

Department Manager Readiness Checklist

DM1



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

Use this checklist before promoting a Shift Leader into a Department Manager role. All criteria must be marked 'Y' before the assessment can move forward. A single 'N' must be addressed first.

Eligibility - Minimum Requirements		
Y	N	Behavior/Criteria
		Has satisfied all criteria for Certified Swing Managers including attending LTC, AYL*; PCAP and verification completed and submitted to HR; ServSafe and OTP1 courses are completed. *AYL criteria may be waived at discretion of HR; subject to class availability
		Availability meets department needs — can attend meetings, cover calendar events, and handle time-sensitive responsibilities.
		Has completed all required e-learning for their target department
Performance and Reliability		
Y	N	Behavior/Criteria
		Attendance and punctuality exceed standards; leads by example on shift reliability
		Completes tasks without requiring constant direction or close supervision
		Follows through on tasks; holds themselves accountable for department successes and opportunities through action planning

Performance and Reliability - Continued		
Y	N	Behavior/Criteria
		Successfully leads shifts in the restaurant — verified by Supervisor completing an unannounced Shift Leader Verification
People & Communication		
Y	N	Behavior/Criteria
		Demonstrates excellent communication skills; keeps team members informed with relevant information
		Demonstrates coaching behaviors with Crew and Shift Leaders
		Able to receive and act upon developmental feedback
		Comfortable giving developmental feedback to others
		Adapts approach to others' learning styles and needs
		Maintains professional appearance; comfortable with required technology (laptop, tablet, phone, etc.)
Department Knowledge		
Y	N	Behavior/Criteria
		Shows genuine interest in the development of others and in department success
		Can act as a subject matter expert (SME) for their target department — demonstrates working knowledge of procedures and metrics
		Has completed Department Leadership program and attended DLIM; PCAP is completed and approved by HR; OTP2 completed

If any criterion is marked 'N', the behavior must be addressed before proceeding. All 16 criteria must be confirmed before promotion to DM1 is granted.