

MIT Tips, Tricks and Expectations:

- ✓ **Follow the Teach, Show, Try, Teach Back, Feedback training module in every station and with every operations task.**
- ✓ **Understand the 10/20/70 Learning Theory** – 10% formal learning, 20% social and 70% experimental.
- ✓ **Teach the Why's.** It is imperative to connect the learner with a purpose.
- ✓ **RPP; Review, Prepare and Perform.** Crucial to success is planning. Review prior week's results, plan for next week's actions and execute as an entire management team.
- ✓ **Know Café MIT's schedule** – Know what days they are working, what station and learning they will be responsible for each day and what MODs will be working with them. It is crucial to prep AGMs and AMs to give adequate training when you are not in the building.
- ✓ **SCHEDULE Café MIT's TRAINERS** – This should be a thought-out process. Café Managers should NOT be thrown with anyone NOR should they be left alone to "figure it out." Ultimately only Black Hats and Black Aprons should be training. IF you do not have any currently in your restaurant or run into scheduling conflicts, Cafes should only be paired with your next strongest players.
- ✓ **Daily Briefs and Debriefs** – This should be an informal discussion (about 5-10 minutes) at the beginning and end of each shift. This is where the GMs and Café Managers review and plan for learnings to be accomplished for the day. This is also where managers validate and sign off on Café Managers 10 week schedule checklist and Café Binder. This should be completed by MODs on GMs days off.
- ✓ **Conversation** – Provide clear direction, expectations and feedback. The GMs and/or training MODs should be checking in with the Café Managers at all points of their day. Observe Cafe Managers and provide balanced feedback. Describe what the Cafe has done well and what opportunities the Café Managers have for improvement. Feedback should be timely, balanced and specific. Ask the Café Managers if they have any questions or specific needs. This is also your opportunity to speak philosophy in action to them. Even if the GMs and/or training MODs are working a specific station for the day, they should still be looping back and forth crossing paths with the Cafe Managers throughout the shift.
- ✓ **Provide feedback** – Your feedback to the Regional Training Manager about what is working and what is not with the training program is crucial. If something is not working, please have viable alternative solutions in mind.