

# ATTRACT

Bringing in Great Talent / Always Hiring Mindset

Check each statement that applies.

- I leverage the hourly referral program.
- I utilize the hiring system 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.

0 OUT OF 5

# HIRE

Selecting the Right Talent

Check each statement that applies.

- I login to the hiring system daily to check for interviews and proactively connect with candidates for open positions.
- I use the Hourly Interview Guide in the Recruiting Resource Center when conducting interviews.
- Candidates should complete two interviews as a best practice. 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 based on our Talent Standards, then train the rest.

Write the number of checks below.

0 OUT OF 5

# TRAIN

Making a Great First Impression

Check each statement that applies.

- My trainers are certified and passionate about training.
- My team creates a Sense of Belonging by being welcoming and uses the training tools to create the best training experience possible for new TMs.
- To provide consistent Preparation and Support, my TMs receive detailed training schedules that guide them through required modules and shoulder-to-shoulder practice.
- To provide Clear Direction, I set expectations and ensure all new TMs attend the required virtual training (VFDO).
- To reinforce accountability, I review LINC reporting to ensure my restaurant's training completion is above the brand average.

Write the number of checks below.

0 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 recognition 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.

0 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 **Hiring System 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 hiring system 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 "Hourly Interview Guide (English or Spanish)"*.
- When interviewing, consider the **Talent Standards**: Professional Appearance, Hospitality, Driven and Team Before Self.
- 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. The goal is to have at least 2-3 HOH and 4-5 FOH Certified Trainers.
- 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 **ChiliHead Recognition** daily for TMs who demonstrate a Cultural Belief to drive our Key Results.
- Practice **Feedback** daily and **Accountability**.

## RETENTION TIPS

# RESOURCES

- **RECRUITING RESOURCE CENTER** (For all hiring tools): BrinkerOne > Quick Links > Recruiting Resource Center (Chili's)
- **CULTURE TOOLS**: Culture Tools Pocket Card (#005-616)
- **TRAINING**: BrinkerOne > Documents > OYR > Chili's Learning
- **VIRTUAL TRAINING**: BrinkerOne > Documents > OYR > Chili's Learning > Role Specific & Virtual Training Schedules

## RESOURCES