



THE CHECKMAX FRAMEWORK

FPG remains focused on equipping our customers to achieve the highest return on their technology investment. We distilled our 30 years of service and revenue experience down to the core actions that matter most.

The CheckMax Framework paves the shortest path for you to implement simple actions, with minimal disruption and maximum results.



“Nowhere are servers taught how to sell, how to be influential, how to diffuse frustration. They learn the menu but not the psychology of a guest — the small annoyances that turn into lost revenue, the frustration of an empty glass and a missing server. CheckMax is here to change that.”

Geoffrey Toffetti,
CEO
Frontline Performance Group

FOUNDATION FRAMEWORK ACTIONS

	Above Outlet Leadership* Leaders influence program success by establishing top-down buy-in. <small>*e.g., General Manager, Regional F&B Leader etc.</small>		 RESPONSIVE SUPPORT
	CheckMax Champion Will play an instrumental role in the success of the program by implementing the simple Framework items and making it a priority. <small>*e.g., F&B Director, Ops Director, Role overseeing with responsibility for all outlets.</small>		
	Outlet Champion By utilizing IN-Gauge and dedicating to simple actions outlined in our Foundation, the Outlet Champion can successfully drive adoption, boost performance, and generate meaningful results.		
	Front of House Team Clear expectations combined with advanced tools and training elevate performance.		

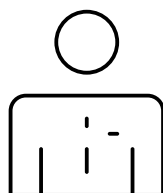


THE CHECKMAX FRAMEWORK

ABOVE OUTLET LEADERSHIP ACTIONS

15 MIN
a month

1X
ONE TIME



CHECKMAX CHAMPION

ASSIGN

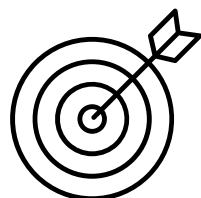
- Influential Leader
- Implements Five Course Framework
- Drives IN-Gauge Adoption



INCENTIVES

APPROVE INTRODUCTION

- Front Of House Incentive Plan*
- Champion Incentive plan(s)*
- Emphasize Importance
(* If applicable)



GOALS

SET EXPECTATIONS

- Outlet and Individual Goals
- Prioritize and Achieve Weekly/Monthly
- Emphasize Importance



COMMITMENT

OWN IT

- Set Aside Time for a CheckMax Progress Report During Monthly Meetings
- Authorize Allocation of Shift Time for Teams to Complete Required Learning

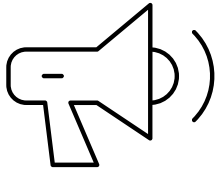
**ON
GOING**



THE CHECKMAX FRAMEWORK

15 MIN
a week

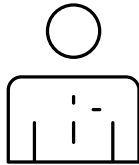
CHECKMAX CHAMPION ACTIONS



ACTIVATION

ACTIVATION ACTIONS

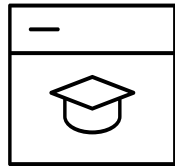
- Attend Foundation Session(s)
- Complete All Activation Actions
- Ensure IN-Gauge User Access
- Deploy Incentive Plan*
- Download the Mobile App**
(* If applicable)
(** Mobile app not available in all countries)



OUTLET CHAMPION

IDENTIFY & ASSIGN

- Influential Leader
- Implements Best Practices
- Drives IN-Gauge Adoption
- Allocate Shift Time to Complete All Recommended



LEARNING

RECOMMENDED LEARNING

- Foundation Learning Paths
(Outlet Champions & Front of House)
- Allocate Shift Time to Complete Learning



ADOPTION

SET EXPECTATIONS

- Monthly Outlet Goals
- IN-Gauge Content Ownership
- Team Login Every Shift
- Utilize the Learning Center
- Download the Mobile App*
(*Mobile app not available in all countries)



COMMITMENT

OWN IT

- 15-Minute Monthly Agenda Item
- Support Your Outlet Champion(s)
- Recognition
- Lead by Example

1X
ONE TIME

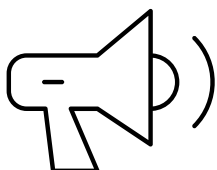
ON
GOING



15 MIN
a day

OUTLET CHAMPION ACTIONS

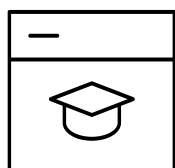
1X
ONE TIME



ACTIVATION

ACTIVATION ACTIONS

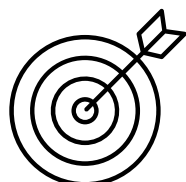
- Attend Foundation Session(s)
- Ensure IN-Gauge User Access
- Download the Mobile App**
(* Mobile app not available in all countries)



LEARNING

RECOMMENDED LEARNING

- Foundation Learning Paths
(Outlet Champions & Front of House)
- Allocate Shift Time to Complete Learning



GOALS

ESTABLISH GOALS

- Set Expectations
- Monthly for Outlet & Front of House



ADOPTION

UTILIZE DAILY

- Content Ownership
- Team Members to Login During Each Shift
- Maintain Data (Support)



COMMITMENT

OWN IT

- Conduct Daily Pre-Shifts With Performance Focus
- Attend Requested FPG Meetings
- Recognition
- Lead by Example

ON GOING



FRONT OF HOUSE ACTIONS

