

LM MIC Certification Process

Instructions for Certification of an MIC

Prerequisites...check prior to or on day of certification>

- MIC has completed Shift Leader training including the Shift Leader book...review book
- MIC candidate has passed Servesafe (RI) or LM Food Safety Test (MA)...review certificate
- Shift Leader Pre-certification Checklist...review copy
- RGM has completed a MIC Certification...review copy

Interaction with MIC candidate>

- Explain the MIC Certification process to the MIC candidate with the intention of putting them at ease
- Explain what you will be looking for and the key items (listed below) that need to be executed to ensure a successful certification
- Observe MIC candidate throughout their shift using MIC Certification form...being aware to not hover

Interaction with team>

- Explain to team that you are observing the MIC candidate today to certify them as a Shift Leader
- Answer any questions team may have about the process

Procedures, behaviors or situations needed to be executed for a successful MIC Certification>

1. Ensures team follows all backdoor safety and security procedures
2. Executes the Customer Satisfaction Walk
3. Completes Food Safety Checklist
 - a. No expired critical items
4. Monitors and verifies that all food safety standards are being met
 - a. Hand washing
 - b. Expiration times
 - c. Temperatures
 - d. Cross contamination
5. Spends 80% of the shift in the MIC Zone during peak
6. Role models greeting customers with a smile, making eye contact, and is friendly
7. Treats team with respect
8. Role models positive attitude during shift