



SEPTEMBER MANAGER MEETING AGENDA
September 29th, 2015 12pm-130pm

1. WELCOME AND INTRODUCTIONS- 5 minutes
 - a. SIGN IN SHEET
 2. ROD'S UPDATES- 10 minutes
 - a. Follow Up on SAT and examples Handout
 - b. Success
 3. MANAGER SPEED DATING ACTIVITY- 10 minutes Roger
 - a. Get to know your manager teammates Handout
 4. PAYRATE/JOB TITLE EDUCATION- 20 minutes
 - a. (Breakout Groups)- 15 minutes Steven (QUICK SERVE), Kathy (MID SERVICE), Roger (FULL SERVICE)
 - Job Titles: Handout
 - Job Descriptions Packet: Handout
 - Discussion on payrates per position
 - b. Aloha Updates with new job titles: 5 minutes Handout Zsolt
 5. PROMOTIONS, RAISES, NEW JOBS-10 minutes
 - a. Step by Step guideline Handout Steven
 - b. Observation form Handout Steven
 - c. Promotions and Job Openings for Leadership Positions Handout Kathleen
- QUICK BREAK 5 MINUTES**
6. UPDATE ON HIRING EFFORTS: 10 minutes
 - a. Radio and Text Campaign: Handout Roger
 - b. Same day offers and interviews (hourly team members): Handout Roger
 - c. Hiring Bonus for highly demanded positions: Handout Kathleen
 7. NEW HIRE PACKETS, VERIFICATIONS-5 minutes Kathy
 - a. Sample Packets: Handout
 - b. Verifications: Handout
 - c. New Hire Goodie Bags: Handout
 8. BONUS UPDATES: 5 minutes
 - a. Current Standings- Handout Zsolt
 - b. Etais- San Diego Spends- Kathleen
 - c. PVC Curve Status- Handout Kathleen
 - d. New Updates to program- Handout Kathleen
 9. AWARDS, CLOSING: 5 minutes Kathleen/Rod
 - a. Team Member of the Month Voting Handout
 - b. Cans vs Cant's story- Kathleen
 - c. Manager of the Month

MISSION YOGURT COMPANY POSITIONS

QUICK SERVE DIA LOCATIONS

Taco Bell, Einsteins, KFC-PHX, Sara Lee, Columbo

Customer Service 1

Customer Service 2

Lead Customer Service

Quick Serve Supervisor

Overnight Customer Service

Assistant Manager

Manager

Senior Manager

General Manager

MID SERVICE DIA LOCATIONS

Que Bueno, Etais

Server

Bartender

Full Service Supervisor

Front of the House Team Member

Back of the House Team Member

Front of the House 2

Back of the House 2

Lead FOH/BOH Team Member

Cook 1

Cook 2

FULL SERVICE LOCATIONS

Root Down DIA, Timberline

Cook 1

Cook 2

Cook 3

Expo

Prep Cook

Lead Cook/Sous Chef

Dishwasher
Host
Lead Host
Bartender
Lead Bartender
Server
Lead Server/Certified Trainer
Full Service Supervisor
Cashier
Food Runner/Back Server
Porter
Assistant Manager
Manager
Senior Manager
General Manager
OTHER DIA AIRPORT POSITIONS
Warehouse/Inventory Clerk
Warehouse/Inventory Clerk 2
Warehouse Lead Team Member
Warehouse Supervisor
Maintenance Technician
QUE BUENO WESTMINSTER
Host
Server
Cocktail
Bartender
Busser
Dishwasher
Prep Cook
Expo
Cook 1
Cook 2
Go-Go
Lead Go-Go
Security
Lead Security
Promo

Full Service Supervisor
Assistant Manager
Manager
Senior Manager
General Manager
SAN DIEGO
Customer Service/Team Member
Lead Customer Service/Team Member
Quick Serve Supervisor
Overnight Customer Service
Assistant Manager
Manager
Senior Manager
General Manager
SAN JOSE JOES, SJ EINSTEINS, RED MANGO, SIP SAVVY
Host
Server
Bartender
Dishwasher
Prep Cook
Line Cook
Customer Service/Team Member
Lead Team Member
General Manager
ADDITIONAL MANAGEMENT AND SUPPORT OPPORTUNITIES
Home Office Department Administrator
Home Office Department Supervisor
Home Office Department Manager
Executive Assistant
Operations Manager
Department Manager
Executive Manager
Director

		MISSION YOGURT COMPANY POSITIONS
ADP Job Code	Aloha Job Code	QUICK SERVE DIA LOCATIONS
		Taco Bell, Einsteins, KFC-PHX, Sara Lee, Columbo
CUS	Customer Service	Customer Service 1
CUS 2	Customer Service 2	Customer Service 2
LD CUS	Lead Customer Service	Lead Customer Service
QS SPVS	QS Supervisor	Quick Serve Supervisor
OVNRNGHT	Night Customer Service	Overnight Customer Service
ASST MNG	Assistant Manager	Assistant Manager
MNG	Manager	Manager
SR MNG	Senior Manager	Senior Manager
GM MNG	General Manager	General Manager
		MID SERVICE DIA LOCATIONS
		Que Bueno, Etais
SRV	Server	Server
BAR	Bartender	Bartender
FS SPVS	FS Supervisor	Full Service Supervisor
FOH	FOH	Front of the House Team Member
BOH	BOH	Back of the House Team Member
FOH 2	FOH 2	Front of the House 2
BOH 2	BOH 2	Back of the House 2
LD FOH/BOH	Lead FH	Lead FOH/BOH Team Member
LD FOH/BOH	Lead BH	Lead FOH/BOH Team Member
COOK1	Cook 1	Cook 1
COOK2	Cook 2	Cook 2
		FULL SERVICE LOCATIONS
		Root Down DIA, Timberline
COOK1	Cook 1	Cook 1
COOK2	Cook 2	Cook 2
COOK3	Cook 3	Cook 3
EXPO	Expo	Expo
PREP	Prep Cook	Prep Cook
LD COOK	Lead Cook	Lead Cook/Sous Chef
	Sous Chef	Lead Cook/Sous Chef
DISH	Dishwasher	Dishwasher
HOST	Host	Host
LD HOST	Lead Host	Lead Host
BAR	Bartender	Bartender
LD BAR	Lead Bartender	Lead Bartender
SRV	Server	Server
LD SRV	Lead Server	Lead Server/Certified Trainer
FS SPVS	FS Supervisor	Full Service Supervisor
CASH	Cashier	Cashier
FD RUN	Food Runner	Food Runner/Back Server

PORT	Porter	Porter
ASST MNG	Assitant Manager	Assistant Manager
MNG	Manager	Manager
SR MNG	Senior Manager	Senior Manager
GM MNG	General Manager	General Manager
		OTHER DIA AIRPORT POSITIONS
WARE	Warehouse 1	Warehouse/Inventory Clerk
WARE 2	Warehouse 2	Warehouse/Inventory Clerk 2
WARE LD	Warehouse Lead	Warehouse Lead Team Member
WARE SPV	Warehouse SPV	Warehouse Supervisor
MNT TECH	Maintenance	Maintanence Technician
		QUE BUENO WESTMINSTER
HOST	Host	Host
SRV	Server	Server
CKTAIL	Cocktail	Cocktail
BAR	Bartender	Bartender
BUSS	Busser	Busser
DISH	Dishwasher	Dishwasher
PREP	Prep Cook	Prep Cook
EXPO	Expo	Expo
COOK1	Cook 1	Cook 1
COOK2	Cook 2	Cook 2
GO-GO	Go-Go	Go-Go
LD GO-GO	Lead Go-Go	Lead Go-Go
SEC	Security	Security
LD SCRTY	Lead Security	Lead Security
PROMO	Promo	Promo
FS SPVS	FS Supervisor	Full Service Supervisor
ASST MNG	Assistant Manager	Assistant Manager
MNG	Manager	Manager
SR MNG	Senior Manager	Senior Manager
GM MNG	General Manager	General Manager
		SAN DIEGO
CUS	Customer Service	Customer Service/Team Member
LD CUS	Lead Customer Service	Lead Customer Service/Team Member
QS SPVS	QS Supervisor	Quick Serve Supervisor
OVRNGHT	Night Customer Service	Overnight Customer Service
ASST MNG	Assistant Manager	Assistant Manager
MNG	Manager	Manager
SR MNG	Senior Manager	Senior Manager
GM MNG	General Manager	General Manager
		SAN JOSE JOES, SJ EINSTEINS, RED MANGO, SIP SAVVY
HOST	Host	Host
SRV	Server	Server
BAR	Bartender	Bartender
DISH	Dishwasher	Dishwasher
PREP	Prep Cook	Prep Cook

COOK	Line Cook	Line Cook
CUS	Customer Service	Customer Service/Team Member
LD TEAM	Lead Customer Service	Lead Team Member
GM MNG	General Manager	General Manager
ADDITIONAL MANAGEMENT AND SUPPORT OPPORTUNITIES		
	Office Administrator	Home Office Department Administrator
	Office Supervisor	Home Office Department Supervisor
	Office Manager	Home Office Department Manager
	Executive Assistant	Executive Assistant
	Operations Manager	Operations Manager
	Department Manager	Department Manager
	Executive Manager	Executive Manager
	Director	Director



TEAM MEMBER OBSERVATION GUIDE

Mission Yogurt's culture is one of growth. Growing the Team means having every employee knowing that there is growth from the position they are in now, into new and exciting challenges. It is the Managers' responsibility to foster the growth of the Team Members on their team. To facilitate this growth under the spirit of Mission's motto of Constant And Never-ending Improvement, or CANI the Observation Guide and Form helps to grow a Managers' Team.

Before a Team Member can be promoted from one position into a great role, with greater responsibilities, a MANAGER OBSERVATION FORM must be completed. Here is a step-by-step guide to help.

Step 1

Verify the date of hire of the employee, if they are due for an annual or 90 day review this needs to be completed first.

Step 2

A complete review of the Position Descriptions is required. These can be printed out from Missionyogurt.net > [Careers](#) > [Job Descriptions](#) Print both the current position along with the description that the Candidate will move to. Familiarize yourself with the additional responsibilities, a full over-view of the changes in duties and responsibilities will need to be discussed with the Team Member.

Step 3 Complete the MANAGER OBSERVATION FORM. This form can be printed out from Missionyogurt.net > [HR resources and Forms](#) > [Review Forms](#) This form needs to be completed utilizing detailed responses in the MANAGER RESPONSE section. Justify and explain why and how the individual is excelling in their current position and how they will grow in their new role.

Step 4

Submit a completed review (if applicable), a completed MANAGER OBSERVATION FORM, along with a completed PAY RATE CHANGE FORM, to Human Resources. As with any position, or pay change; no changes will be communicated to the employee until all necessary approvals have been received. Even upon approval, nothing on their documentation is intended to create a contract of employment for a specific term and all employment is At Will.

Step 5

The submitting Manager will be notified via email in regard to the position title and pay changes. This will include the start date of the new position.



MANAGER OBSERVATION FORM

Remember that no position change will be communicated to the employee until all necessary approvals have been completed. Even upon approval, nothing on their documentation is intended to create a contract of employment for any specific term and all employment is At Will.

SECTION 1: TEAM MEMBER INFORMATION

Employee Name _____ Date of Hire _____
 Store _____ Current Job Title _____
 Manager Submitting Request _____ Today's Date _____

SECTION 2: OBSERVATION INFORMATION

OBSERVATION	MANAGER RESPONSE
Employee has demonstrated proper Understanding of PVC and demonstrated this? If BOH, has employee have they demonstrated team cohesiveness?	
Has the Employee demonstrated the Principals of CANI? Give examples. (Consistent And Never-ending Improvement)	
Has Employee been given the new job Position Descriptions? Has the employee been demonstrating these qualities?	
Does employee understand the full scope of added responsibilities and job requirements?	
Time in current position? _____ Reason for Manager's recommendation?	

Received: _____

SECTION 3: APPROVAL / HR USE ONLY

Executive Management Signature _____ Approved YES NO
 PROCESSING INFORMATION
 Actual Effective Date _____ ADP Updated _____
 Job Title Given _____ Manager Notification _____



STEP BY STEP PROCEDURES FOR PROMOTIONS TO LEADERSHIP POSITIONS

A Leadership Opportunity at Mission Yogurt, Inc. is defined as the following positions:

Lead (Job Title)
Supervisor
Assistant Manager
Manager/Senior Manager
General Manager/Kitchen Manager

1. All Leadership Opportunities will be posted to the Mission Yogurt, Inc. Website
2. If there is not a current posting and you are looking to add or create a new leadership position, this must be cleared and processed through HR@MISSIONYOGURT.COM.
3. All Internal candidates must submit a resume directly to HR@MISSIONYOGURT.COM-****please note external candidates submit to careers@misisonyogurt.com*
4. Once the resume is submitted to HR@MISSIONYOGURT.COM, An HR Representative will contact the applicant's direct supervisor for feedback and an endorsement.
5. If the internal applicants has worked less than year for Mission Yogurt, they must have had a 90 day review completed and on file.
6. If the internal applicant has worked for more than a year for Mission Yogurt, they must have up-to-date annual reviews completed and on file.
7. After receiving direct supervisor feedback and looking over the team member's review files, HR will set up an interview with the internal candidate.
8. Upon interviewing all applicants, if the decision is made to promote a team member from within, HR will notify the applicant and direct supervisor.
9. Following the notification and award of a leadership position to an internal applicant, HR and the Direct Supervisor will be responsible for completing a position change orientation for the Team Member.
10. The position change orientation must be scheduled and completed before the official start date in the new position.
11. The completed POSITION CHANGE ORIENTATION FORM as well as a PAY RATE CHANGE FORM, must be completed and turned into HR to finalize the process.

The Many Benefits of One-day Hiring

1. **Quality hires** — because you won't lose top candidates!
2. **It impresses candidates** — holding same-day interviews and making same day offers will certainly get your candidate's attention, because it shows you are decisive, which is a feature top performers demand. Getting a call immediately after applying and being invited almost immediately is so out of the norm that it impresses candidates and it makes them feel important. Wasting people's time with an extended hiring process irritates candidates and it can make them think that you don't respect them
3. **Quicker time to productivity** — because open positions will be vacant for fewer days, your new hires can be on the job much faster. This means customer satisfaction will increase because you have reduced vacant positions.
4. **You can get higher acceptance rates** — giving candidates' lots of time to think about whether they want to work for you can actually give them time to raise doubts and questions. One-day hiring doesn't give them an extended period of time to talk their job choices over with their colleagues and families, who might dissuade them.
5. **You get decisive hires** — because same-day hiring rewards candidates who know precisely what they want in a job and a firm, you are likely to get hires who are a great fit. In addition, because one-day hiring requires candidates to make a quick decision, your new hires are likely to be decisive on the job also.
6. **It reduces opportunities for candidates to change their mind**
7. **It provides a competitive advantage** — making a quick offer reduces a top candidate's opportunity to wait for a better offer
8. **A low candidate dropout rate** — There is nothing worse than having a top candidate apply and show interest, only to lose them because your hiring process takes too long.
9. **The tight job market makes it essential** — If you don't do fast hiring, you may find that every one of the acceptable candidates are gone within two weeks.



HIRING PROCESS

- **RESPOND TO APPLICANTS QUICKLY**
- **SET UP AN INTERVIEW**
- **GO TO THE INTERVIEW WITH THE TOOLS YOU NEED:**
 - What schedule is available?
 - What pay rate are we offering?
 - Badging form
 - A list of interview questions
- **BE PREPARED TO OFFER A JOB AT THE INTERVIEW**
 - Don't feel obligated or rushed
 - Only give 1 day offers if you are confident in the candidate
- **FOLLOW UP AFTER THE INTERVIEW**
 - The next day follow up via phone, text or email
 - Follow up the same way you were communicating before the interview
 - Follow up every week, Let them know the status of their badging.

New Hire Summaries

Last Name	<input type="text"/>
Middle Name	<input type="text"/>
First Name	<input type="text"/>
Home Department	<input type="text"/>
Gender	<input type="text"/>
Birth Date	<input type="text"/>
Tax ID	<input type="text"/>
Federal/W4	<input type="text"/>
Federal/W4 Marital Status	<input type="text"/>
Address: Address Line 1	<input type="text"/>
Address: Address Line 2	<input type="text"/>
Address: City	<input type="text"/>
Address: State/Province	<input type="text"/>
Zip	<input type="text"/>
Personal E-mail	<input type="text"/>
Primary Phone	<input type="text"/>
Badge Number	<input type="text"/>
Parking Permit #	<input type="text"/>

IF YOU HAVE FOUND INCORRECT INFORMATION, PLEASE WRITE IN YOUR CORRECT INFORMATION AND MAKE SURE IT IS 100% LEGIBLE! DON'T FORGET TO DOUBLE CHECK YOUR SOCIAL SECURITY NUMBER!

<-----PLEASE ADD A CURRENT PHONE NUMBER AND EMAIL FOR IMPORTANT EMPLOYEE UPDATES!

ONCE YOU HAVE CAREFULLY CHECKED AND CORRECTED ALL INFORMATION, PLEASE SIGN AND DATE BELOW AND RETURN TO MANAGEMENT ASAP.

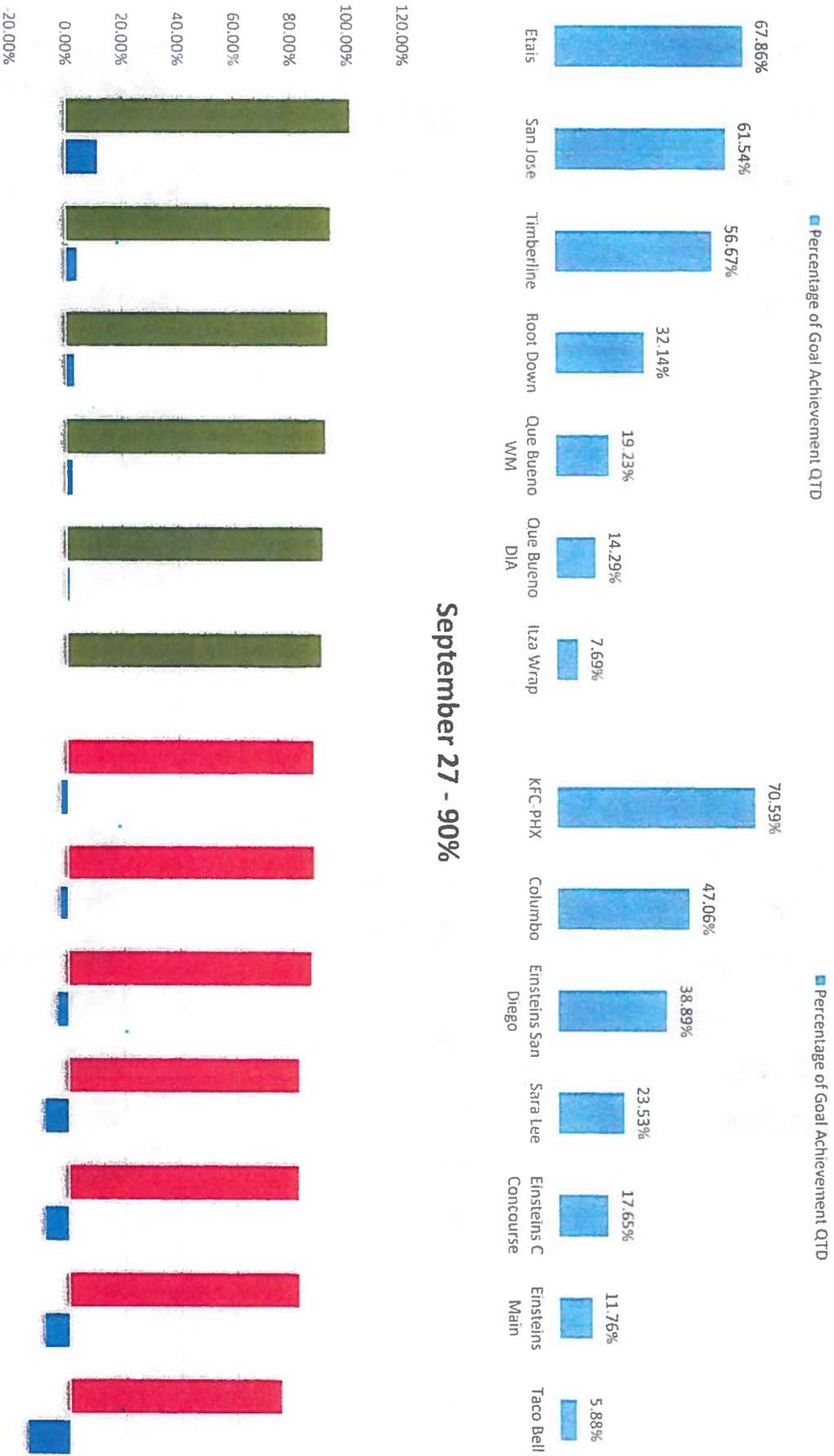
Employee Signature:

Date:

Full Service



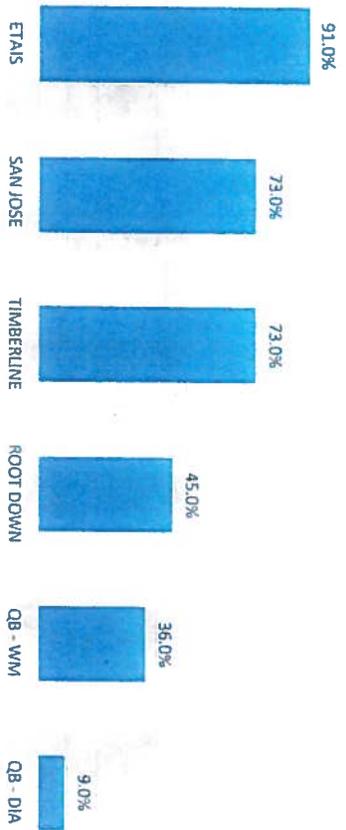
Quick Service



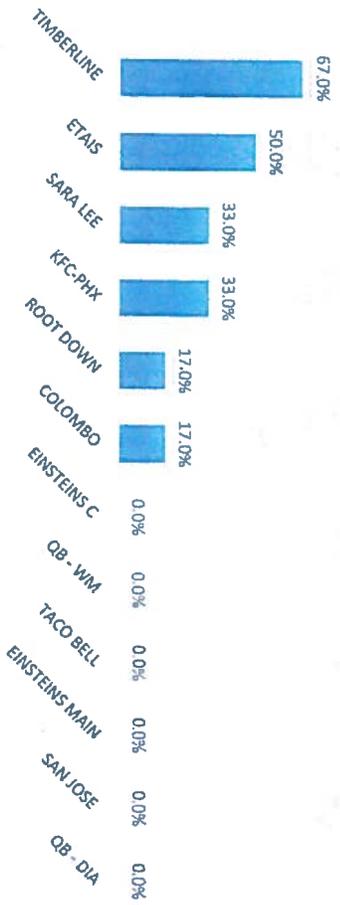
September 27 - 90%

Series1	Series2
101.34%	11.34%
94.23%	4.23%
93.18%	3.18%
91.92%	1.92%
91.16%	1.16%
90.20%	0.20%
87.73%	-2.27%
87.51%	-2.49%
86.36%	-3.64%
81.87%	-8.13%
81.72%	-8.28%
81.67%	-8.33%
75.31%	-14.69%

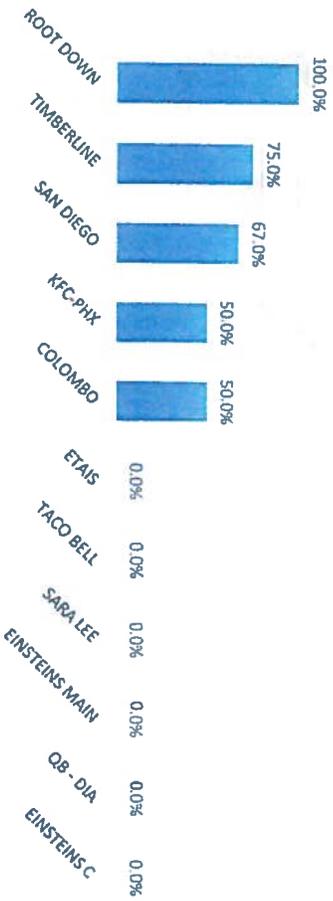
% of Bevinco Bonuses Achieved



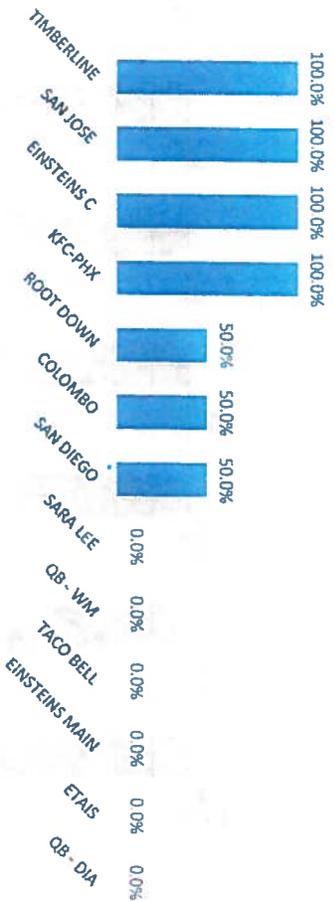
Labor



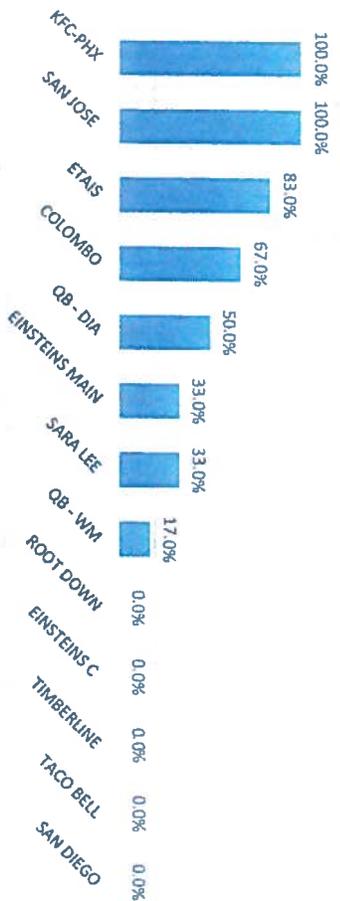
Guest Service



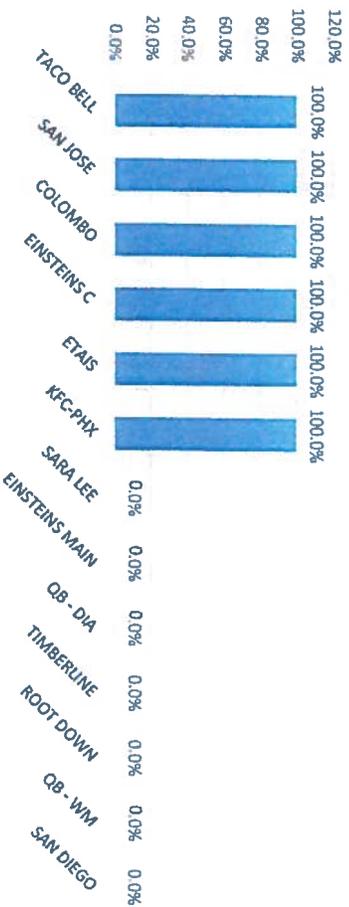
NET Sales



OT



Turnover



Customer Service Scoring - Major Merch Food & Beverage
(Bar, Specialty Coffee and Snack Excluded)
For the Period 8/2012 - 5/2015

Concession Name	Total Gross Monthly Scores	Months Scored	Average Gross Monthly Score
1 Aviator's Club BBQ	1,355	14	96.79
2 Woody Creek Bakery & Café (C)	3,275	34	96.32
3 Itza Wrap! Itza Bowl!	3,274	34	96.29
4 Pizza Hut Express/ Haagen Daz	3,272	34	96.24
5 Jimmy's Bistro	3,261	34	95.91
6 Tamales by La Casita	3,255	34	95.74
7 Udi's (Etai's) Café	2,489	26	95.73
8 City Woc	2,581	27	95.59
9 Elway's	2,198	23	95.57
10 Domino's Pizza	1,622	17	95.41
11 Woody Creek Bakery & Café (B)	3,241	34	95.32
12 Steak Escape-	3,233	34	95.09
13 Sara Lee Sandwich Shoppe	3,231	34	95.03
14 Cantina Grill	3,228	34	94.94
15 Panda Express	3,223	34	94.79
16 Colorado Sports Bar & Grill	3,222	34	94.76
17 Pour La France	3,220	34	94.71
18 KFC/Pizza Hut	3,206	34	94.29
19 Que Bueno! Mexican Grille	3,204	34	94.24
20 Heidi's Brooklyn Deli	3,013	32	94.16
21 Steve's Snappin' Dogs	1,318	14	94.14
22 Schlotzsky's	3,196	34	94.00
23 Smokin Bear/Timberline/Einstein's	3,167	34	93.15
24 Wolfgang Puck	3,165	34	93.09
25 Rock Bottom Brewery	3,158	34	92.88
26 Quizno's	1,389	15	92.60
27 New Belgium Hub	3,146	34	92.53
28 Mesa Verde Lounge	3,143	34	92.44
29 Root Down	1,923	21	91.57
30 Lefty's Mile High Bar & Grille	3,085	34	90.74
31 Denver Chop House	3,046	34	89.59
32 Lefty's Front Range Grille	3,026	34	89.00
33 Lefty's Colorado Trail Grille	2,996	34	88.12
34 Villa Pizza	2,830	34	83.24
35 McDonald's (A)	2,823	34	83.03
36 McDonald's (B)	2,806	34	82.53
37 McDonald's (C)	2,784	34	81.88
38 Blue Sky Bar	2,777	34	81.68
39 Modmarket	386	5	77.20

The above customer service points were not recalculated based the revised MinMerch Categories. As of 9/14/15, proposed changes to Rule 45 would be implemented 10/1/15, assuming no additional changes are proposed based on the comment period (set to expire 9/17/15).



MISSION YOGURT, INC BONUS PROGRAM

Changes to Bonus Program for Q4 2015

1. ASSISTANT MANAGERS ARE INCLUDED IN THE BONUS PROGRAM EFFECTIVE OCTOBER 1ST.
2. PVC COMPONENT: #1 important factor for Q4
 - a. PVC must be above a 98% all three months to receive your total full bonus payout. Each month the PVC Secret Shop Score does not meet the goal, (less than 98%), a deduction will be made of 33.33% (16.66% for Timberline) of total earned bonus.

3. HR COMPONENT: New Objective

- a. Each store will be given a percentage rating for the quarter on two HR factors:

- i. **NEW HIRE VERIFICATIONS:**

All new hire verifications need to be signed and returned to HR by a new Team Member.

GOAL:

80% completion is your end of quarter goal.

HOW IT IS CALCULATED:

This goal is calculated by total new hire verifications returned divided by total new hires for the quarter. For instance, if you hire 10 new people October 1ST-December 31ST :

EXAMPLE:

*If 5 turn in their new hire verification form, $5/10 = 50\%$ = goal not met

*If 8 turn in their new hire verification form, $8/10 = 80\%$ = goal is met

- ii. **NEW HIRE PACKETS:**

Each new hire packet that is sent to HR must be fully completed and accurate.

GOAL:

90% completion is your end of quarter goal.

HOW IT IS CALCULATED:

This goal is calculated by total number of **complete** new hire packets when received by HR divided by total new hires for the quarter. For instance, if you hire 10 new people October 1ST-December 31ST:

EXAMPLE:

*If 8 new hire packets are turned in complete to HR, $8/10 = 80\%$ = goal is not met

*If 9 new hire packets are turned in complete to HR, $9/10 = 90\%$ = goal is met



Bonus for Highly Demanded Positions

Mission Yogurt Is In Need Of Qualified Cooks and Managers

*We are Offering Hiring Bonuses for the Following Demanded Positions
from October 1st 2015- December 31st 2015.*

- Cook 1-- \$50
- Cook 2-- \$150
- Cook 3-- \$300
- Managers-- \$500

THE DETAILS:

- Hiring bonuses will be paid out after 30 days of employment of new cook or manager
- In order to receive payout at day 30, employee verification must be turned in via Office Fax (303-252-7507), Email (HR@missionyogurt.com), or handed in person to someone in executive management



Referrals for Managers

Mission Yogurt is offering referral bonuses from
October 1st 2015-December 31st 2015

- We are extending the talent knows talent to our management team to help us find more talented managers.
- You can earn up to \$500 for a talented referral.
- You can earn the first \$200 after 90 days.
- After 1 year of employment, receive the additional \$300.
- How it works:
 - ◆ You must notify an executive of your referral prior to the employee going through the interview application process
 - ◆ The Referred Manager must be employed for a year before you receive the final \$300.

