





## Career Path “We Sow, You Grow”

The following was established to navigate you through each career level within our restaurant operations organization here at Miracle Restaurant Group. According to Don Moore, President and CEO, “The restaurant business is a wonderful business—where we get to share the blessing of hospitality to our customers on a daily basis! The restaurant business has been around since the beginning of time, it is steeped in history, and it is an honorable profession. I love the restaurant business, and I am thankful that our Company can impact so many people in a positive way each and every day. What you do, and what your teammates do on a daily basis in our restaurants matter. There is a passage in the New Testament that reads, “Do not forget to entertain strangers, for by so doing some people have entertained angels without knowing it.”

The following pages will explain each position along your journey from Team Member Trainee to Training General Manager. It will also detail our compensation system so you can truly see what a rewarding career you can have with Miracle Restaurant Group.

### **Objectives:**

- Provide a clear career path from Hourly employee to Training General Manager
- Maximize the potential of our people
- Provide opportunities to better oneself

There are a number of tools and programs designed to help support your professional development at Miracle Restaurant Group. Listed below are brief descriptions.

**Training Programs:** Training designed to provide hands on, on-the-job training on the skills and knowledge required to complete the responsibilities of each position. Completion of the Training Program, at each level, is required before being promoted to a new position.

Core training programs at MRG are:

- TMTP (Team Member Training Program)
- SMTP (Shift Manager Training Program)
- MTP (Manager Training Program)
- AMTP (Advanced Manager Training Program)
  - 1<sup>st</sup> Assistant
  - Assistant General Manager
- GMTP (General Manager Training Program)

Our business purpose is simple:

To sow seeds of opportunity to our employees, and to share the blessing of hospitality to our guests and community.

Welcome to the journey!

## Jobs and Positions

### TMTP: (Team Member Training Program)

As a newly hired Hourly employee, you will join our team as a Team Member Trainee, unless otherwise specified. Your initial training is for a 90 day period, during which time you will be taught the responsibilities necessary to become a Team member. During your training, you will be orientated in all areas of restaurant operations and become familiar with our corporate policies and procedures. You must be at least 16 years of age to work for Miracle Restaurant Group. Employees under the age of 18 years will not be trained on the operation of the slicer. You will first be trained using the Team Member Training Program. After completing all modules of the TMTP, the next step is becoming a Team Member. Your next step will be to become a Team Trainer. You should be able to complete all modules and become a team trainer within four to six months.

**TITLE:** Team Member Trainee

**REPORTS TO:** General Manager

**FLSA STATUS:** Non-Exempt: Grade 1

**PURPOSE:** To provide [Quality Food, Fast and Friendly](#)

### **RESPONSIBILITIES:**

1. Strive to successfully complete each section of the TMTP program
  - Orientation
  - Safety First
  - Arby's Red Hat Service
  - Backline
  - Roast Beef and Slicer (must be 18 years old to use slicer)
  - Fry Station
  - Front Line Cashier
  - Drive-thru Cashier & Runner
  - Food Preparation
  - Maintenance
  - Breakfast
  - Closing
  - Team Trainer
2. Provide customers with [Wow! Hospitality](#)
3. Meet or Exceed Speed of Service Standards
4. Serve Hot/Fresh Quality Products
5. Maintain Crystal Clean Customer View & Work Area
6. Follow all Food and Personal Safety Procedures
7. Replenish and rotate supplies.
8. Keep the lot, lobby, kitchen counters and restrooms clean.
9. Operate in accordance with established performance and operating standards as set out in the OSM and Employee Handbook
10. Arrive for work on time on those days designated on the schedule.
11. Be dressed in a clean and proper uniform.
12. Perform such other duties, as directed by the manager.
13. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description.
14. Display a clear understanding of Miracle's Mission, Vision and Values

### **Team Member Promotion Guidelines**

1. Proficiency in at least 8 positions of the restaurant
2. Available for all shifts necessary for the position
3. Top Performance – appraisals average 3.0 or higher
4. Area Director approval

## Jobs and Positions

### Team Member:

After 90 days of continuous employment, you will automatically be promoted to Team Member. With this promotion, you should be adequately trained and, therefore, responsible for providing our customers with a positive Arby's dining experience. Furthermore, you should possess a firm understanding of our corporate policies and procedures. Promotion to this grade may earn you up to a ten (.10) cents per hour increase in your wages. Your next step will be to become a Senior Team Member. You should be able to complete all modules and become a team trainer within four to six months.

**TITLE:** Team Member

**REPORTS TO:** General Manager

**FLSA STATUS:** Non-Exempt: Grade 2

**PURPOSE:** To provide [Quality Food, Fast and Friendly](#)

### **RESPONSIBILITIES:**

1. Complete any outstanding sections of the TMTTP program
  - Orientation
  - Safety First
  - Arby's Red Hat Service
  - Backline
  - Roast Beef and Slicer (must be 18 years old to use slicer)
  - Fry Station
  - Front Line Cashier
  - Drive-thru Cashier & Runner
  - Food Preparation
  - Maintenance
  - Breakfast
  - Closing
  - Team Trainer
2. Provide quality service to each customer and maintain the company's high standards of cleanliness, attitude, product and service.
3. Meet or Exceed Speed of Service Standards
4. Serve Hot/Fresh Quality Product
5. Maintain Crystal Clean Customer View & Work Area
6. Follow all Food and Personal Safety Procedures
7. Replenish and rotate supplies.
8. Keep the lot, lobby, kitchen counters and restrooms clean.
9. Operate in accordance with established performance and operating standards as set out in the OSM and Employee Handbook
10. Arrive for work on time on those days designated on the schedule.
11. Be dressed in a clean and proper uniform.
12. Perform such other duties, as directed by the manager.
13. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description.
14. Display a clear understanding of Miracle's Mission, Vision and Values
15. Abide by all policies and procedures as set forth in Miracle's Employee Handbook

### **Specific Job Knowledge, Skills and Ability:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- Achieved at least a Successful evaluation on 3 month Performance Review
- Ability to work in a fast paced environment
- Understanding of all MRG/Arby's standards, policies and procedures
- Provide QF3
- Available for all shifts necessary for the position
- Area Director approval

**Senior Team Member:**

To be eligible for the position of Senior Team Member, you must have completed six months of continuous employment. Additionally, you must have completed all applicable phases of Arby's/ MRG's Training Program (s). You will be asked to satisfactorily demonstrate your knowledge through both oral and written examinations. Promotion to this grade may earn you up to a fifteen (.15) cents per hour increase in your wages. Employees under the age of 18 years will not be trained on the operation of the slicer. This does not preclude you from promotion to the Senior Team Member position. Your next step will be to become a Shift Manager. You should be able to complete all modules and become a Senior Team Member within four to six months.

**TITLE:** Senior Team Member

**REPORTS TO:** General Manager

**FLSA STATUS:** Non-Exempt: Grade 3

**PURPOSE:** To provide Quality [Food, Fast and Friendly](#)

**RESPONSIBILITIES:**

1. Be able and willing to train new team members successfully complete all sections of TMTP
  - Orientation
  - Safety First
  - Arby's Red Hat Service
  - Backline
  - Roast Beef and Slicer (must be 18 years old to use slicer)
  - Fry Station
  - Front Line Cashier
  - Drive-thru Cashier & Runner
  - Food Preparation
  - Maintenance
  - Breakfast
  - Closing
  - Team Trainer
2. Provide quality service to each customer and maintain the company's high standards of cleanliness, attitude, product and service.
3. Meet or Exceed Speed of Service Standards
4. Serve Hot/Fresh Quality Product
5. Maintain Crystal Clean Customer View & Work Area
6. Follow all Food and Personal Safety Procedures
7. Replenish and rotate supplies.
8. Keep the lot, lobby, kitchen counters and restrooms clean.
9. Operate in accordance with established performance and operating standards as set out in the OSM and Employee Handbook
10. Arrive for work on time on those days designated on the schedule.
11. Be dressed in a clean and proper uniform.
12. Perform such other duties, as directed by the manager.
13. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description.
14. Display a clear understanding of Miracle's Mission, Vision and Values

**Specific Job Knowledge, Skills and Ability:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- Achieved at least a Successful evaluation on 3 and 6 month Performance review
- Ability to work in a fast paced environment
- Understanding of all MRG/Arby's standards, policies and procedures
- Provide QF3
- Available for all shifts necessary for the position
- Area Director approval

**TITLE:** Shift Manager:

**REPORTS TO:** General Manager

**FLSA STATUS:** Non-Exempt: Grade 4

**PURPOSE:** As a Shift Manger, you will have the added responsibility of **assisting the management team** in day to day restaurant operations. To be eligible for a Shift Manager position, you must have successfully completed and shown proficiency in all phases of Arby's/MRG's training program (s) and you must be able to open and close your restaurant properly without direct supervision. Upon being promoted to Shift Manager, you will be evaluated by your Management Team and become eligible for an increase in your hourly wage based upon your overall performance.

**RESPONSIBILITIES:**

1. Assist the Manager or be responsible for all aspects of running a great shift.
  2. Execute the Twelve Systems daily to insure a clean, organized restaurant, prepared to deliver quality food, fast and friendly.
  3. Insure Team Members receive the appropriate training.
  4. Work positions to provide service to our guests.
  5. Operate in accordance with established performance, profits and operating standards as set out in the OSM.
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6. Supervise and motivate Team Members to perform to their highest possible level of ability.
  7. Have a good working knowledge of all equipment, and assume responsibility for preventive maintenance of a restaurant.
  8. Maintain high standards of service throughout the operational day by demonstrating management by example.
  9. Utilize all management tools to keep neat, accurate and current records providing the historical data to plan for increased sales and profits.
  10. Communicate openly and honestly with subordinates, superiors and all others about plans, progress and problems.
  11. Provide leadership by engendering excitement, enthusiasm, a positive mental attitude and commitment toward Company objectives. Create an atmosphere of "Esprit de Corp."
  12. Responsible for increasing sales and making a profit.
  13. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description.

**Specific Job Knowledge, Skills and Ability:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- Must have ability to exercise judgment in evaluating situations and in making sound decisions.
- Ability to work in a fast paced environment
- Understanding of all MRG/Arby's standards, policies and procedures
- Provide QF3
- Available for all shifts necessary for the position

**EDUCATION/EXPERIENCE:**

Preferred:

- High School Graduate or GED
- 6 months of experience in the restaurant industry
- Successful completion of TMTP and SMTP Training Programs
- 18 years of age
- No felony convictions
- Successful Background Check and Drug Test

# Management Positions

## Positions Summaries

### New 11 Point Schedule for General Managers

In order to promote and maintain a fair and effective work environment for our General Managers, Miracle Restaurant Group has decided to implement a new “**GM Point Schedule**” program. Each General Manager is required to work a schedule that would equate to a total of **11** points a week. Those General Managers that average, in any given period, over 11 points a week will be entered into a special drawing for a chance to win an award (award and value will vary per Period).

### Current Management Positions

#### Positions Summaries

##### Restaurant General Manager:

This is the senior management member in the restaurant. The RGM oversees the overall operations of the restaurant. While many tasks may be delegated to other members of the team, the RGM is **ultimately responsible**.

Shifts: 4 Days, 1 Close: Minimum of at least 5 days 50 hours per week : Salary Exempt

##### Assistant

The Assistant manager is the number two member of the management team and oversees the overall operation in the RGM’s absence. This position may not be available in all restaurants. It is dependent on volume of the restaurant and the abilities of the team.

Shifts: 3 Days, 2 Closes (**AM Shifts must have little to no overlap with the RGM**): Minimum 45 hours per week: Salary Non - Exempt

##### 1<sup>st</sup> Assistant

Runs shifts and oversees the overall operations of the restaurant during limited spans of time.

Shifts: 3 Closes (Covers shifts when RGM or Assistant Manager are not present). Hourly: Non-Exempt

##### Shift Manager:

Runs shifts and oversees the overall operations of the restaurant during limited spans of time.

Shifts: 3 Closes (Covers shifts when RGM or Assistant Manager (s) are not present). Hourly: Non-Exempt

### MRG Point Schedule System

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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Open (Starts Before 10 AM)	2	1	1	1	1	1	1
Mid (Comes in between 10-11 works lunch and Dinner)	2	2	2	2	3	3	3
Close (Comes in After Lunch till close)	1	2	2	2	3	3	3
Late Night (Comes in Before 5PM ending after 2AM)	2	2	2	2	3	3	2

**Sample Schedule: Based on 5 day work week**

	MON	TUES	WED	THURS	FRI	SAT	SUN
Restaurant General Manger (RGM)	8-6	2 - close	Off	10-7	10-7	11-9	Off
Assistant GM (AGM)	2 - Close	8-6	9-7	Off	2 - Close	Off	9-7
1 <sup>st</sup> Assistant (1 <sup>st</sup> AM)	Off	11-9	11-9	2 - Close	Off	2 - Close	2 - Close
Shift Manager (SM)	11-9	Off	4 - Close	11-9	11-9	9-7	Off

**Example: Based on GM Schedule Above:**

	<u>Mon</u>	<u>Tues</u>	<u>Wed *</u> <u>Pick up</u> <u>extra points</u>	<u>Thurs</u>	<u>Fri</u>	<u>Sat</u>	<u>Sun *</u> <u>pick up</u> <u>extra points</u>	<u>Total</u>
Open (Starts Before 10 AM)	<u>2</u>							<u>2</u>
Mid (Comes in between 10-11 works lunch and Dinner)				<u>2</u>	<u>2</u>	<u>3</u>		<u>7</u>
Close (Comes in After Lunch till close)		<u>2</u>						<u>2</u>
Late Night (Comes in Before 5PM ending after 2AM)								
<b>Total</b>	<u>2</u>	<u>2</u>		<u>2</u>	<u>2</u>	<u>3</u>		<u>11</u>

**Special Incentive:** Those General Managers that average, in any given period, 11 points a week will have their name entered into a special drawing for a chance to win an award. Those General Managers that average 12 points a week will get their name entered 3 times, those that average 13 or more points a week will get their name entered 5 times. Award and value will vary per Period.



## Responsibilities

<b>Restaurant General Manager</b>	<b>Assistant General Manager</b>	<b>1<sup>st</sup> Assistant</b>	<b>Shift</b>
<ul style="list-style-type: none"> <li>• Shift and Assistant Manager Development-AMTP</li> <li>• Work Schedule</li> <li>• Team and Management Appraisals</li> <li>• Orientations</li> <li>• EOW/EOP Paperwork</li> <li>• Hiring</li> <li>• P&amp;L Analysis</li> <li>• Management Meetings</li> <li>• LSM</li> <li>• Community Involvement</li> <li>• Shift Control</li> <li>• Employee Coaching, Counseling, Warnings and Termination</li> <li>• Sales &amp; Labor Projections</li> <li>• Facility Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• TMTP Execution</li> <li>• EOW Paperwork</li> <li>• Ordering Build-to's</li> <li>• Team Meetings</li> <li>• Team Member Appraisals</li> <li>• Orientations</li> <li>• Hiring</li> <li>• Shift Control</li> <li>• Employee Coaching, Counseling, Warnings and Termination</li> <li>• GM responsibilities in GM's absence</li> </ul>	<ul style="list-style-type: none"> <li>• Invoices</li> <li>• Daily Ordering</li> <li>• Weekly Ordering</li> <li>• Prep Sheets</li> <li>• Sales &amp; Profit Binder</li> <li>• TMTP</li> <li>• POP</li> <li>• Safety</li> <li>• Shift Control</li> </ul>	<ul style="list-style-type: none"> <li>• TMTP</li> <li>• QF3</li> <li>• Running Great Shifts</li> <li>• Cash Control</li> </ul>

In the absence of a position in a restaurant, the responsibilities shift upward.

For example, if a restaurant doesn't have an Assistant Manager, these responsibilities shift to the General Manager.

### Promotion Raises\*

Minimum raise for each position (or to the bottom of the salary range):

Compensation for Hourly Employee to Shift Manager: Minimum Wage up to \$11.00

Promotion from Shift Manager to 1<sup>st</sup> Assistant: At least to the bottom of the salary range: \$21,200

Promotion from 1<sup>st</sup> Assistant to Assistant General Manager: 10% increase

Promotion from Assistant to General Manager: 10% or to the bottom of the salary range: \$30,600

Promotion from General Manager to Area Director: 10% or to the bottom of the salary range: \$52,249

Promotion from Area Director to Director of Operations: 10% or to the bottom of the salary range: \$80,000

**TITLE:** 1<sup>st</sup> Assistant Manager

**REPORTS TO:** Restaurant General Manager

**FLSA STATUS:** Non-Exempt

**PURPOSE:** To manage an Arby's restaurant toward the attainment of agreed upon **sales and profit goals**, working within the framework of company values and policies.

**RESPONSIBILITIES**

1. Increase sales by providing outstanding product and service.
  2. Work Quarterback position lunch, dinner and weekends.
  3. Assist in providing Team Members and Shift Managers with the appropriate training.
  4. Purchase food, beverages and supplies as needed and oversee their preparation to insure that every product served meets our high standards of product quality.
  5. Execute the Twelve Systems daily to insure a clean, organized restaurant, prepared to deliver quality food, fast and friendly.
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6. Operate in accordance with established performance, profits and operating standards as set out in the OSM.
  7. Complete Phase One of AMTP in a timely manner.
  8. Supervise and motivate Team Members and Shift Managers to perform to their highest possible level of ability.
  9. Have a good working knowledge of all equipment, and assume responsibility for preventative maintenance of a restaurant.
  10. Maintain high standards of service throughout the operational day by demonstrating management by example.
  11. Utilize all management tools to keep neat, accurate and current records providing the historical data to plan for increased sales and profits.
  12. Insure all marketing plans are executed on time and accurately to build repeat customer visits.
  13. Communicate openly and honestly with subordinates, superiors and all others about plans, progress and problems.
  14. Provide leadership by engendering excitement, enthusiasm, a positive mental attitude and commitment toward Company objectives. Create an atmosphere of "Esprit de Corp."
  15. Perform such other duties, as directed by the General Manager or Manager.
  16. Responsible for increasing sales and making a profit.
  17. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description.

**Specific Job Knowledge, Skills and Ability:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- Completion of MRG MIT Program
- Must have ability to exercise judgment in evaluating situations and in making sound decisions.
- Ability to work in a fast paced environment
- Understanding of all MRG/Arby's standards, policies and procedures
- Provide QF3
- Available for all shifts necessary for the position

**EDUCATION/EXPERIENCE:**

Preferred:

- High School Graduate or GED
- 1 year of experience in the restaurant industry
- Successful completion of MIT Training Programs
- 18 years of age
- No felony convictions
- Successful Background Check and Drug Test

**TITLE: Assistant General Manager**

**REPORTS TO: General Manager**

**FLSA STATUS: Non-Exempt**

**PURPOSE: To manage an Arby's restaurant toward the attainment of agreed upon sales and profit goals, working within the framework of company values and policies.**

**RESPONSIBILITIES:**

1. Increase sales by providing outstanding product and service.
  2. Work Quarterback position lunch, dinner and weekends, monitoring quality of food and service.
  3. Insure restaurant is 100% staffed with quality Team Members.
  4. Insure full implementation of new employee orientation and TMTP.
  5. Purchase food, beverages and supplies as needed and oversee their preparation to insure that every product served meets our high standards of product quality.
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6. Complete Phases 2 and 3 of AMTP
  7. Execute the Twelve Systems daily to insure a clean, organized restaurant, prepared to deliver quality food, fast and friendly.
  8. Operate in accordance with established performance, profits and operating standards as set out in the OSM.
  9. Supervise and motivate Team Members and Shift Managers to perform to their highest possible level of ability.
  10. Have a good working knowledge of all equipment, and assume responsibility for preventive maintenance of a restaurant.
  11. Maintain high standards of service throughout the operational day by demonstrating management by example.
  12. Utilize all management tools to keep neat, accurate and current records providing the historical data to plan for increased sales and profits.
  13. Insure all marketing plans are executed on time and accurately to build repeat customer visits.
  14. Communicate openly and honestly with subordinates, superiors and all others about plans, progress and problems.
  15. Provide leadership by engendering excitement, enthusiasm, a positive mental attitude and commitment toward Company objectives.
  16. Responsible for increasing sales and making a profit.
  17. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description

**Specific Job Knowledge, Skills and Ability:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- Completion of AMTP
- Must have ability to exercise judgment in evaluating situations and in making sound decisions.
- Ability to work in a fast paced environment
- Understanding of all MRG/Arby's standards, policies and procedures
- Provide QF3
- Available for all shifts necessary for the position

**EDUCATION/EXPERIENCE:**

Preferred:

- High School Graduate or GED
- 2 year of experience in the restaurant industry
- Successful completion of MIT Training Programs
- 18 years of age
- No felony convictions
- Successful Background Check and Drug Test
- 2 years of management experience in the restaurant or retail industries.

**TITLE: General Manager**

**REPORTS TO:** Area Director

**FLSA STATUS:** Exempt

**PURPOSE:** To manage an Arby's restaurant toward the attainment of agreed upon **sales and profit goals**, working within the framework of company values and policies. Must be willing and able to work a minimum of **50 hours** per week (RGM may be required to work additional days or hours based on the company's need).

**RESPONSIBILITIES:**

1. Grow Year over Year sales by providing outstanding product and customer service.
  2. Use the Labor Scheduling Tool to develop and manage an effective work schedule each week and post it by 5 PM on Thursday.
  3. Work Quarterback position lunch, dinner and weekends, monitoring quality of food and hitting appropriate service times.
  4. Insure restaurant is 100% staffed with quality Team Members and all MRG Core Training Programs are being implemented and adhered to.
  5. Inspire unit Team Members using MRG's Core Values.
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6. Review the performance of all Team Members, Shift Managers and Assistant Managers as required by MRG.
  7. Execute the Twelve Systems daily to insure a clean, organized restaurant, prepared to deliver quality food, fast and friendly.
  8. Purchase food, beverages and supplies as needed and oversee their preparation to insure that every product served meets our high standards of product quality.
  9. Operate in accordance with established performance, profits and operating standards as set out in the OSM.
  10. Supervise and motivate Team Members, Shift Managers, Assistant Managers and Managers to perform to their highest possible level of ability.
  11. Have a good working knowledge of all equipment, and assume responsibility for preventive maintenance of a restaurant.
  12. Maintain high standards of service throughout the operational day by demonstrating management by example.
  13. Utilize all management tools to keep neat, accurate and current records providing the historical data to plan for increased sales and profits.
  14. Insure all marketing plans are executed on time and accurately to build repeat customer visits.
  15. Responsible for initiating and implementing approved Local Store Marketing ideas.
  16. Review income statements and progress toward goals with the Area Director each period. Take action to solve problems as necessary.
  17. Communicate openly and honestly with subordinates, superiors and all others about plans, progress and problems. Make sure that "Back of House Information Boards" are updated at all times.
  18. Continually help develop Shift Managers and Assistant Managers in the operation of an Arby's restaurant and prepare them for General Manager responsibilities.
  19. Provide leadership by engendering excitement, enthusiasm, a positive mental attitude and commitment toward Company objectives.
  20. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description
  21. Complete GMTP

**Specific Job Knowledge, Skills and Ability:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- Completion of AMTP
- Completion of GMTP
- Ability to work in a fast paced environment
- Available for all shifts necessary for the position

**EDUCATION/EXPERIENCE:**

Preferred:

- High School Graduate or GED
- 2-3 Years Assistant Manager Experience or at least 1 year of Restaurant GM experience
- Successful completion of MIT Training Programs
- At least 21 years of age
- No felony convictions
- Successful Background Check and Drug Test

**TITLE: Certified Training Manager**

**REPORTS TO:** Area Director with dotted line to Operations Training Manager

**FLSA STATUS:** Exempt

**PURPOSE:** To manage an Arby's restaurant toward the attainment of agreed upon **sales and profit goals**, working within the framework of company values and policies. To teach manager trainees the knowledge and skills necessary to be a member of the management team.

**RESPONSIBILITIES:**

1. Assume all the responsibilities of a Restaurant General Manager as defined in that position description.
  2. Utilize "Development From Within" tools to develop Team Members, Shift Managers and Assistant Managers.
  3. Effectively delegate General Manager responsibilities while conducting MTP.
  4. Manage one restaurant above Arby's standards of operations.
  5. Provide the atmosphere and resources necessary for manager trainees to develop.
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6. Train all new Managers according to the schedule and procedures in the MTP.
  7. Test and evaluate the performance of each trainee weekly.
  8. Communicate effectively with the Area Director and the Operations Training Manager regarding the progress and potential of each manager trainee.
  9. Maintain an excellent working knowledge of all procedures and policies.
  10. Follow up with trainees after training is complete.
  11. Provide leadership by engendering excitement, enthusiasm, a positive mental attitude and commitment toward Company objectives.
  12. Maintain an attitude of flexibility that allows performance above and beyond the parameters of this position description.
  13. Helps to facilitate Career Development Workshops.

**Specific Job Knowledge, Skills and Ability:**

The individual must possess the following knowledge, skills and abilities and be able to explain and demonstrate that he/she can perform the essential functions of the job, with or without reasonable accommodations, using some other combination of skills and abilities.

- Completion of AMTP
- Completion of GMTP
- Ability to work in a fast paced environment
- Available for all shifts necessary for the position
- Effective Presentation Skills

**EDUCATION/EXPERIENCE:**

Preferred:

- Have been an Arby's General Manager for at least 6 months
- Have acted in a similar role with another organization for at least 1 year
- High School Graduate or GED
- At least 21 years of age
- No felony convictions
- Successful Background Check and Drug Test (if external)

Rates for Hourly Positions:

Maximum Hire Rates:

<u>Category</u>	<u>Grade Level</u>	<u>Salary Increase Annually or when the following occurs</u>	<u>Range</u>
Team Member Trainee	Grade 1	Upon Hire	Minimum wage up to \$8.00 ( \$8.15 <b>Maximum</b> hiring wage)
Team Member	Grade 2	After 90 days of employment <b>Plus</b> overall Successful rating. <i>AD must approve!</i>	Current Wage + <u>may</u> get up to a .10 cents raise - (\$8.25 <b>maximum wage</b> amount for employees in Grade 2)
Senior Team Member	Grade 3	After 6 months of consecutive employment <b>Plus</b> overall Successful rating (certified in all Hourly Positions. <i>AD must approve!</i>	Current Wage + <u>may</u> get up to a .15 cents raise (\$8.40 <b>maximum wage</b> amount for employees in Grade 3). Must be willing and able to train new employees.
Shift Manager	Grade 4	Completion and Certification of SMTP. <i>AD must approve!</i>	\$8.50 - \$11.00 (\$11.00 <b>maximum wage</b> amount for employees in Grade 4)

- *Team Member Trainee to Team Member may get up to a .10 cent increase after 90 days. Must have Review conducted and score at least a Successful rating.*
- *Team Member to Senior Team Member may get up to a .15 cent increase. Must have Employee Review conducted and score at least a Successful rating.*

Rates for Management Positions:

Position	Zone 1 Threshold	Zone 2 Midpoint	Zone 3 Maximum
<b>Area Director</b>	\$52,249 - \$60,589	\$60,590 - \$64,289 - \$67,589	\$67,590 - <b><u>\$80,000</u></b>
C. Training GM (* \$250 per MIT)	Quarterly Incentive	Quarterly Incentive	Quarterly Incentive
GM	\$30,600 - \$36,189	\$36,190 - \$39,000 - \$44,770	\$44,771 - \$50,400
Assistant GM/ 1 <sup>st</sup> Assistant	\$21,200 - \$26,389	\$26,390 - \$29,000 - \$31,570	\$31,571 - \$36,800