



OCTOBER MANAGER MEETING AGENDA October 4th, 2016 12pm-1:30pm

1. WELCOME AND INTRODUCTIONS: 5 minutes
 - a. SIGN IN SHEET
 - b. Something Positive
2. ROD'S UPDATES: 5 minutes
 - a. Video
3. TURN AROUND TIME POLICY: 5 minutes Kathleen
 - a. Requests- Handout
4. HEALTH & SANITATION: 15 minutes Roger, Kathy, Mai
 - a. Solutions
5. TEAM MEMBER OF THE MONTH VOTING: 5 minutes Brooke
 - a. Video
 - b. Team Member of the Month Voting- Handout
 - c. Honorable mention drawing

QUICK BREAK 5 MINUTE

6. STAFFING: 15 minutes Roger, Kathy, Mai, & Maria
 - a. Solutions
7. INVENTORY: 10 minutes Jacob
 - a. Important of receiving- handout
8. MANAGER SWAP: 10 minutes Kathleen
 - a. How it works- Handout
9. AWARDS, CLOSING: 10 minutes Kathleen
 - a. October Calendar- Handout
 - b. Manager of the Month
 - c. Inspirational Story
 - d. NEW- Birthday & Anniversary Section

Turn Around Time Policy for Requests

Employee requests: When an employee has a request for a copy of pay check stubs, W2's, or any other information needed, we will process their request within 24 hours. The request needs to come from the employee themselves, whenever possible, so that we can verify their information before we can process the request.

Employment Verifications: When a company is requesting a written employment verification we will process their request within 48 hours. Written employment verifications need to be sent via fax to (303) 252-7507.

Payroll Discrepancies: If the error is due to company mistake, the correction will be made within 24 hours. If the error is due to the employees' mistake, the correction will be made on the next pay period.

Purchasing and Receiving Protocol

What are the procedures in your restaurant for ordering product?

1. What are you using to determine how much of any product you should order?

2. Who is placing the order?

What are the procedures for receiving product at your restaurant?

1. Is anyone matching the packing slip/invoice to what is actually received?

- a. Are quantities being checked?

- b. Are items identical to what's listed?

2. Is anyone temping refrigerated products?

- a. Do you have the ability to temp product?

- b. Do you know what temperature it should be?

3. Is produce being inspected for quality?

What happens if there is a problem?

1. Do you know what to do if an item is shorted?

2. Do you know what to do if an item is mislabeled?

3. Are you following up to ensure that credits are being given?

Who is responsible for the product once it is received?

1. Who puts the product away?

2. Are they given an expectation as to when it should be put away?

3. Who is checking to make sure product is being properly rotated?



MANAGER\$WAP

2016 Mission Yogurt, Inc. Manager Swap

WHAT

Manager Swap! Exchange places with another Mission Yogurt Manager at any DEN Mission Store for 30 days.

WHEN

Beginning October 1st, 2016 through December 31st, 2016

WHO

Managers or Assistant Managers with at least 9 months of Management experience with Mission Yogurt

WHERE

Any Mission Yogurt DEN Airport location

WHY

Experience to learn another stores operations and develop your management skills.
Chance to grow, learn, and improve as a manager.

\$1000 Bonus!!!

Additional Information/Requirements

During the 30 days of the manager swap, managers will do the following:

1. Weekly meetings with Manager Swap Partner and Operation Manager to discuss and record with a written recap:
 - *Problems they see* • *Identify something they like about the swap store and want to implement at their store.*
 - *Focus on improving as a manager and what they can take back to their store.*
 - *Identify the policies or procedures you miss from your store.*
2. At the end of the Swap managers must write a 30-day action plan to fix a problem you see.

**Both swap stores must be 100% staffed with management • Program and participants are subject to executive approval • \$1,000 bonus will be paid out the first payroll after your 30 days and all items have been completed.



