |                |
|                 |                      |                  |                 |                      | <b>Mike Pavlik</b> |                 |                  |                        |                |



# THE EGG

COMING SOON...



- **PHASE 2; MANAGEMENT EXECUTION Part I**
  - Big Rocks
  - RPP
  - Shift Management; Figure 8 Management
- Orientation
- Reporting
- Certifications
- Gamification
- Integration of Training Documents from FW Info Hub