

Certified Trainer Position Description – Non Exempt

Team Member Name: _____

Reports To: Manager or Shift Leader on Duty

Minimum Age: 18 years old

Minimum Required Work Periods: All Holidays; All Days and Nights as Needed

Summary

Assist the Unit Management in operations of the Perkins Restaurant & Bakery. Assist in achieving planned sales and profit levels for the restaurant through the implementation, management and enforcement of Company policies, procedures, programs and performance standards.

Essential Duties and Responsibilities

▶ Guest Related

- Ensures that all guests are properly greeted, seated and served.
- Assist all team members to achieve plan profit levels while ensuring maximum guest satisfaction.
- Personally corrects or rectifies any and all guest dissatisfaction.
- Anticipates, identifies and corrects system breakdowns to achieve guest satisfaction.
- Responsible for all communication with regard to system breakdowns and deficiencies.
- Assists the Unit Management in ensuring the unit's compliance to productivity and service standards with a sufficient number of well-trained and productive team members.
- Ensures that all menu items are prepared, proportioned, and presented properly in a clean, safe, and sanitary manner in accordance with all established Perkins procedures, performance standards and specifications.

▶ Operations Related

- Assist the Unit Management in planning and analyzing the administration and operations of the restaurant.
- Is required under certain circumstances to perform and/or assist all functions for all positions in the restaurant.
- Ensures that inventory levels for both food and non-food items are properly maintained in accordance with Company guidelines through communication with your FPM and/or your General Manager.
- Ensures that proper maintenance of the facility and equipment are adhered to through preventative maintenance, energy conservation, reporting of repairs needed, security measures and that safety and sanitation requirements are met.
- Supervises carpet cleanings, shutdowns, etc. in order to ensure proper results.
- May not enter into any contract on behalf of The Restaurant Group LLC either verbally, or in writing. Understands that only the owners/CEO may enter into any agreements of this nature.

▶ Management Related

- Conducts employment activities including hiring and terminating of team members, scheduling, training, setting goals for their employees during their management shift, professional development and training and mentoring
- Attends scheduled unit management meetings; makes presentations as requested, provides input in the development programs for the unit and is responsible for meeting established objectives.
- Ensures accurate financial data including but not limited to:
- In-house and carryout sales, cash receipts, promotional expenses, restaurant supplies, inventories, food cost, payroll hours and dollars, productivity, security of funds and operating expenses.

SUPERVISORY RESPONSIBILITIES

- Indirectly supervises (by assisting Manager on Duty) all Team Members and carries out such responsibilities in accordance with the Company's Policies and applicable laws.

Responsibilities include interviewing, hiring and training Team Members; planning, assigning and directing work, appraising performance, rewarding and disciplining Front of House and Back of House Team Members, addressing all issues and resolving the same.

QUALIFICATIONS

- To perform this job successfully you must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and it is your responsibility to notify the Payroll Department **and** your General Manager as to any disability you may have

EDUCATION and/or EXPERIENCE

- You must have knowledge of basic mathematical & reading skills, sanitation, safety, guest service & common sense
- You must have attained the minimum age requirement as listed on page one (1) of this Job Description

CERTIFICATES, LICENSES AND REGISTRATIONS

- You must have reliable transportation in order to ensure you arrive on time for your scheduled shift and are able to work the entire scheduled shift without exception

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by you to successfully perform the essential functions of this job and reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions
- While performing the duties of this job you are regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell and you will be required to sit; climb or balance, stoop, kneel, crouch or crawl. You must regularly lift and/or move up to 50 pounds
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those that you will encounter while performing the essential functions of this job and reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- While performing the duties of this job you will be frequently exposed to wet and/or humid conditions, toxic or caustic chemicals and extreme heat and you will be exposed to moving mechanical parts, fumes & airborne particles, outside weather conditions, extreme cold, risk of electrical shock and vibration. The noise level in the work environment is usually loud

The above statements are intended to describe the general nature and level of work required by you in this position and they are not intended to be an all-inclusive list of your required responsibilities, duties or skills. These statements may be modified periodically by the Company but no one else for any reason.

CERTIFICATION OF UNDERSTANDING OF JOB RESPONSIBILITIES

I have read this job description and completely understand the requirements and responsibilities contained in it and expected of me. Furthermore:

- I understand that receipt of this job description does not constitute or imply an employment contract
- I understand that my employment and compensation may be terminated with or without cause and/or notice, at any time, at the option of either the Company or myself
- I understand that the Company reserves the right to alter, amend, change or terminate any of the responsibilities or other information provided in this job description at any time with or without notice
- I understand that the Company has a number of Zero Tolerance Policies outlined in this Job Description as well as the Company Handbook solely because the business is considered High Risk to the General Public by the NYS Health Department and Food & Drug Administration (FDA) and that my failure to follow all required Systems & Standards may put the General Public at risk and therefore my failure to follow every System & Procedure may cause my termination of employment
- I understand it is my responsibility to read and perform all the duties and procedures outlined in this job description in order to remain employed. I have familiarized myself with the information in this job description and will seek clarification if needed
- I understand that the information contained in this job description is in outline form with specific responsibilities and that I can obtain further information from the training manuals, my manager or from the Payroll Department

Team Member Signature: _____

Effective Date: _____

Certified Trainer Validation Process

Step 1 ▶ **The General Manager identifies the Candidate**

The Candidate must possess knowledge on all Perkins® Systems and Standards, display skills on a consistent basis and must be cross-trained in all positions as follows:

- FoH Certified Trainer must be trained in:
 - o Host(ess)/Cashier, Serving, Expo and Buss
- HoH Certified Trainer must be trained in:
 - o Cook, Prep, Expo, Bake & Dish

Step 2 ▶ **Qualifying Test (Five Day Process)**

- The General Manager issues a **Certified Trainer Program Workbook** to the candidate.
- FoH candidate completes the **Server CT FOH Qualifying Test**
- HoH candidate completes the **Cook CT HOH Qualifying Test**
- The General Manager corrects and scores the completed exam.
 - o If candidate achieves a passing score of 90% then the candidate moves to Step 3 below.
 - o If candidate does not achieve a passing score then the General Manager determines whether to:
 - Write an Action Plan to teach information that was missed and re-tests the candidate within five days, or
 - Remove the candidate from the program and source a new candidate.

Step 3 ▶ **Certified Trainer Workbook (Ten Day Process)**

- The candidate completes all chapters in the **Certified Trainer Program Workbook**, specifically Chapters 1 - 7.
- Throughout this time the General Manager should be monitoring and assisting the candidate in the completion of all assignments.
- Upon completion of Chapters 1 – 7 the General Manager will administer Chapter 8 (Certified Trainer Techniques Test).
- Upon successful completion of Chapter 8 the General Manager will administer Chapters 9 & 10 (Certified Trainer Skill Practice and Skill Validation).
- Upon successful completion of all chapters and tests, the General Manager should complete and sign the **Certified Trainer Service Check**, have the candidate sign it as well and then submit the form to the Regional Manager (Director of Operations for our Company) for final approval.
 - o The Director of Operations will submit the completed form to Human Resources for ordering of nameplate.

Other Items ▶ **Payroll & Meals**

Payroll:

- The General Manager should code the team members in PRISM Payroll as follows:
- The Trainer (existing CT doing the training):
 - o FoH → Department 280 @ \$1.00 per hour more than regular hourly rate.
 - o HoH → Department 170 @ \$1.00 per hour more than regular hourly rate.
- The Trainee (new team member being trained):
 - o FoH → Department 105 Tipped Team Member @ minimum wage or
 - o FoH → Department 105 Non-Tipped Team Member @ regular hourly rate
 - o HoH → Department 115 @ regular hourly rate.

Meals:

- Each Team Member is entitled to the normal meal discounts offered by the Company during all training sessions.