



Candidate Name:	
NSN:	
Home Department:	
Learning Department:	
Assessed by: (GM or MM)	
Date Assessed:	

For DMs who have successfully run their own department, have a trained successor in place, and are now learning a second department. All DM1 criteria are assumed met. This checklist focuses on ownership of results, succession, and cross-department readiness.

Department Ownership - Home Department		
Y	N	Behavior/Criteria
		Actively monitors and owns department metrics — not just tracking, but driving results and communicating action plans
		Conducts weekly department walk-throughs and turns findings into specific corrective actions
		Department metrics are consistently meeting or trending toward targets (see department-specific section below)
		Prepares for and meaningfully contributes to check-ins with General Manager
		Completes all department-specific reporting (e.g., Food Cost/QCR, cash audits, labor analysis) accurately and on time
		Department PM tasks and cleaning standards are consistently verified and completed — not just delegated

Department Ownership - Home Department - continued

		Performance reviews for assigned crew and managers are completed on time and are substantive
		Shows genuine interest in developing others — not just executing tasks, but building people

Department-specific results: check the applicable home department below.

Kitchen Department

Y	N	Behavior/Criteria
		Food cost is consistently monitored and trends within budget; action plans are communicated with crew and managers
		Digital food safety checklists are completed at 90%+ consistently; Ecosure walk-throughs are completed daily
		Able to receive and act upon developmental feedback
		Truck orders are accurate and on time; inventory counts are completed and discrepancies are resolved
		Kitchen production targets (speed, quality, accuracy) are meeting standard

Guest Service Department

Y	N	Behavior/Criteria
		Service area metrics (OEPE, R2P, Voice OSAT) are meeting or trending toward targets
		Bi-weekly cash audits are completed and [KJ1] entered on QSR forms in a timely manner
		POP and merchandising elements are consistently in place; promotions are trained and executed correctly

Guest Service Department - continued		
Y	N	Behavior/Criteria
		CFV results are posted and communicated; LSM events are coordinated and executed effectively
People Department		
Y	N	Behavior/Criteria
		Crew roster meets restaurant needs; labor hours and costs are within projections
		Schedules are posted by 5 PM on Wednesdays, two weeks ahead at all times
		Training plans are current; Crew Trainers are selected and regularly coached; new hire 30-day follow-ups are completed
		Monthly enthusiasm and engagement events are planned and executed; crew room is maintained

The following checklists should be completed for all Department Leaders regardless of their home department.

Succession Planning		
Y	N	Behavior/Criteria
		Has identified a specific successor (Shift Leader) for their home department role
		Successor has been actively trained on department-specific procedures, reporting, and metrics
		Successor can independently run the department without guidance — this has been observed and verified
		Succession plan is acknowledged and supported by the GM

Cross-department Training		
Y	N	Behavior/Criteria
		Has completed all required e-learning for the new department
		Has shadowed and been formally trained by the current DM in the new department for at least 4 weeks
		Can identify and explain the key metrics and procedures of the new department with confidence

Department-specific results section must reflect the manager's home department. All criteria must be confirmed before advancement to DM2. Signed DM1 checklist must already be on file.