

Shift Leader Promotion Process

General Managers must complete steps 1 and 2 prior to promoting a Shift Leader.



Select your Candidate

- **Determine whether candidate meets minimum qualifications. (ie; certified Crew Trainer, in role for at least 6 months, 18+ years old, has transportation, open availability, etc.).**
- **Get Mid-Manager approval.**

01



Readiness Conversation

- **Review Role Profile**
- **Review Key Success Factors**
- **Review Readiness for Advancement Checklist with candidate**
- **Discuss expectations and responsibilities**
- **Submit promotion form (QR code below)**

02



Development Journey Begins

- **Candidate receives Shift Leader Commitment Letter for review from People Team. Must be signed and returned to office.**
- **People Team schedules trainee for Shift Leader Orientation**
- **Once trainee attends orientation, People team will change JTC to Shift Manager Trainee and increase wage to pay scale requirements.**
- **Coach and trainee begin Shift Leader Development Plan**

03



Complete Training

- **Trainee completes Shift Leader Development Plan (including ServSafe, OTP1, LGS session, and LTC).**
- **Trainee completes PCAP session and finishes action plan**
- **Trainee passes Shift Leader Verification with Coach**
- **Verification and PCAP are submitted to office. Office updates manager's JTC to Certified Swing and adjusts pay rate to pay scale requirements.**

04

Scan here after
completing step 2!

