**Steps To Certify a Shift Manager**

1. Identify the Shift Lead Candidate
2. Speak with the candidate to see if they are interested in the position.
   1. Explain the benefits and responsibilities
3. Once you both decide to go ahead with the training, email the area coach to request a background check to be completed.
4. Have the candidate do the Serv Safe Course and pre-test then schedule a test with your coach or a proctor
   1. Make sure the SL’s Serv Safe Certificate number and expiration date is updated on the people plan.
5. Once they pass the Serv Safe Course, have them begin the Shift Lead Book in One Source and the RGM or AGM does the OTJ’s.
6. Review LM Specific Shift Lead Training Checklist
7. Once all the above training is completed, the RGM should have the candidate run a shift.
   1. Make sure all other managers know that they are to act as a regular team member.
   2. Review how to respond or find the solutions to the given scenarios at the end of the Certification Checklist.
   3. The RGM should use the Certification checklist and ensure at least 80 % was completed.
8. Finally, when you, the RGM, is comfortable that the candidate can run a shift independently, you schedule a date for the coach to come out and verify that the candidate is officially certified.
   1. Once the candidate has passed the certification and verification, update their position and pay rate in Talent Reef and E-Restaurant.
   2. **Upload Signed validation page of the Certification Checklist and initialed LM Specific SL Training Form**
9. In Massachusetts, make sure the SL is signed up for the next CPR class.
   1. The certificate number and expiration date should be updated on the People Plan.