



TALENT DEVELOPMENT UPDATE





TRAINING CONTENT UPDATES





TRAINING CONTENT CREATION

- Team Member Safety
- Robbery Prevention
- Driver Safety and Security
- Cleaning and Sanitation
- How to use pin pads
- Troubleshooting pin pads





TRAINING CONTENT ADDITIONS

- Driver Safety and Conduct Policy
- At the Door Safety
- On the Road Safety
- Prepping Basics
- Pizza Making Basics
- The Customer Experience





TRAINING IN MYPAY





TRAINING IN MYPAY

- Moving new hire training over to MyPay from the Learning Hub
- Benefits:
 - Avoid login issues
 - Tie to Power Bi
 - All TM training will be accounted for
- Dough Management Training will be our first try at testing out this new system before rolling it out for new team members.



.Day 1 Training and Assessment - All TMs



Information



Requests



To Do



Benefits



Web Clock

©2008-2024 Alliance Payroll Services, Inc.

Day 1 Training

Day 1 Training

Day 1 Assessment

All Done

Day 1 Training & Assessment

Hi, **DANA!**

Welcome to MAC Pizza!

We're thrilled to have you join the MAC Pack! Your journey begins here with our Day 1 Training, designed to provide you with the essential skills and knowledge to excel in your new role. You'll learn about key areas such as Robbery Prevention, EMV Security, Handwashing, Cleaning and Sanitation, Food Safety, and our Uniform and Grooming Standards.

Let's get started and make your first day a great one!

****You should be clocked in at the store before completing any training for MAC Pizza.****

Click the links below to view each training module.

[Robbery Prevention](#)

[EMV Security](#)

[Handwashing](#)

[Cleaning and Sanitation](#)

[Food Safety](#)

[Uniform and Grooming Standards](#)



Day 2 Training and Assessment - CSRs



Information

Day 2 Training - CSRs

Day 2 Training - CSRs

Day 2 Assessment - CSRs

All Done



Requests

Day 2 Training & Assessment - CSRs



To Do

Hi, **DANA**!

Welcome to Day 2 of Your Training at MAC Pizza!



Benefits

We're excited to continue your journey as part of the MAC Pack! Today's training is focused on honing your skills as a Customer Service Representative (CSR). Our goal is to equip you with the tools and knowledge to provide exceptional service to our valued customers.



Web Clock

****You should be clocked in at the store before completing any training for MAC Pizza.****

Click the links below to view each training module.

[The Customer Experience](#)

[How to Take an Order](#)

[Prepping Basics](#)

[Pizza Making Basics](#)

[Intro to Service](#)

© 2008-2024 Alliance Payroll
Services, Inc.



.Day 2 Training and Assessment - Drivers



Information

Day 2 Training - Drivers

Day 2 Training - Drivers

Day 2 Assessment - Drivers

All Done



Requests

Day 2 Training & Assessment - Drivers

Hi, **DANA!**



To Do

Welcome to Day 2 of Your Training at MAC Pizza!



Benefits

We're excited to continue your journey as part of the MAC Pack! Today's training is all about ensuring your safety on the road while delivering exceptional service. Let's get started and make every delivery a safe and delightful experience!



Web Clock

Click the links below to view each training module.

[Delivery Safety and Security](#)

[Driver Safety and Conduct Policy](#)

[On the Road Safety](#)

[At the Door Safety](#)

[Prepping Basics](#)

[Intro to Service](#)

****You should be clocked in at the store before completing any training for MAC Pizza.****



.Day 2 Training and Assessment - Drivers



Information



Requests



To Do



Benefits



Web Clock

©2008-2024 Alliance Payroll Services, Inc.

Day 2 Assessment - Drivers

Day 2 Training - Drivers

Day 2 Assessment - Drivers

All Done

Questions

1. What is prohibited for Team Members while operating a vehicle for MAC Pizza?

2. Under what condition can Team Members use their phone or GPS while driving?

3. How must cell phones be managed while driving?

4. What is the policy on using cell phones for social media and gaming?

5. What is the first action a driver should take before starting the delivery?

6. What should always be in your glove box?

7. Which safety measure is recommended for night deliveries?



.Day 2 Training and Assessment - Drivers

- Information
- Requests
- To Do
- Benefits
- Web Clock

All Done

Day 2 Training - DriversDay 2 Assessment - DriversAll Done

Thank you!!!
Your **.Day 2 Training and Assessment - Drivers** was submitted successfully.

[Download a Copy.](#)

Results - Day 2 Training
and Assessment - Drivers

Congratulations, You Passed

Your Score: **100.00%**
Passing Score: **80.00%**
July 28, 2024 3:33 PM CDT

.Day 2 Training and Assessment - Drivers

Name	DANA RUCKMAN
Employee ID	A0ZV
Started	07/28/2024 15:31:06 -05:00
Electronically Signed & Submitted	07/28/2024 15:33:37 -05:00
Electronically signed by MyPay User [dana.ruckman@macpizza.net] on 07/28/2024 15:33:37 -05:00 from IP Address	




Requests


To Do


Benefits



Web Clock

© 2008-2024 Alliance Payroll Services, Inc.

To Do Items


You have no incomplete items

Recently Completed Items

Revisit This Item 


Training Sign Off - Drivers

Submitted on Friday
5/24/2024 10:09 AM

Revisit This Item 


Training Sign Off - CSRs

Submitted on Friday
6/7/2024 2:32 PM

Revisit This Item 


.Team Member Safety Course and Quiz

Submitted on Tuesday
7/16/2024 8:11 PM

Revisit This Item 


.Day 1 Training and Assessment - All TMs

Submitted on Thursday
7/18/2024 3:34 PM

Revisit This Item 


.Delivery Safety and Security Course and Quiz

Submitted on Thursday
7/25/2024 5:02 PM

Revisit This Item 

.Day 2 Training and Assessment - CSRs

Submitted on Thursday
7/25/2024 4:28 PM

Revisit This Item 

.Day 2 Training and Assessment - Drivers

Submitted on Sunday
7/28/2024 3:33 PM





MAC PROGRAM





MAC PROGRAM

MAC =
Manager Advancement &
Certification





MAC PROGRAM

To ensure a structured and consistent pathway for career advancement within MAC Pizza, we are implementing the Manager Advancement and Certification Program.

This program outlines the requirements and procedures for promoting team members to Shift Manager (SM), Assistant Manager (AM), and General Manager in Training (GMIT).





MAC PROGRAM

Promotion to Shift Manager (SM) Requirements:

- **Good Attitude:** Demonstrates a positive and proactive approach.
- **Shows Potential:** Exhibits the skills and behaviors necessary for leadership.
- **DM Approval:** Requires approval from the District Manager (DM).
- ***If SM expresses interest in moving up to an AM:**
 - Completion of the S.M.A.R.T. Checklist





MAC PROGRAM

- ***If SM expresses interest in moving up to an AM:**
 - Completion of the S.M.A.R.T. Checklist
 - Shift
 - Manager to
 - Assistant
 - Readiness
 - Training





S.M.A.R.T. CHECKLIST

Shift Manager to Assistant Readiness Training

These tasks will need to be demonstrated to your DM to advance to Assistant Manager.

THIS CHECKLIST BELONGS TO:

STORE #

DATE CHECKLIST STARTED

TASKS	DM CONFIRMED
OPENING AND CLOSING	
Demonstrates knowledge of using the opening checklist and can properly open the store in a timely manner.	
Demonstrates knowledge of using the closing checklist and can properly close the store in a timely manner.	
Demonstrates knowledge of the dough proofing procedures and performs them consistently.	
Prep is always completed in a timely manner and at the correct levels needed for the day.	
Understands and uses the Prep Forecast report consistently.	
INVENTORY AND LABOR	
Is able to complete an accurate inventory consistently and enter it into the system.	
Demonstrates ability to locate and understand the inventory Variance report in PWR.	
Has shown the consistent ability to check for variances every day.	
Demonstrates the ability to show good judgement when making cuts.	
PRODUCT	
Has proven their ability to make a GREAT pizza and does so consistently.	
Has proven their ability to make a GREAT of each of our side items and does so consistently.	
INCIDENTS	
Can explain when to report an incident and can demonstrate where to find incident reports.	
Can explain what forms should be completed for each type of incident and how to send the completed forms.	
CUSTOMER CONCERNS AND TRACKER FEEDBACK	
Demonstrates how to WOW a customer regardless of the issue in a polite and professional manner.	
Knows where to find and how often to look at Tracker Feedback and how to address the customer feedback.	
TRAINING	
Has proven their ability to train a New Team Member both hands on and setting them up for their videos.	
Has proven their ability to develop another Team Member to be able to make perfect product.	
Can explain the W.O.W. process to accept a New Team Member on their first visit to the store.	
REVIEW	
Store Leadership Review Form completed by the GM and turned into DM.	

This Shift Manager has demonstrated their abilities in the tasks listed above sufficiently and is ready to be promoted to Assistant Manager.

SM NAME

SM SIGNATURE

DATE SIGNED

DM NAME

DM SIGNATURE

DATE SIGNED

PAGE 1

SHIFT MANAGER TO ASSISTANT READINESS TRAINING CHECKLIST 7/2024





MAC PROGRAM

- ***If SM expresses interest in moving up to an AM:**
 - Completion of the S.M.A.R.T. Checklist
 - Shift
 - Manager to
 - Assistant
 - Readiness
 - Training

Promotion to Assistant Manager (AM) Requirements:

- Demonstration of S.M.A.R.T. Checklist Skills to DM





MAC PROGRAM

AM Certification Process

- GMs will work on training their AMs using the A.C.E Checklist.
 - Assistant
 - Certification of
 - Expertise





A.C.E. CHECKLIST

ASSISTANT CERTIFICATION OF EXPERTISE

PAGE 1 OF 2

THIS CHECKLIST BELONGS TO:

STORE #

DATE CHECKLIST STARTED

TASKS	DM CONFIRMED
LABOR AND SCHEDULING	
Demonstrates the ability to locate and read a Labor Variance Report.	
Demonstrates the ability to make an accurate schedule.	
Understands how to schedule people so that they will not hit overtime.	
Understands man hours variance.	
HIRING AND SMART RECRUITERS	
Demonstrates the ability to log in and navigate Smart Recruiters.	
Knows how to review an application and what to look for.	
Demonstrates the ability to conduct an interview.	
PRODUCT ORDERING	
Demonstrates the ability to place a proper food order using visual view.	
Demonstrates the ability to place a proper Coke order.	
Understands how to adjust orders during specials and promotions.	
SELF OA	
Demonstrates the ability to do a Self OA, why we do them, and how often they should be done.	
Understands that we should correct each item as we go through a Self OA.	
Knows what is considered a critical and how to spot them in the store.	
FINANCIALS	
Has been shown and explained a financial statement.	
Can locate food and labor on the financial statement.	
Knows what EBITDA stands for and can locate it on the financial statement.	
Is able to compare results against last year and spot anything that stands out.	
PWR AND CORRIGO	
Demonstrates the ability to locate real time information in PWR.	
Understands the information displayed under keys in PWR.	
Knows how to find information for specific date ranges in PWR.	
Knows how to close a CCC in PWR.	
Knows how to submit maintenance and IT requests through Corrigio.	
TRAINING	
Has assisted in the development of a Shift Manager in the last 6 months.	
Has assisted in the development of an Assistant Manager in the last 12 months.	

PAGE 1 OF 2

ASSISTANT CERTIFICATION OF EXPERTISE CHECKLIST 7/2024



A.C.E. CHECKLIST

ASSISTANT CERTIFICATION OF EXPERTISE

PAGE 2 OF 2

THIS CHECKLIST BELONGS TO:

STORE #

DATE CHECKLIST STARTED

TASKS	DM CONFIRMED
PERFORMANCE REVIEWS	
Knows where to find Team Member Review forms and why they are important.	
Demonstrates the ability to prepare a Team Member Review form.	
Has conducted at least 3 Team Member Reviews.	
ADMINISTRATION	
Understands, communicates, and posts required Service reports each Monday.	
Consistently completes the Area of Focus each week.	
Knows how to speak to a TM about contributing to Partners.	
Knows how to do a vehicle inspection and enter it.	
Knows how to complete a Payroll Deduction form.	
Knows how to read a pests manifest and understands how to find areas of opportunity.	
REPORTS	
Can locate, understand, and explain a Product Detail Report.	
Can locate, understand, and explain a Prepped Bread Side Report.	
Can locate, understand, and explain Load and Go Hourly service.	
Can locate, understand, and explain the Inventory Variance Report.	
MISCELLANEOUS	
Has created a cleaning checklist and has implemented the system.	
A Food Manager Certification has been acquired.	
Is eligible to drive for MAC Pizza.	
REVIEW	
Store Leadership Review Form completed by the GM and turned into DM.	

The A.C.E. Checklist certifies the expertise of Assistant Managers, on an annual basis, confirming their knowledge and specialized skills in managing store operations. This comprehensive checklist ensures that our Assistant Managers are fully equipped to excel in their roles and are prepared for the next steps in their career progression.

*Completion and demonstration of these tasks are also required to interview for the General Manager in Training (GMIT) position.

This Assistant Manager has demonstrated their abilities in the tasks listed above sufficiently and is considered an ACE Certified!

AM NAME

AM SIGNATURE

DATE SIGNED

DM NAME

DM SIGNATURE

DATE SIGNED

PAGE 2 OF 2

ASSISTANT CERTIFICATION OF EXPERTISE CHECKLIST 7/2024



MAC PROGRAM

AM Certification Process

- GMs will work on training their AMs using the A.C.E Checklist.
- DMs are to perform certifications:
 - AM Certification process should be initiated within 12 months of promotion to AM.
 - This allows new AMs enough time to learn and adapt to their responsibilities.
 - Upon completing their first certification, AMs will receive an ACE pin.
 - Existing AMs will be recertified annually (1 year after their last certification) to ensure continued proficiency.





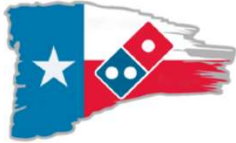


MAC PROGRAM

Promotion to General Manager in Training (GMIT)

- **A.C.E. Checklist Complete:**
 - *If this has not been completed, the DM will need to certify their AM before they are able to interview for the GMIT position.*
- **Interview with Regional Director (RD)**



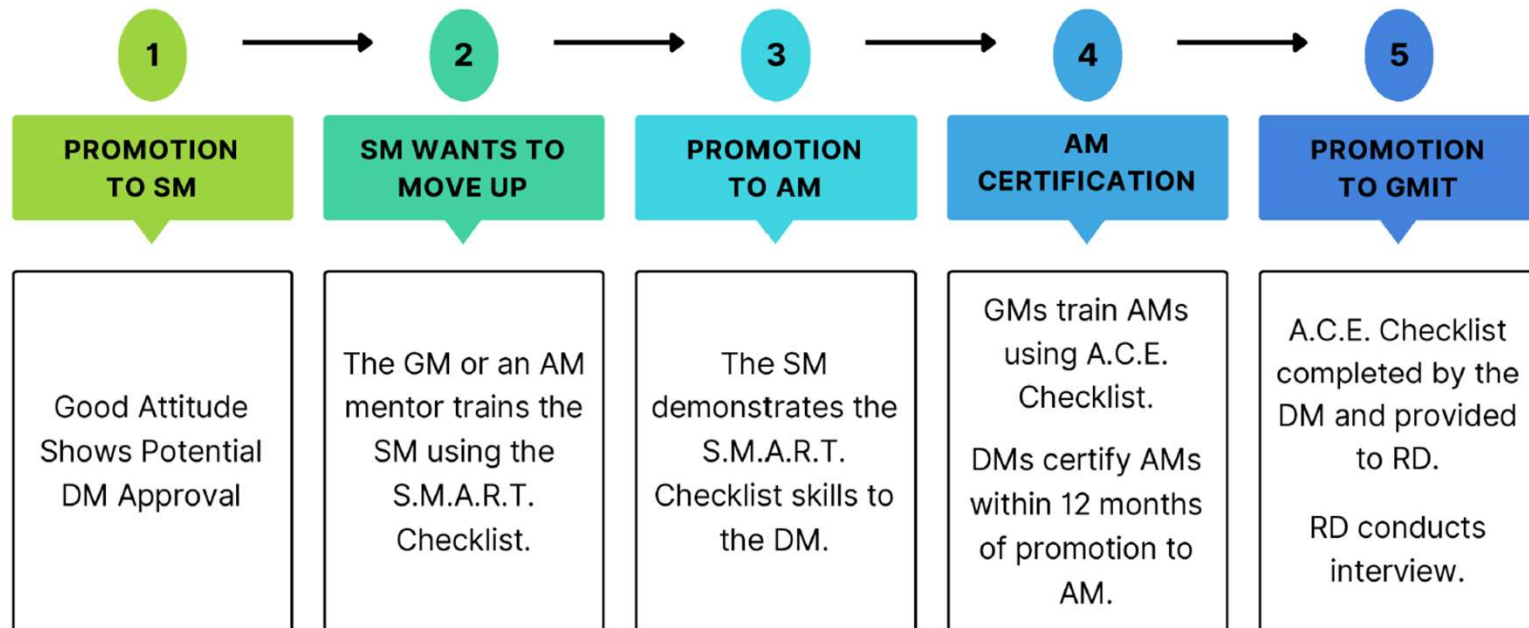


M.A.C. Program

Manager Advancement & Certification

To ensure a structured and consistent pathway for career advancement within MAC Pizza, we are implementing the Manager Advancement and Certification Process.

This program outlines the requirements and procedures for promoting team members to Shift Manager (SM), Assistant Manager (AM), and General Manager in Training (GMIT).





MAC PROGRAM

Implementation Plan

- **Distribution of A.C.E. Checklist**
- **Current GMs Certified**
- **DMs Training:** The entire process will be introduced and explained to DMs on August 7th, 2024.
- **AM Training:** Starting August 7th, 2024, DMs will begin going through the A.C.E. Checklist with all current AMs.
 - Current AMs will need to have their certification completed within 1 year from the implementation of this process.
- **Start Date:** The new AM Advancement and Certification Process will commence at the start of Period 9 on August 12th, 2024.





QUESTIONS?





**THANK
YOU!**

