

# What's your impact?

## Shift Lead Training Project



### Instructions:

Complete this Shift Lead in training project to learn how to make a meaningful impact on your restaurant after you graduate – all while practicing in the safety of your Training restaurant with the guidance of your Training Patrao (RM).

Review the list of topics on Page 2. Discuss the opportunities of your Training Restaurant with your Training Patrao (RM) and together decide which of the 4 options provided will have the largest impact on your Training Restaurant's results. Once you have determined your project topic, have your Training Patrao (RM) sign off on it, and present the project proposal to your AD – remember they are your biggest fan and are here to support you and help you grow! Also, do share this project plan with the Training Team as well so we know what you are working towards and can help support you in any way we can – and be able to accurately assess your project completion when it comes time to your Final Assessment.

As mentioned you will have 4 weeks to complete your project. You will have dedicated time each week to work diligently on your actions and towards your goals – just see your Weekly/Daily Planners for when this should be done. You should begin immediately in Week 1 by selecting your topic, having is signed off by your Training Patrao, as well as presenting it to your AD and the Training Team. From there you can begin the actual work.

- ▶ First conduct a current assessment of the results of the topic you chose as well as determining the target goal for what the results should be. Do write these down on Page 2!
- ▶ Then, move into learning and/or reviewing the basics of a GAP Analysis. If this is a new concept to you, do not fret! You are in good hands and we will be guiding you along the way.
- ▶ Next, perform a GAP Analysis on the topic you chose. Use the worksheet on Page 4 to guide your brainstorm session and work through the details.
- ▶ Once you feel like you have sorted everything out, it is time to create your Action Plan! We have provided you a general outline on Page 5 to lay it out and keep record of all the details.
- ▶ On your final week of training (Week 4), perform an assessment of the topic you chose, measure your new results and compare them to your starting results.
- ▶ Finally, you will complete short paragraph responses to the questions on Pages 6-7 to sum it all up.
- ▶ Ask as many questions as you may along the way, utilize the support of the team in your Training Restaurant, good luck and have fun!!

## Topics:

**1) Mystery Shop:**

Score: \_\_\_\_\_ Target: \_\_\_\_\_

**2) Food Audit:**

Score: \_\_\_\_\_ Target: \_\_\_\_\_

**3) Waste:**

Score: \_\_\_\_\_ Target: \_\_\_\_\_

**4) Health and Safety:**

Score: \_\_\_\_\_ Target: \_\_\_\_\_

## Project Proposal

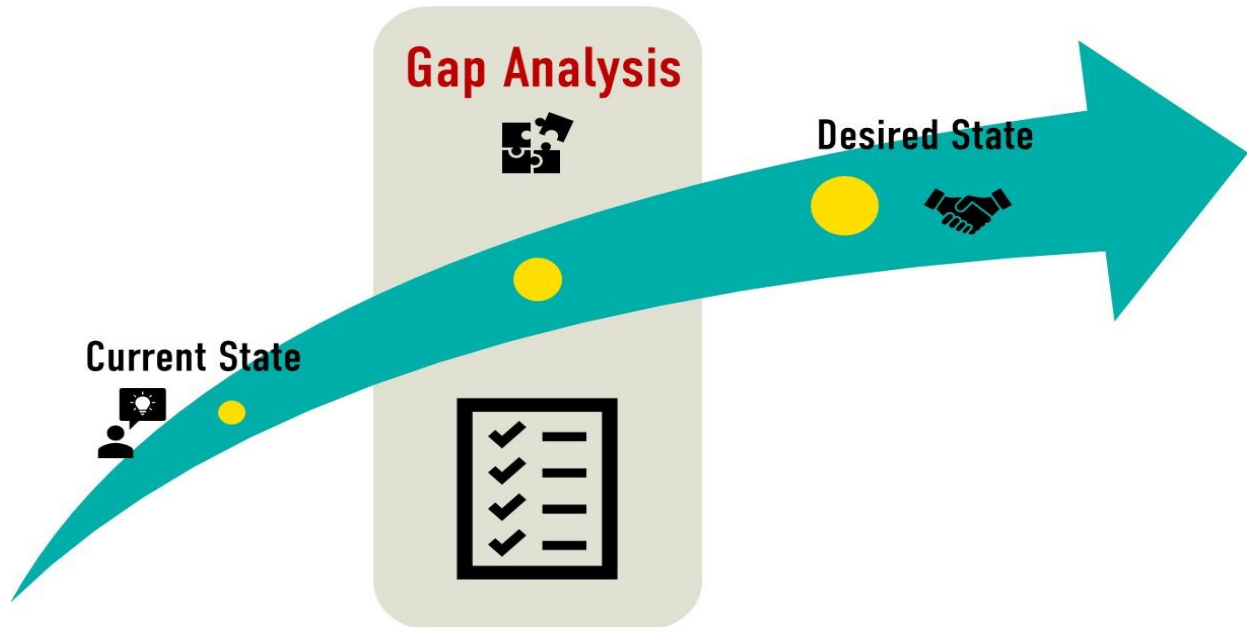
- ▶ Topic: \_\_\_\_\_
- ▶ Status: \_\_\_\_\_
- ▶ Goal: \_\_\_\_\_
- ▶ SL in Training Sign Off \_\_\_\_\_
- ▶ Training Patrao (RM) Sign Off \_\_\_\_\_
- ▶ Date: \_\_\_\_\_

## Project Completion

- ▶ Result: \_\_\_\_\_
- ▶ SL in Training Sign Off \_\_\_\_\_
- ▶ Training Patrao (RM) Sign Off \_\_\_\_\_
- ▶ Date: \_\_\_\_\_

## Let's do some learning!!

**What is a GAP Analysis?** In the most basic terms, a GAP Analysis is a formal study of what your business is currently doing, where it wants to go and how you close the gap between the two – or in other words, how you achieve your goals! These are most often conducted when your business is underperforming in a specific area.






### How do you use a GAP Analysis?

When it comes time to performing a GAP Analysis, think of it in 5 simple stages:

- 1) identify the areas(s) for improvement,
  - 2) analyze the current state,
  - 3) define the end goal,
  - 4) understand the gap, and
  - 5) determine a plan of action.
- ▶ Ask yourself questions along the way such as: “What is going wrong?” “How can it be improved?” It is important to avoid seeking blame. Always remember to learn from your mistakes.
  - ▶ Assess and prioritize the actions determined to impact the desired goal. For example, what items can you seek help in executing? What items can be done in a quick manner versus over a long period of time? Which items will have the greatest impact on desired goals versus a tiny nudge in the right direction?
  - ▶ Documentation is key. Use a worksheet, analysis tool, table or diagram to help organize your problem as well as resolutions. In creating your action plan, track details and be as specific as possible to you know where and when to make necessary adjustments.
  - ▶ Keep moving forward. Do your best not to get bogged down by past results, hurdles or external factors. Those are items to be aware of but should not occupy much of your time in this analysis. Stay focused and exert your efforts on the actions driving tasks and behaviors to help reach your goal!

## Analyze and Identify!!

**Now it's time for you to start your analysis and identification process.** Use the chart below to guide you through your brainstorm session. Answer the questions in each column that are relevant to your chosen topic. You may answer all the questions, some of the questions, or even come up with new questions to answer. It is important to remember there are no right or wrong answers here – you are simply gathering and organizing the information relevant to be able to create your action plan.

 <b>Current State</b>	 <b>Future State</b>	 <b>Gap</b>
<ul style="list-style-type: none"><li>• What is the current score?</li><li>• What is the problem?</li><li>• Why is there a problem?</li><li>• Who is contributing to the problem?</li><li>• What is the knowledge of your team around the problem?</li></ul>	<ul style="list-style-type: none"><li>• What should the score be?</li><li>• When will the score be measured next?</li><li>• What actions will achieve this score</li></ul>	<ul style="list-style-type: none"><li>• What are the behaviors/actions that need to change?</li><li>• Who will be affected by this change?</li><li>• How will you educate your team on this change?</li><li>• Who will lead this change?</li></ul>

## What are you going to do?

Use the information from the previous page and create your action plan in the chart below. Come up with all the tasks you think will be necessary to move the results of your chosen topic from their current state to their future – or desired – state. In other words, what are the tasks that will close the gap?! Be sure to take detailed notes in the last column. What is the priority level for each task? What are the risks or obstacles faced in achieving each task? What are the goals and results obtained for each task?

Action	Who	When	Notes

## Track and Monitor!!

Evaluate your progress by recording your results week to week in the chart below. Are you moving in the right direction each week? What is the status at the beginning of the week, what is the goal, and what is the variance between the two? Each week, the status should move closer and closer to the goal and the variance should be shrinking! If you happen to be moving in the wrong direction, how will you assess and reevaluate the actions needing to be taken the following week? Be detailed and be honest. Weekly progress will help you achieve your final goal in small, achievable steps.

	Status	Goal	Variance	Notes
Week 1				
Week 2				
Week 3				
Week 4				

## Sum it up!!

**Walk us through your project in your own words by answering the following questions:** Be prepared to speak to your response and answer any questions your Training Patrao (RM), AD or Training Team may have for you.

- ▶ What was the beginning state of your project chosen?


- ▶ What was the goal for your project?


- ▶ What were the steps you took to achieve the goal for your project?




- ▶ Who did you work with on your team to achieve the goal for your project? Who did you allocate responsibilities to? How did you communicate those responsibilities? How did you ensure those responsibilities were accomplished? How did you track progress and measure success/opportunities of these responsibilities?


- ▶ What were the results of your project? Did you achieve your goal and why or why not?


- ▶ What plan have you implemented to continue working towards target goal (if not already achieved) or to maintain new results?