

Team Member Competencies



Outgoing and Personable... Smile, Greet and Thank

Ensures outstanding guest experiences. Greets every guest with a warm welcome and ends every interaction with a genuine farewell.



Service Orientated... Delivers the Big 4

Provides a ¹safe, ²friendly, ³fast and ⁴clean experience for every guest, every time. Takes pride in every shift.



Teamwork and Communication

Works, and communicates effectively, with fellow team members to foster a positive work environment and experience. Resolves conflict utilizing CALM and the Spice Matrix.



Creates High Standards and Delivers Brand Expectations

Displays excellent reputation and demonstrates high standards. Gets the tough stuff done with optimism. Works to do things with excellence.



Lives the Gold Card Culture

Demonstrates an OWN IT attitude and never accepts mediocrity.



Shift Leader Competencies



Strong Communication Skills

Follows the lead of the RGM and communicates effectively with the team. Is open and honest and keeps RGM informed. Demonstrates active listening skills.



Service Oriented....Role Models the Big 4

Models a ¹safe, ²friendly, ³fast and ⁴clean experience for every guest, every time.



Resolution Oriented/Conflict Management

Exercises good judgement and decision-making. Displays conflict management skills to de-escalate conflicts within the team as well as guest experiences. Resolves conflict utilizing CALM and the Spice Matrix.



Leadership

Always a role model. Treats people with dignity and respect and maintains clear boundaries with Team Members. Effectively coaches and recognizes the team throughout the shift. Follows the opening & closing playbook to ensure restaurant is set up for success.



Inspires the Gold Card Culture

Recognizes team members for their hard work and contributions to the company's growth and success.

Assistant Manager Competencies



Supports High Performing Teams

Utilizes recruiting resources to support the RGM in achieving staffing, training, and retention goals. Assists the RGM in building the team with internal development utilizing the Roadmaps.



Fanatical about Training

Leverages the tools and processes. Supports RGM in the training & development of the team. Focuses on New Hire Survey to help improve retention & turnover.



Decision Making and Problem Solving

Makes decisions based on facts, not emotion, and takes ownership over their decisions. Seeks to understand issues and provide effective solutions.



Planning and Deployment

Reviews the WIN document to create plans for each shift. Follows the opening and closing playbook to ensure restaurant is set up for success.



People First

Lives the Gold Card Culture. Fosters an environment of personal accountability and excellence while empowering the team to OWN IT.



Effective Coach

Effectively provides ongoing positive and constructive feedback to the team. Motivates and inspires the team to excel in their performance.

Restaurant General Manager Competencies



Building High Performing Teams

Properly training & developing team for success in their role. Connects team to appropriate development opportunities. Utilizes bench planning and Roadmaps for future leader's development.



Team First/People Savvy

Maintains an open-door policy with team. Understands and upholds HR policies and standards. Creates a safe and supportive work environment for the team



Coaching and Development

Has a deep understanding and ability to coach all key systems. Tailors coaching techniques based on the needs of the individual. Provides feedback on execution of assigned tasks.



Service Oriented... Delivers the Big 4

Models a ¹safe, ²friendly, ³fast and ⁴clean experience for every guest, every time.



Strengthens Culture

Builds a winning team & rallies them to achieve goals. Able to connect the team to a larger purpose. Celebrates the Gold Card. Knows what winning looks like.



Exhibits Financial Acumen

Understands Key Performance Drivers for the restaurant. Can do root cause analysis and create action plans to drive results. Keeps team informed on key priorities and coaches constantly to maximize results.



Area Coach Competencies



Builds High Performing Teams

Actively participates in selection, hiring, coaching and developing others into successful leaders.

Creates a clear vision around career path. Recognizes outstanding performance every visit, every day. Engages in regularly scheduled 1:1 discussions with their team. Identifies and promotes the best people and develops them into leaders. Consistently hires/develops the best RGMs, AGMs and Shift Managers in order to build a deep bench of talented leaders.



Culture & Brand Ambassador

Role models the Gold Card Culture. Takes pride in the company, the team and your results.

Fully embodies & drives a positive, people-first culture. Sets high standards, constructively coaches, & celebrates the wins. Leads through influence, motivation, passion & brings energy to what they do, particularly during times of change.



Ownership Mindset/Financial Acumen

Never settles, takes action & thinks big picture. Resilient in the face of adversity

Acts like an owner. Long term vision vs short term gains. Sets clear goals & holds the team accountable. Builds capability of team through behaviors that consistently achieve results. Articulates a sense of purpose for their team. Coaches constantly to maximize financial results.



Decision Making/Problem Solving

Motivates team to achieve desired results. Systems expert and effective problem solver

Deep knowledge of operational systems & key ops metrics. Conducts detailed restaurant visits with clear follow up. Empowers their teams to create a premier guest and employee experience through great operations. Celebrates the operational wins & actively works against the opportunities.



Collaborative Leadership

Strong partner, teammate and leader. Keeps team informed and focused on key priorities

Forms collaborative partnerships with their teams, fellow ACs, support teams, & local communities. Excellent communicator. Fosters an environment that emphasizes knowledge sharing & group participation. Solicits input from all team members, listens to feedback, and incorporates appropriate suggestions to achieve key objectives.



Time Management

Takes action without being told, goes above and beyond, and maintains a high activity level

Effective planner. Maps out schedule with clear objectives, including their plan for follow up. Able to be nimble and adjust in the moment as emergencies arise without losing focus. Knows how to keep team on track when conflicting priorities arise.