



Five Guys Competencies by Job Level

Below are the universal core responsibilities of each position that must be mastered prior to moving to the next level of management.

Red Shirt

- Grill Station Mastery (3-5 Shifts and completed videos)
- Fry Station Certification(3-5 Shifts and completed videos)
- Dressing Station Mastery(3-5 Shifts and completed videos)
- Point of Sale/Dining Room Mastery (3-5 Shifts and completed videos)
- Milkshake Station Mastery(3-5 Shifts and completed videos)
- Quality Control Station Mastery(3-5 Shifts and completed videos)
- Customer Service Mastery(3-5 Shifts and completed videos)
- Mastery of all Prep Items(7-10 Shifts and completed videos)
- Mastery of all Closing Duties (10-15 Shifts and completed videos)
- Mastery of shelf life chart and labeling procedures (15-31 days and completed food safety videos)
- Mastery of Time and Temperature Control Systems (10 Shifts and Completed Food Safety Videos)
- Demonstrates understanding of Food Safety Audit and Secret Shopper Programs (31 Days & Completed Videos)
- Demonstrates Core Values on a consistent Basis (Immediately and All the time)
- Cash Handling including counterfeit bill recognition and drawer reconciliation (4 weeks; 1 with being shown, 1 being shadowed, 2 being verified)

Crew Trainer - Red Collared Uniform

- Clearly demonstrates teaching capability and is respected by crew and leadership
- Mastery of Time Temperature control systems with a consistent track record of completion (4 weeks)
- Is a champion and consistently follows the Five Guys detailed operations processes
- Able to effectively train all areas of kitchen operations (3-4 Weeks)
- Mastery of Food Safety Standards (2-3 Weeks with 2 Self Assessments a week)

Shift Leader - Black Shirt and Hat

- Food Safety and Quality Control Certified (3-4 weeks for Servesafe and QC)
- Has Read Employee Handbook and can recite uniform, callout, cellphone and employee meal policy (4 Weeks)
- Can Demonstrate Fire Safety, including Ansul system, fire extinguisher locations and purpose (2 Weeks)
- Can Identify Gas, Water and Electrical Shutoff (1 week)
- Alarm locations and passcodes (1 week)
- Able to effectively execute a manager path (3 weeks, 1 week being shown, 1 train the trainer, 1 solo being verified)
- Able to **consistently** conduct effective pre-shift meetings EVERY SHIFT (2-3 Weeks)
- Able to execute proper customer complaint resolution (3-4 Weeks)
- Able to manage and delegate tasks to Red Shirts (3-4 Weeks)
- Able to Effectively manage shift changes (2-3 Weeks)
- Able to effectively receive and process food orders (4-6 Weeks)
- Mastery of Five Guys operational standards (2-3 weeks)
- Able to maintain a safe and professional work environment for all employees and customers (All Times)
- Able to generate prep list for the day (2 weeks)
- Successfully completed Sexual Harrassment Training (through Servsafe)

Senior Shift Leader Black Shirt and Hat

- Knows online application process (1-2 week)
- Can recognize the traits of a quality walk in candidate (6-12 weeks of interviewing with GM as its contingent on applications)
- Can effectively field Fundraiser/sponsorship requests (1 Week)
- Equipment Trouble shooting including hood, Water filter, grill, fryer (12 Weeks to work through all large equipment)
- Can change out Potato and Tomato slicer blades (2 weeks)
- POS troubleshooting (6-12 Weeks to work through multiple scenarios and build confidence)

- Suspected Food Borne Illness Reporting (12 weeks this should be a constant conversation and practicing session)
- Able to independently and effectively manage restaurant during all hours of operation (open to close) (6-12 weeks)
- Able to place bread orders (6 weeks)
- Demonstrates and teaches consistent effective cash management and control (2-3 Weeks)
- Able to handle customer and employee incident/accident forms (2-3 weeks)
- Able to properly generate Product Issue forms (2-3 weeks)

Assistant Manager Black shirt and hat

- Able to effectively manage labor and write weekly schedules (12-24 weeks)
- Able to place food and beverage orders (6 weeks)
- Able to reconcile Invoices (2-3 Weeks)
- Able to effectively manage inventory (12-24 weeks)
- Effectively manage the training plan for crew members including FGU

General Manager Black shirt and hat

- Demonstrates proper writing and communication skills (6-12 weeks)
- Can use basic excel and email (6-12 weeks)
- Able to analyze food and labor cost to determine areas of opportunity (6-12 Weeks)
- Able to effectively manage admin Monday, analyzing and reviewing store performance (6-12 Weeks)
- Can effectively run a L10 Weekly Manager Meeting (6-12 weeks)
- Able to develop implement effective strategies to improve store performance metrics (12-24 Weeks)
- Demonstrate effective recruitment and interview skills (12-24 weeks)
- Able to conduct effective new hire orientations (12-24 Weeks)
- Able to maintain and manage all disciplinary procedures (6-12 weeks)
- Able to accurately process payroll including all supplemental wages and reconciling tips and bonuses (4-8 Weeks)
- Able to effectively manage all store level hiring, onboarding and termination paperwork (12-24 Weeks)
- Able to effectively develop employees through their career path (12-24 Weeks)