



# MARCO'S MANAGER'S MEETING AGENDA

DATE: \_\_\_\_\_

STORE #: \_\_\_\_\_

District Supervisor: \_\_\_\_\_

General Manager: \_\_\_\_\_

Co-Manager: \_\_\_\_\_

Assistant Manager: \_\_\_\_\_

Shift Manager: \_\_\_\_\_

Shift Manager: \_\_\_\_\_

**Attended?**

Yes No

Yes No

Yes No

Yes No

Yes No

Yes No

**Prior to the meeting the General Manager should:**

- ⇒ Have all Manager's bring their Manager's Framework for Corner Stone Review.
- ⇒ Complete section #1. Write names and recognitions of managers who have distinguished themselves in their job.
- ⇒ Complete section #2 by entering projected, actual and then calculate the gap. Actions to be taken are on page 2.
- ⇒ Evaluate a shift and complete section #4. Rotate shift evaluations for each meeting.
- ⇒ Before the meeting begins, arrangements should be made to ensure participants are undisturbed. All stations should be covered and someone should take phone calls and block interruptions.

## 1 Recognitions

**RECOGNITIONS:**

Each meeting should begin by recognizing managers that have distinguished themselves in their

Name	Recognized for...

## 2 Store Performance

ITEM	Projected	Actual	Variance	Projected	Actual	Variance
	Week 1 Date_____	Week 1 Date_____	Week 1 Date_____	Week 2 Date_____	Week 2 Date_____	Week 2 Date_____
Sales						
Staffing [need to hire]						
Training [# crew to train]						
Food Cost %						
Labor Cost %						
Gross Profit						

### 3 Weekly Store Performance

Itemize the action steps that will be taken and recognize any wins that were achieved since the last meeting. Keep the appropriate Corner Stones in mind when delegating responsibilities.

ACTION ITEMS	ACTION TO BE TAKEN	WHO
Sales		
Staffing		
Training		
Food Cost %		
Labor Cost %		
Building Sales		
Gross Profit		

### 4 Operations Evaluations

The General Manager should evaluate overall shift management. Discuss observations on the report and answer the questions listed. Place any comments.

WEEK 1: DATE: _____ TIME: _____ MIC: _____		
WEEK 2: DATE: _____ TIME: _____ MIC: _____		
EVALUATION	Week 1 Comments	Week 2 Comments
☆ Where was the MIC? Were they mobile or tied down? Did they have a presence on the shift?		
☆ Did the MIC manage their shift effectively?		
☆ Was the crew directed effectively using appropriate labor controls?		
☆ Did the stations communicate effectively with each other?		
☆ Was awareness of Out the Door Times demonstrated?		
☆ Did all products meet Marco's Standards?		
☆ Were customer relationships built?		
☆ Were the appropriate checklists used?		
Notes:		

# 5 Area Communication

The General Manager should communicate pertinent information from Area Meetings they have attended.

# 6 Review Management Framework

The General Manager should review each Management Framework and check the appropriate box as a building block is completed. Previous Corner Stone Goals should be evaluated and new goals set. [The GM's Framework should be reviewed by the District Supervisor.]



## Corner Stone Goals

**GENERAL MANAGER** \_\_\_\_\_

SHIFT MANAGEMENT ~ PROFITABILITY ~ COMMUNICATION ~ TEAM BUILDING

PREVIOUS GOAL(S)	ACHIEVED?
1.	Yes / No
2.	Yes / No
3.	Yes / No

NEW GOAL(S)	TIME NEEDED
1.	
2.	
3.	

**CO-MANAGER** \_\_\_\_\_

SHIFT MANAGEMENT~ADMINISTRATION~TRAINING & DEVELOPMENT~STORE LEVEL MARKETING

PREVIOUS GOAL(S)	ACHIEVED?
1.	Yes / No
2.	Yes / No
3.	Yes / No

NEW GOAL(S)	TIME NEEDED
1.	
2.	
3.	



# Corner Stone Goals

## ASSISTANT MANAGER \_\_\_\_\_

SHIFT MANAGEMENT ~ SAFETY AND SECURITY ~ MAINTENANCE ~ CLEANING

PREVIOUS GOAL(S)	ACHIEVED?
1.	Yes / No
2.	Yes / No
3.	Yes / No

NEW GOAL(S)	TIME NEEDED
1.	
2.	
3.	

## SHIFT MANAGER \_\_\_\_\_

PRODUCT QUALITY ~ CUSTOMER SERVICE ~ IMAGE ~ SHIFT PAPERWORK

PREVIOUS GOAL(S)	ACHIEVED?
1.	Yes / No
2.	Yes / No

NEW GOAL(S)	TIME NEEDED
1.	
2.	

## SHIFT MANAGER \_\_\_\_\_

PREVIOUS GOAL(S)	ACHIEVED?
1.	Yes / No
2.	Yes / No

NEW GOAL(S)	TIME NEEDED
1.	
2.	

## MISC NOTES