



# FGU MANAGER'S GUIDE

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## Manager's Guide

### New Users

**Radiant/Micros/CrunchTime stores:** New users are added automatically through data feeds from the back of house system. Once users are added into the BOH they will appear in FGU within 24-48 hours. Usernames will be the user's email address and passwords are set by default to 123456.

**United Kingdom Stores:** Fill out the United Kingdom New User Request Form in the content library and the user will be loaded into the system typically within 24 hours.

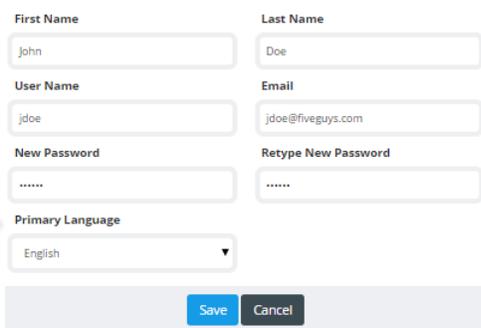
### Resetting passwords and verifying logins

Managers can directly reset passwords and verify logins for their employees. To do this, hover over **Manage** then select **Manage Members**. This will bring up a list of all employees at your location.

Next to the person's name click **Edit User**.



This will display the employee's username and email address. Under **New Password** enter the new password for the employee (choose something simple such as 123456) and click **Save**.



### Deactivating and transferring users

FGU will always mirror the user setup for employees in the back of house system, so all changes must be made in the BOH. Once a user has been separated/transferred, their status will be reflected in FGU within 24-48 hours.

If a user has been terminated in the back of house but continues to appear in FGU, you can manually deactivate them by clicking on **Manage** and then **Manage Members** on the right. Check the box next to the employee's name and click **Deactivate**.

### Five Guys University App

Five Guys University can also be accessed through the Schoox mobile app which is available for free in the iOS and Android app stores. This app allows users to conveniently take their FGU training on mobile devices connected to a Wi-Fi network.

**User notice:** this app only supports the Five Guys video-based courses. Additional courses such as PCI Compliance and First Aid – Choking must be taken using a computer.

## Language preferences

FGU courses are currently offered in English, Spanish, and French Canadian. Language preferences need to be established when a user is first entered into the back of house system. For CrunchTime locations, enter the desired language into the language flex field in the employee setup menu. For Micros locations, indicate the desired language from the employee setup drop-down menu. For Radiant locations put sp\* in the user's middle name to have courses assigned in Spanish.

## Marking Users as Complete

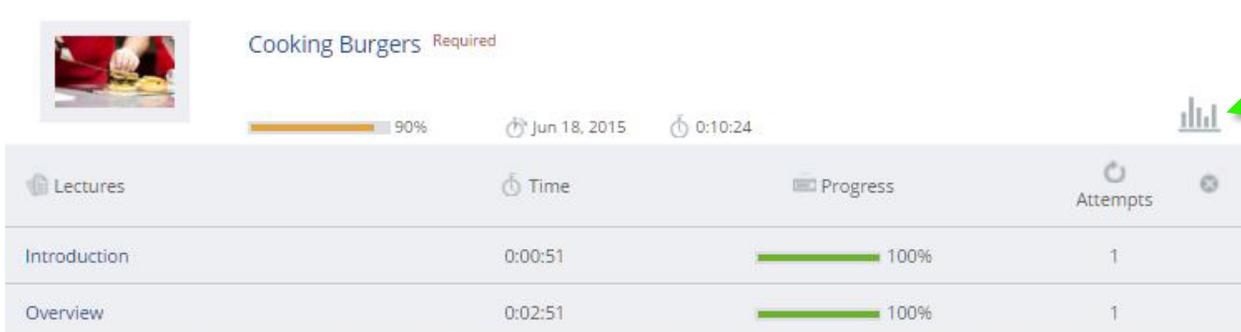
Some courses have on-the-job training tasks that must be marked off before a user will show as complete. To mark a crew member as complete for a course, open the reporting dashboard by clicking on **Manage/Reporting** the top. This will bring you to the **Employees** tab of the reporting dashboard.



Click the name of the employee to open up their courses.

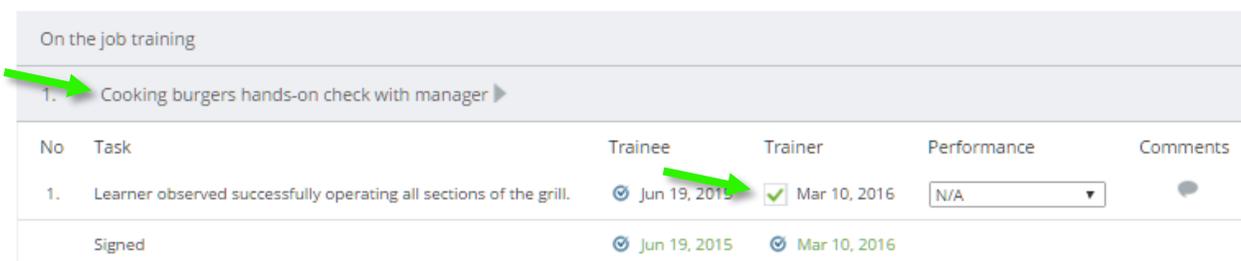


Then click the stats icon for the course. This opens up a list of all learning activities within the course.



Lectures	Time	Progress	Attempts
Introduction	0:00:51	100%	1
Overview	0:02:51	100%	1

Click the **On the job training** at the bottom then check the box for **Trainer** to mark the employee as complete. You can also set a performance rating and enter comments.



No	Task	Trainee	Trainer	Performance	Comments
1.	Learner observed successfully operating all sections of the grill.	Jun 19, 2015	<input checked="" type="checkbox"/> Mar 10, 2016	N/A	
Signed		Jun 19, 2015	Mar 10, 2016		

Note: If you have an email address associated with your profile you will be notified automatically when an employee completes a course and is ready for the hands-on check. Just click the link in the email and it will take you directly to this section.

## What's my completion percentage?

To access course completion reports in FGU, click **Manage/Reporting** at the top. This brings up a reporting dashboard organized by category. You can view progress for specific courses such as Fry Certification, or for groups of courses such as the Five Guys Required Courses curriculum.

Course completion percentages are based on the Five Guys Required Courses. To see your completion percentage, click the **Curricula** box, then **Five Guys Required Courses** (if you're in the Middle East choose the Middle East version).



This report shows all your crew members and their individual progress. The percentage for your store is the number next to progress.



## Overdue Rates

Employees are given 31 days to complete the Five Guys Required Courses curriculum. After this point they will be flagged as "Overdue". A store's Overdue Rate is the percentage of employees that are overdue. **The standard for all stores is to have a 0% Overdue Rate.** As long as employees are completing their training in a timely manner you should not have issues with overdue employees.



To see the specific employees that are overdue, click the **Due Time** dropdown box and select **Overdue**. This will display the names of the employees, their enrollment date, due date, and progress.

The screenshot shows a software interface with a search bar, language and group selection dropdowns, and a 'Due Time' dropdown menu. A green arrow points to the 'Due Time: Overdue' dropdown. Below this, a course card for 'Five Guys Required Courses' is shown with statistics: 11 Employees Overdue, 36 Enrolled Users, 30% Overdue Rate, and 82% Progress. A table below the course card is highlighted with a green border and contains the following data:

Name	Enrollment Date	Due Date	Time	Progress
	January 12, 2016	February 12, 2016	0:00:00	0%

You can also use the **Due Time** filter to see employees who are currently On Time. This is useful for marking employees as complete as they complete their training.

## Reporting for Multi-Unit Managers

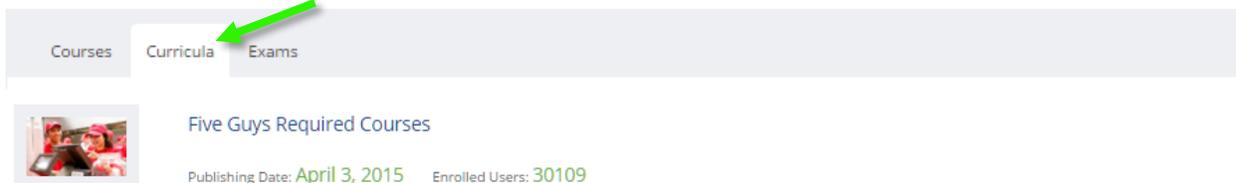
In FGU you can review progress for multiple locations from the **Compare** box in the reporting dashboard. Start by clicking the **Manage** or **Reporting** tab at the top of the page.

Click the **Compare** box.



From here you can compare progress of your units for individual courses, such as Fry Certification, or for groups of courses such as the Five Guys Required Courses.

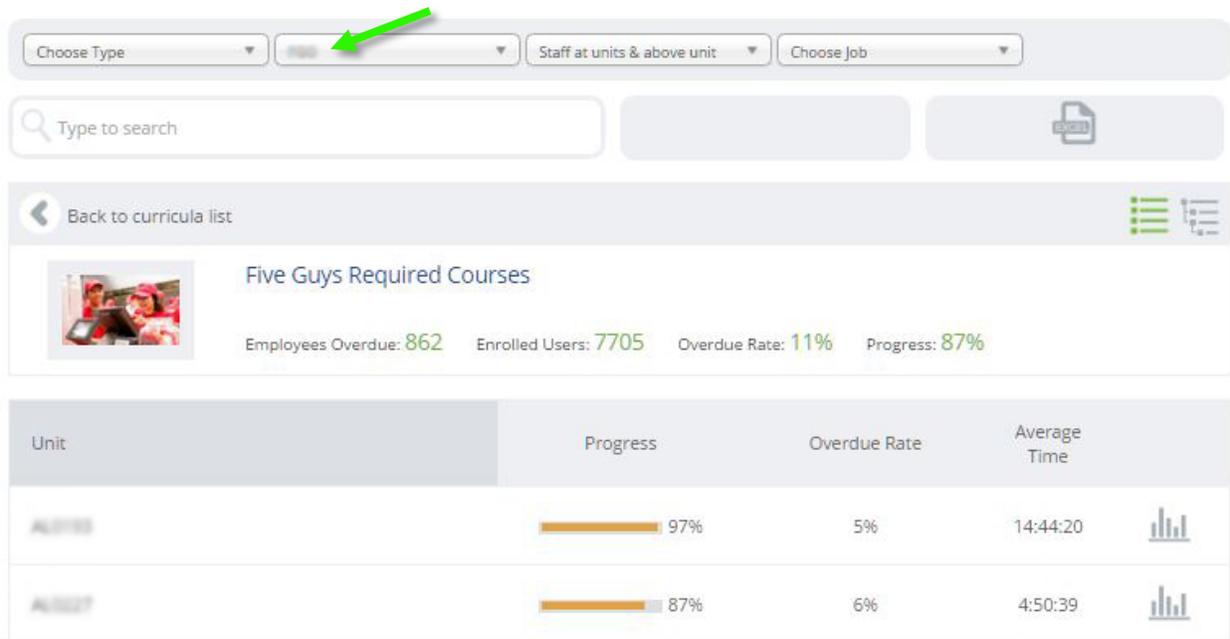
Store completion percentages are based on progress within the Five Guys Required Courses curriculum. To see progress for your stores click the **Curricula** tab, then select **Five Guys Required Courses**.



This will bring up a filter bar where you can filter results based on your assigned above unit.



Choose your above unit and a list of all stores within that above unit will appear and their Progress and Overdue Rate.



Choose Type | **Above Unit** | Staff at units & above unit | Choose Job

Type to search

Back to curricula list

**Five Guys Required Courses**  
Employees Overdue: 862 | Enrolled Users: 7705 | Overdue Rate: 11% | Progress: 87%

Unit	Progress	Overdue Rate	Average Time
A-1110	 97%	5%	14:44:20
A-1117	 87%	6%	4:50:39

## Corporate Hierarchy Reports

For corporate district managers you can view the company hierarchy by clicking on the Tree View icon on the right. Next, select the highest level of your organization (FGE, FGO, etc.). This will populate a hierarchy view your organization which can also be exported to Excel.

Unit	Overdue Rate	Progress
▼ FGE	11 %	87%
▼ FGE - District 1	10 %	87%
▼ FGE - District 2	4 %	92%
▼ FGE - District 3	4 %	93%

Unit	Overdue Rate	Progress	Average Time
▼ FGE	3 %	95 %	9:19:55
▼ FGE	5 %	90 %	10:05:23
▼ FGE	0 %	91 %	12:26:26

Exporting this report to Excel will show you three columns: Completion Rate, Average Progress, and Overdue percentage. The only columns you should pay attention to are Average Progress and Overdue percentage. *Completion rate* refers to the percentage of employees that are 100% complete for the curriculum. This metric is not used.

## Still need help?

To contact FGU Support click the question mark on the bottom right and select Contact Support. Support emails can also be sent directly to [FGUSupport@fiveguys.com](mailto:FGUSupport@fiveguys.com).

## Appendix

### FGU Course Times

The tables below list each course with the play time for each video lecture. It is expected that the majority of quizzes will take 3 minutes to complete. Depending on the speed of the learner, they may spend more or less time completing their courses.

The purpose of FGU training is to teach job skills and Five Guys culture. When training a new employee some courses can be watched together such as the Grill Side Chat and Food Safety. However, it is not recommended that new hires sit through all the courses in the same sitting. Doing so is not a good use of training hours as they likely will not retain what they have learned.

It is recommended for trainees to watch one course at the beginning of their shift, such as Dressing, then work that station for the remainder of the day. At the end of the shift, the manager should then mark the trainee complete once they have demonstrated proficiency through hands-on repetition of course material.

### Five Guys Required Courses

Course	Module	Min	Sec	Quiz
<b>Course 1 Grill Side Chat</b>	Introduction	3	0	1
	Marketing	10	24	3
	Quality	10	7	3
	Crew	4	58	3
	Customer Service	7	8	3
<b>Course 2 Food Safety</b>	Introduction	0	41	0
	Safe Food Handling	2	1	3
	Chemicals	1	58	3
	Personal Hygiene	3	1	3
<b>Course 3 Food Prep</b>	Introduction	2	19	1
	Bacon	4	4	3
	Grilled Onions	2	46	3
	Grilled Mushrooms	3	18	3
	Cheese	1	41	3
	Green Peppers	1	47	0
	Jalapenos	1	36	3
	Lettuce	3	5	3
	Meat	3	30	3
	Potatoes	4	6	0
	Potatoes – Part 2	3	22	3
	Raw Onions	2	36	3
	Tomatoes	2	57	3
<b>Course 4 Dressing</b>	Introduction	0	48	1
	Toasting the Buns	3	1	3
	Topping Amounts	1	58	3
	Ketchup, Mustard, and Mayo	1	48	3

	Bottom Bun	1	21	0
	Top Bun	1	2	3
	All The Way Burger	0	54	3
	Dressing with 1 or 2 People	1	2	3
<b>Course 5 Other Sandwiches</b>	Veggie	2	16	3
	Grilled Cheese	2	23	3
	BLT	1	21	3
	Bunless Burger and Lettuce Wrap	3	7	3
	Hot Dog	2	24	3
<b>Course 6 Cooking Burgers</b>	Introduction	0	51	0
	Overview	2	51	3
	Grill Section 1	1	23	3
	Grill Section 2	2	31	3
	Grill Section 3	2	45	3
<b>Course 7 Cooking Fries</b>	Overview	4	19	3
	Pre-Cook	1	27	3
	Cooling	1	12	3
	Final Cook	1	12	3
	Bagging and Serving	3	29	3
<b>Course 8 Quality Control</b>	Introduction	0	44	0
	Overview	1	54	3
	Wrapping	3	9	3
<b>Course 9 Customer Service</b>	Introduction	0	50	1
	Overview	2	11	3
	Begins and Ends	5	56	0
	Register	2	17	0
	Call-in and Web Orders	1	4	3
	Store Energy	6	18	3
	Down Time	2	51	0
	Incorrect Orders	4	47	3
<b>Course 10 Cleaning</b>	Introduction	2	9	0
	Back of Store	2	51	3
	Filtering the Fryer	4	20	3
	Changing the Oil	4	4	3
	Cleaning the Grill	4	9	3
	Dining Room	5	38	3
<b>Course 11 Allergens</b>	Introduction	0	52	0
	Avoiding Cross Contact	0	52	0
	Allergens List and Alternatives	1	04	6
<b>Course 12 PCI Compliance</b>	PCI Compliance	5	0	0
<b>Course 13 First Aid – Choking</b>	First Aid – Choking	8	0	0

<b>Course 14 Fry Certification</b>	FGU Fry Certification Guide	5	0	0
Instruction Time		3.36 hours		
Estimated Quiz Time		2.56 hours		
Total Training Time		5.92 hours		

### Additional Courses

Course	Module	Min	Sec	Quiz
<b>Coke Freestyle Red Shirt Training</b>	Introduction	0	58	
	Changing Cartridges	1	48	
	Changing Sweeteners	2	32	
	Daily Cleaning	3	55	3
	Total Training Time	9.21 minutes		
<b>POS100 Basic Brink POS Training</b>	Clocking in and Out	2	12	
	Ordering Basics	7	14	
	Hold and Fire	1	14	
	Call-in Orders	1	52	
	Tablet Orders	2	47	
	Total Training Time	15.32 minutes		
<b>Red Shirt Human Resources Training (FGO only)</b>	Wage and Hour	70		
	Workplace Harassment	80		
	Total Training Time	2.5 hours		

## Frequently Asked Questions

### **FGU isn't loading correctly and none of the videos are working.**

FGU was designed to work with all browsers but it will not work with the older versions of Internet Explorer commonly used to access RedPrairie. For best results it is recommended to use Google Chrome as your browser.

### **I'm trying to mark users as complete but it isn't saving.**

First, make sure you are not using Internet Explorer and are using Google Chrome. All you need to do is click the boxes and you're done. The results will save automatically after clicking the hands on check items. To see the employee's updated percentage just refresh the report page.

### **What is the purpose of curricula reports for course completion percentages?**

The FGU course catalog is growing and not all learners are assigned the same number of courses. As a result it isn't fair to compare one learner with 20 courses to another with only 14. Curricula reports allow you to track progress based on the set core courses required for success.

### **I don't have manager functions available under my profile. What's going on?**

**Micros stores:** Email FGU Support and we can grant you manager privileges.

**Radiant stores:** You must be set up as an assistant manager or higher in your workforce management setup in the back of house. FGU gets its job codes from the workforce management setup in RedPrairie so make sure that reflects your current job title.

### **I'm now the manager of store "B" but I'm still seeing employees from store "A". Why?**

This is because you were not properly transferred to your new location. Both Micros and Radiant have employee transfer functions that must be used when one person moves to a new store. If you aren't appearing under your new location it is because you were not transferred correctly.

### **How long before employees are added or removed?**

For North American stores, new employees are typically added within 24 – 48 hours of being added into the back of house. Terminated employees will be removed within 24 – 48 hours as long as their separation date is set to within the past three weeks. If you have users that have already been separated but continue to appear in FGU just send an email to FGU Support.

### **My new employee wants Spanish courses instead of English. How do I change this?**

It is important to establish any language preferences at the time you create the person in the back of house. For Radiant locations make sure to put **sp\*** in the person's middle name in Radiant and the courses will appear in Spanish.

### **I have an employee that moved from store "A" to store "B". Why didn't they get credit?**

Employees must be transferred using the transfer function in Micros or Radiant. If this is skipped and the manager recreates the person at the new store, FGU will treat this individual as a brand new employee with no transcript. This is because FGU has no way of knowing that John Smith at store "A" is the same John Smith at store "B".

### **I just rehired an employee and they didn't get credit for the courses they already completed.**

Transcript data for users that weren't active in the old system was not imported. If a user was not active at the time of the transition they will need to retake their training upon returning to work.

### **I have users such as franchisees that I don't want directly appearing under my crew list. How do I remove them?**

Users can be kept out of FGU by putting an asterisk at the end of their first name in Radiant. For Micros stores put the asterisk at the beginning of their first name. This can also be used if employees are shared by multiple locations. Just make sure they have an active account at their home store.

### **Where do I find additional training materials such as ServSafe information?**

The FGU academy library is full of useful Five Guys training materials organized in folders on the right side of the screen. Just click **Content** at the top to access the academy library. You can also make use of the search bar to find what you want quickly.

### **How can I see new content recently uploaded to FGU?**

The FGU homepage automatically displays the four most recent pieces of added content under **Latest Content** at the bottom. The academy library also automatically sorts content based on date added so you can see the latest uploads organized by date.

### **Are there video tutorials for how to use the system?**

Yes. The following videos can be found in the academy library under FGU How-To's for managers. You can also find them by searching for **Reporting** in the academy library.

[Running Reports, Marking Users Complete, and Resetting Passwords](#)

[Store-level Reporting Explained](#)

## User Setup for Radiant Locations

### Overview

The purpose of this document is to clarify the user setup rules for Radiant locations. Many stores have a difficult time with Five Guys University user setup and most of these problems originate in Red Prairie.

FGU receives its user information directly from a data feed out of Red Prairie. This data tells FGU the following information about a store's users:

- First name
- Last name
- Language
- Email address
- Username
- Location
- Job title
- Employment status (active or inactive)

As a result, all employee records must be 100% accurate in Red Prairie for them to be accurate in FGU. Once a change is made in Red Prairie it takes 24 - 48 hours for it to be reflected in FGU.

### Name and Language

First name, last name, and language all come from the Edit Employee screen. If a user wants FGU courses in Spanish they will need to have sp\* put in their middle name at the time they are put into the system.

Name	Address	Login	Role	Organization
First Name	Marco			
Middle Name	sp*			
Last Name	Vasquez			
Suffix				
Nickname				

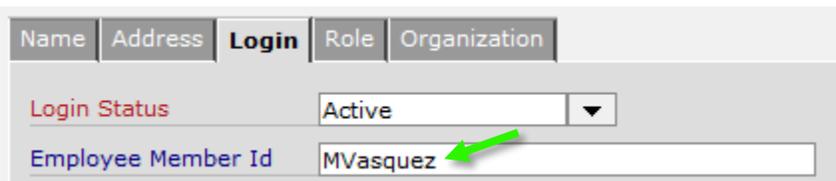
### Email Address

Email address comes from the Email field in the Address tab. It is important that all users have a unique email address in their employee setup. Users cannot share the same email address.

Name	Address	Login	Role	Organization
Email	mvazquez@gmail.com			

## Username

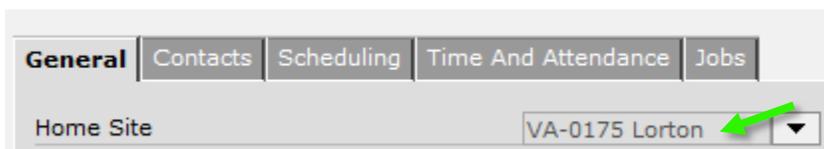
Username can be found under the Login tab. If an email address is not listed in Red Prairie the user will need to log in with this username.



The screenshot shows a user profile page with tabs for Name, Address, Login, Role, and Organization. The Login tab is selected. Below the tabs, there are two fields: 'Login Status' with a dropdown menu set to 'Active', and 'Employee Member Id' with the text 'MVasquez' and a green arrow pointing to it.

## Location and Job Title

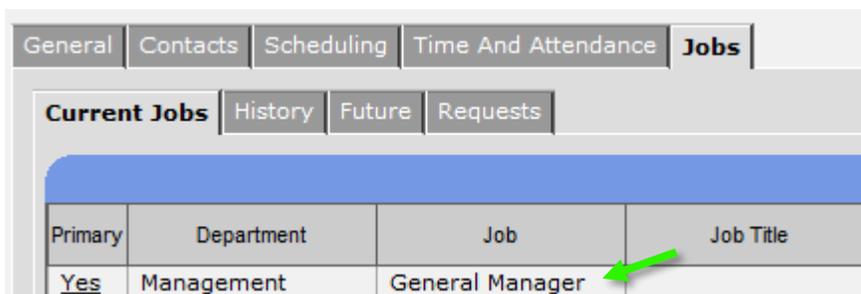
Location and job title are pulled from the user's workforce management setup. Home Site determines the user's location in FGU.



The screenshot shows a user profile page with tabs for General, Contacts, Scheduling, Time And Attendance, and Jobs. The Jobs tab is selected. Below the tabs, there is a 'Home Site' dropdown menu with the value 'VA-0175 Lorton' and a green arrow pointing to it.

If you are having issues with a user not appearing at the correct location you must first check that the home site is correct. If it is not, the person will need to be transferred properly using the transfer function in Red Prairie.

Job title is located under the Jobs tab. Managers must have a job title of Assistant Manager or General Manager in order to have reporting privileges in FGU.



The screenshot shows a user profile page with tabs for General, Contacts, Scheduling, Time And Attendance, and Jobs. The Jobs tab is selected. Below the tabs, there are sub-tabs for Current Jobs, History, Future, and Requests. The Current Jobs tab is selected. Below the sub-tabs, there is a table with the following data:

Primary	Department	Job	Job Title
Yes	Management	General Manager	

A green arrow points to the 'General Manager' job title in the table.

## Employment status (separating users)

The status of a user in FGU (active or inactive) is determined by the Employee Status Change menu. When separating a user you must use an effective separation date that is within the past three weeks for the system to notice the change and remove them from FGU. For example, if you separate someone on January 1<sup>st</sup>, make the effective date January 1<sup>st</sup>. This will ensure they are removed automatically.

## Special rules

1. Asterisk (\*) at the end of the first name in Red Prairie = keep user out of FGU
2. sp\* in middle name = load courses in Spanish