



SM

CFR MANAGER IN TRAINING (MT) ORIENTATION

RESTAURANT MANAGER ESSENTIALS (RME)



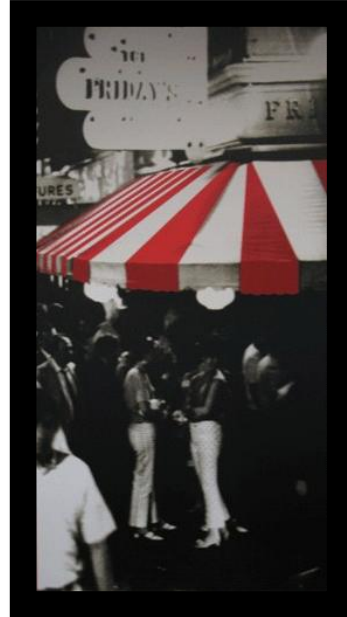
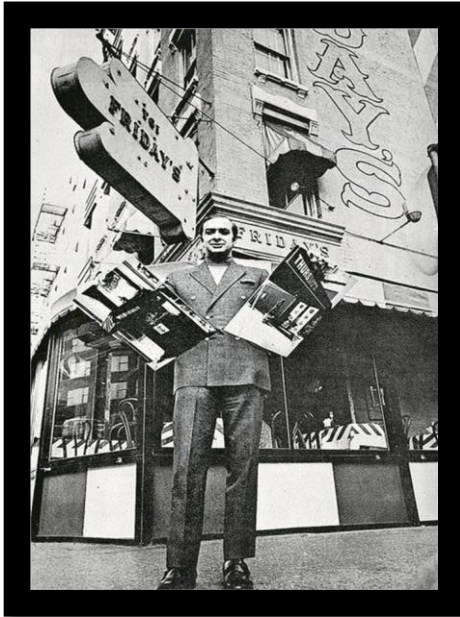
AN INTRODUCTION TO TGI FRIDAYS™

OUR HISTORY, CULTURE AND VALUES



FRIDAYS HISTORY

THE BEGINNING OF CASUAL DINING...



WHO: Alan Stillman

WHAT: Founded TGI FRIDAYS™

WHEN: 1965

WHERE: First Avenue and 63rd Street – Manhattan, NY

WHY: To create an exciting and fun atmosphere and a hot spot for singles





FAST FORWARD ALMOST 50 YEARS...





FRIDAYS CULTURE

OUR VALUES

Our Values serve as an important foundation to our Culture.



FRIDAYS CULTURE

CULTURE OF RECOGNITION

- We are all about recognition at ALL levels.
- Recognition for how we “live the Values” reinforces our Culture and drives behavior.
- Storytelling and recognition go hand-in-hand!



FRIDAYS CULTURE

Create a positive environment for our team.
Treat with respect & caring.



FRIDAYS CULTURE

LEGACIES, TRADITIONS AND OTHER FACTS



CENTRAL FLORIDA RESTAURANTS

Anil Yadav Video

<https://www.youtube.com/watch?v=4dcPcYsYBDs>



INTEGRITY STATEMENT

- Integrity: *Employing the highest ethical standards, demonstrating honesty, respect and open communication.*
-
- Paid-out practices (what are approved paid-outs and the proper accounting/approval process for paid-outs)
 - Accuracy of inventory and expenditures
 - Labor ethics (legalities, OT, time-card accuracy and job code accuracy etc.)
 - Comp/Void/Coupon/GMMS abuse
 - Salaried managers adherence to posted and approved manager schedules (communicating any deviation to DO's)

ONBOARDING

- Efficient Forms
 - Personal Info
 - I9
 - I-Solved access
- NCR
 - CFR number



COMPENSATION & BENEFITS

- Pay weeks and pay day
- Benefit enrollment 60 day waiting period, then the first of the month
- HR questions? Contact Your DO



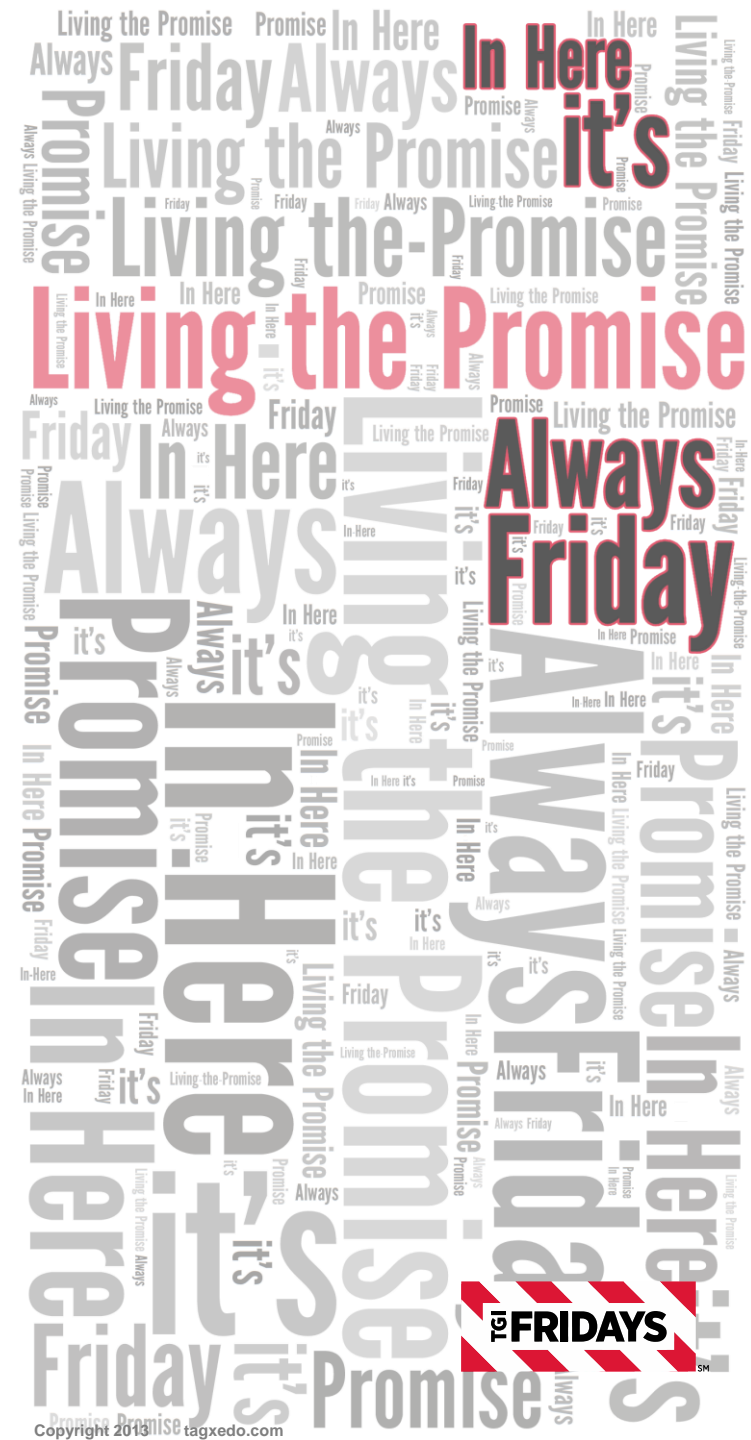
FRIDAYS PROMISE

IT'S ALL ABOUT OUR GUESTS...

- Everything we do comes back to delivering our promise to Guests...

In Here, It's Always Friday®

- Measuring our delivery of the Fridays Promise...
 - Guest Contacts, through put, table turn time, +0- comps, etc.



TRUE BELIEVER LEADERSHIP

OUR VALUES TRANSLATED INTO BEHAVIORS

| VALUES | DEFINITIONS | TRUE BELIEVER LEADERSHIP BEHAVIORS |
|------------------------|--|---|
| Integrity | Employing the highest ethical standards, demonstrating honesty, respect and open communication. | <ul style="list-style-type: none"> • Does what is right even when no one is looking • Treats people with dignity, respect, and honesty • Say what you're going to do, do what you said |
| Innovation | Approaching new challenges with diversity of thought, creativity, resourcefulness and agility, and reacting quickly and effectively to provide innovative solutions. | <ul style="list-style-type: none"> • Champion change that delivers progress • Seek, utilize, and validate creative solutions that are effective, timely, and brand aligned • Builds teams which embrace diverse ideas and perspectives |
| Guest Focus | Dedicating ourselves to delivering experiences that delight our Guests. | <ul style="list-style-type: none"> • Recruit, train, and retain team members with a passion to serve • Lead the Guest experience through coaching, observation, and recognition • Engage and connect with Guests to ensure a 'Ring The Bell Experience' |
| Empowerment | Encouraging team members to take initiative and do what is right. | <ul style="list-style-type: none"> • Communicates the vision and provides role clarity • Creating a trusting environment that fosters team members to make the right decisions • Foster an environment that encourages and supports employee development |
| Accountability | Delivering on our performance commitments and taking responsibility for our actions and our own situation. | <ul style="list-style-type: none"> • Articulate and align expectations providing purpose and value • Validate process and behaviors and communicate results at all levels • Encourage and recognize team members who own their own performance |
| Responsibility | Ensuring that our actions deliver returns for our stakeholders while ensuring benefit to our team members, Guests, owners, business partners and suppliers, as well as the environment and the communities we serve. | <ul style="list-style-type: none"> • Actively engages in personal and professional development • Makes balanced decisions • Executes brand standards, policies, and procedures while delivering on our commitments |
| Friday's Factor | Daring to be different, in a fun and rewarding way. | <ul style="list-style-type: none"> • Demonstrates PRIDE for Friday's • Exhibits infectious energy and PASSION • Use your PERSONALITY to be authentic and genuine • Encourage and recognize frequently |

LEADERSHIP COMPETENCIES

- Assessing & Selecting Talent
- Coaching for Performance
- Leads & Inspires Others
- Communication
- Managing Execution
- Passion for the Guest
- Decision Making & Problem Solving
- Flexibly Adapts & Manages Change
- Managing Financial Results



WHAT RME IS ALL ABOUT...

- What is RME all about?
- How does RME work?
- Roles, responsibilities and expectations
- What is blended training.



OFFICIAL BUSINESS / HOUSEKEEPING



YOUR FIELD LEADERSHIP TEAM

WHO'S WHO...

- The Chief Operating Officer is Leo Thomas
- Sr. Director of Operations (SDO) Stacy Franklin
- The Director of Operations (DO) is...
- The Operational Support manager is Angela Rodrick



RULES OF THE HOUSE

NNBS ADHERENCE

- Attire/Personal Appearance
- Time and attendance
- Electronic devices
- Tobacco use
- Respect and honesty
- Teamwork
- On-Stage at all times



COMMUNICATIONS

INFORMATION IN THE RESTAURANT

- Communication Boards in restaurant
- STRIPES Weekly
- Alley Rallies
- CFR Newsletter
- The Hub



GENERAL COMPANY POLICIES

- Equal Employment Opportunity Policy
- Open Door Policy
- Discrimination and Harassment Policy
- Fraternization Policy
- Drug Free Workplace Policy
- Violence and weapons
- Confidential and proprietary information



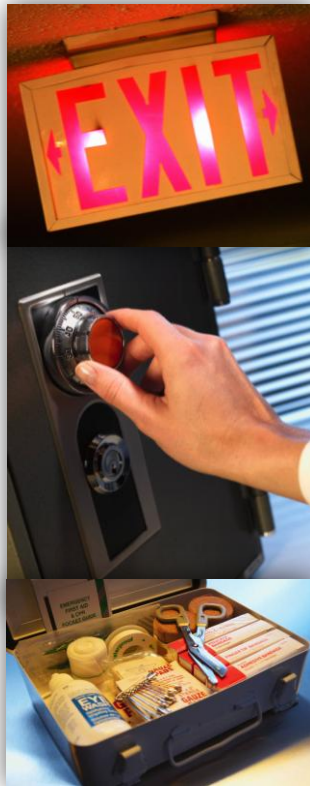
FOOD & ALCOHOL SAFETY REQUIREMENTS

- S.U.R.F. – Serving Up Responsible Fun
- Certified Professional Food Manager (CPFM)
- Local/State Food and Alcohol certification requirements



SAFETY & SECURITY

Restaurant Managers are responsible for the safety and security of both Guests and Team Members.



- Safety/Security Precautions
- Procedures
 - Emergencies
 - Fire
 - Burglary
 - Injuries
 - Evacuations

HUB/ FRIDAYS UNIVERSITY

- HUB – Fridays Intranet Site
- PowerBI- Fridays Reporting Site
- Fridays University





ANY QUESTIONS?

