



LEARNING AND DEVELOPMENT | DISTRICT MANAGER SUCCESS PROFILE

THE WINGSTOP WAY	
SERVICE MINDED	Motivates, Coaches, & Develops Others - Proactively interviews, onboards, and develops General Managers, focusing on Top Talent and developing a talent pipeline. - Builds diverse teams with the right talent for each role, has high standards and expects it in return, strong bench strength is standard - Ability to translate business vision to restaurant General Managers and manage for results: profitability, service, and people management. - Provides coaching and direction for others to achieve their career goals. - Creates an inspiring culture for others to work and excel. - Maximizes WingYOU for training, development, and communication.
	Hungry and exudes Service Minded Excellence - Determined to be the best in class; Top Gun is the norm. - Executes scheduled activities, success routines, and key priorities. - Has advanced understanding of the business and is a continuous learner. - Acts as a liaison and fully leverages functional support teams. - Seeks out, listens, and responds to the voice of the guest with intense passion. - Highlights and coaches all teams on service opportunities.
	Leads Courageously, and Influences others - Champions and models Hungry, Humble, and Smart. - Encompasses the culture and holds all team members accountable to the Wingstop Way. - Recognizes the value that different perspectives and cultures bring to an organization and will not tolerate discriminatory acts, language, or exclusive behavior. - Builds meaningful, high impact relationships and communicates effectively to all levels. Creates and promotes an inclusive culture and environment. - Decisive and fluid mindset to adjust strategies when business industry trends dictate - Understands there is power in knowledge, effectively shares and follows up that communications have been received and implemented. - Manages time effectively through proper planning and practice of meeting norms. - As a Brand Ambassador: Continuously represents and executes Wingstop standards.
AUTHENTIC	Intellectual Curiosity - Adjust appropriately to General Manager goal setting, action planning, and communication. - Has up-to-date Management Food Safety certification. - Self-motivates for continued management skill development through online learning, reading, and mentorship. - Complete personal development plan and holds self-accountable to it.
	Makes Sound Decisions/Is Accountable - Accountable to all events in the restaurant that impacts health and safety of Team Members. - Brings awareness and coaches all teams on service opportunities. - Heavily values food safety and restaurant sanitation. - Involvement in the restaurant, leaves positive energy and recognition after each visit. - Breaks down issues and gathers all team feedback to find viable solutions. Follow up/through with commitments and action plans.
	Drives for Results - Achieves high standards on all measurable goals; Top Gun, SMG metrics and financial performance scorecard and supports and follows up on the action plan for items below the benchmark. - Drive for QSC, Food Safety, restaurant cleanliness and sanitation standards. - Orchestrates solutions to financial health and livelihood of the business. - Manages District Budget/P&L and ensures all stores operate within budget. - Sets S.M.A.R.T. goals and holds team accountable to them. - Ensures marketing efforts are implemented and appropriately directed. - Drives results by holding General Managers accountable for operational standards and Top Talent needs.
ENTREPRENEURIAL	Humbly Champions Change - Readily adapts to change, provides directional leadership. - Predicts performance and sets priorities using seasonal patterns, trends and data. - Leverages opinions and ideas that are different from their own.
FUN	Promotes Collaboration, Teamwork and Establishes Trust - Engages team, provides team building and quick problem solving of interpersonal conflict. - Willingness to roll up your sleeves and spend time in front of the line working alongside team members and interacting with guests. - Role modeling all desired behaviors. - Creates and inspiring atmosphere for others to work and excel.
	Smart & Fun - Builds and encourages recognition culture. Says "Thank You". - Coaches management team privately and praises publicly. - Competitive mindset relayed between locations. - Seeks ways to bring The Wingstop Way to neighborhoods and communities.