



DISTRICT MANAGER QUARTERLY TO-DO

- **Quarterly Business Review**
 - When possible, schedule QBRs to include Training Manager, GMs & Shift Leads
 - Review of major Key Performance Indicators including:
 - Sales trends/comps/growth within Network and individual locations
 - Delivery KPI Review:
 - Dispatch Wait Time
 - Average Quote Time
 - Error %
 - Top Gun Metrics
 - QSC – Review of areas of opportunity, helping to ensure 95%+ through clear action plans
 - Guest Experience Metrics – review of current information along with OSAT and DOSAT trends. Action plans presented to Team
 - Guest Comments
 - Closure Rates & Execution on Timely Response to Guest Feedback
 - Staffing & Training
 - Staffing needs evaluated and recommendations provided, ensuring proper Guest Services are met
 - Local marketing opportunities
- **LTO**
 - Limited Time Offers reviewed with the team to ensure execution, including new Flavor launches and meal offerings.
 - Communication with Network and follow-up restaurant visits ensuring proper adhering to plan and policies.
- **Cross Territory Market Ride**
 - Ride-Along with other DMs in territories outside of current territory.
 - Scheduled minimally 1 time each year.
 - Purpose is to see issues, situations and opportunities from other DMs with different skill sets and abilities.