

WENDY'S NEW EMPLOYMENT PROMISES

GREAT FIRST IMPRESSION

- Paradox applicants contacted within 24 hours
- Manager on time & engaged for interviews, using approved crew interview guide
- Offer candidates a free beverage at interview
- Provide employee with a welcome swag bag on their first day
- Introduce employees to the team & give a tour, making it a warm & welcoming first day 😊
- At orientation, teach Wendy's values, history, culture, and Dave Thomas Foundation
- Confirm availability and explain expectations for training
- Welcome new hires on CrewApp
- Follow up to ensure first paycheck is accurate and on time

SET YOU UP FOR SUCCESS

- Provide employee time & resources to complete WeLearns, including Onboarding survey
- Assign trainer or buddy to contact when manager not available
- Set training expectations daily, avoiding overwhelming a new hire
- Follow up on IT requests & work orders to ensure team has the tools & resources needed
- Flexible and consistent with employee scheduling and time off requests
- Post 'Grow With Us' flyer & communicate opportunities for career growth at Wendy's
- Check in regularly to get feedback on training opportunities
- Post schedules in advance
- Conduct Huddles and TTM providing goals & energizing the team

FEEL VALUED

- Performance reviews done on time, written down, and discussed with employee, providing valuable performance feedback
- Recognize great performance – verbally, on CrewApp, written cards, etc.
- Award team with treats for great work & achievements
- Recognize milestones such as birthdays, work anniversaries, promotions in a special way
- Employee of the month program implemented
- Break area is clean and organized, with employee-friendly posters
- Manager keeps up with local competitor pay and escalates pay concerns timely
- Employees are kind and helpful to one another
- Manager addresses and corrects any disruptions to a fun & energizing work environment

PROUD TO WORK HERE

- A-Level cleanliness
- Uniforms are provided, replaced when overworn, and dress code is followed
- All food safety standards followed, employees enjoy and recommend eating there
- COVID-19 protocols followed including mask, gloves, handwashing and Harri health check
- Restaurant is involved in the community through trials & donations, has a good reputation
- Restaurant has 'regulars' who are treated well and introduced to new employees
- Employees refer friends and family to work there
- Safety is prioritized: slip proof shoes, late night protocols, back door security, etc.

BEST GMs IN THE BUSINESS

- GM respectfully coaches and supports the team
- Voice of Wendy's survey is encouraged, and an action plan is created & posted
- GM clearly & regularly communicates with staff through huddles, TTM, CrewApp, etc.
- GM shares customer feedback with the whole team, recognizing compliments and providing constructive coaching on complaints
- GM is available and approachable to talk about employee concerns or questions
- GM gets to know the team on a personal level by working a variety of shifts
- GM role models good behaviors & sets reasonable goals for the team

