

ATTRACT

Bringing in Great Talent / Always Hiring Mindset

Check each statement that applies.

- I leverage the hourly referral program.
- I utilize KROW efficiently to ensure jobs are posted for the positions I need, and my calendar has availability to support applicant flow and restaurant needs.
- My management team carries business cards and knows how to direct source in the market.
- I leverage opportunities to network within the community to find talent.
- I have regular communication with my DO around staffing support.

Write the number of checks below.

OUT OF 5

HIRE

Selecting the Right Talent

Check each statement that applies.

- I login to KROW daily to check for interviews and proactively connect with candidates for open positions.
- I use the Interview Guide in the Recruiting Resource Center when conducting interviews.
- Candidates should complete two interviews. Managers should not set a candidate up with a second interview if they are unsure if the candidate is a good fit.
- I move quickly through the hiring process and create a positive candidate experience.
- I am open minded when it comes to the "ideal" candidate and hire for hospitality, then train the rest.

Write the number of checks below.

OUT OF 5

TRAIN

Making a Great First Impression

Check each statement that applies.

- My trainers are certified and passionate about training.
- My team is welcoming and uses the training tools to create the best training experience possible for new TMs.
- My TMs are following training schedules, including when to complete modules and shoulder-shoulder practice.
- In addition to modules and practice shifts, I ensure new TMs attend all required virtual training (VFDO & VBT).
- I review LINC and RAP reporting to ensure my restaurant's training completion is above the brand average.

Write the number of checks below.

OUT OF 5

RETAIN

Ensuring a Healthy Culture Exists

Check each statement that applies.

- My TMs enjoy working on the front line with new TMs.
- I have given Clear Direction and provide Accountability when it comes to call outs to ensure shifts are staffed appropriately.
- I am confident that all leaders in my restaurant use the Culture Calendar and create a great work environment.
- I give an ATL every shift and provide and ask for feedback on every shift.
- I have shared at least one of our TM perks with my TMs and checked in on their personal wellbeing within the last 14 days.

Write the number of checks below.

OUT OF 5

STAFFING DIAGNOSIS

ATTRACT

- Referrals are the most effective way to attract qualified applicants. Referred TMs have the highest retention, and we have a great **Referral Program** with TM Incentives.
- You are our brand and can leverage that when using the **Direct Sourcing Guide**.
- Review the **KROW Guide** to ensure proper use of toggles and calendar availability to maximize targeted applicant flow.
- Be proactive with **Now Hiring Flyers/Posters** when needed.
- Use your DO and TSM for additional support if needed, such as the **Critical Staffing Ticket Process**.

ATTRACT TIPS

HIRE

- Keep KROW calendar organized and update candidate status – check it daily. Reach out to all applicants who aren't yet scheduled for interviews within 48 hours of applying.
- When conducting interviews, use the **Interview Guides** to select quality candidates that will help with retention. The Interview Guide can be found in the *Recruiting Resource Center > Resources > click "View Guide"*.
- Complete or review the online **Hire Better Module**.
- Consider the candidate experience, tell our story, talk up our benefits/perks, and make them feel special.
- Utilize the **New TM Hire Checklist** to ensure a smooth process and create a Sense of Belonging.

HIRE TIPS

TRAIN

- Use the **Certified Trainer Tools** to select and prepare the right TMs to be Certified Trainers like those with a passion for developing others.
- First Day equals first impression. Set TM up for **Virtual First Day Orientation** by providing them with the Virtual First Day Participant Guide, Menu Workbook, etc. Make your newest TMs feel welcome, optimistic and confident.
- Ensure new TMs and trainers are following training schedules, including **eLearning module** completion, virtual webinar attendance and practice shifts. Seek opportunities to check in and see how training is going.

TRAIN TIPS

RETAIN

- Practice **ChiliHead Commitments** - Sense of Belonging, Clear Direction, Preparation & Support, Accountability.
- Show TMs you care about them and their wellbeing, share resources on the **Brinker Nation, Be Well Website**.
- Promote the **Culture Calendar** to make TMs feel special through a fun atmosphere.
- Keep the **Connection Board** updated to ensure your TMs have Clear Direction and know what it takes to be successful in their role.
- Use **Above the Line Recognition** daily for TMs who demonstrate a Cultural Belief to drive our Key Results.
- Practice **Focused Feedback** daily and **Focused Accountability**.

RETENTION TIPS

RESOURCES

- **RECRUITING RESOURCE CENTER** (For all hiring tools): BrinkerWeb > Popular Documents
- **CULTURE TOOLS:** Culture Tools Pocket Card (DSI #005-616)
- **TRAINING:** BrinkerWeb > OYR > Chili's Learning
- **VIRTUAL TRAINING:** BrinkerWeb > OYR > Chili's Learning > Virtual Training

RESOURCES