

OPENING

Upon arrival, survey exterior for trash and general condition, landscaping including lower lot. Dumpster lids closed and doors shut.

Read yesterday's Managers Log - REACT

Complete daily checkout sheet, take drawers upstairs, deposit to the bank and make change if needed.

Verify amount in change bag if change was made.

Enter email addresses and cell phone numbers into marketing programs (Poslq, loyalrewards.com)

Write daily sales/customer info on calendar

Log any customer complaints from yesterday in google complaints calendar

Every Friday run labor detail and correct any errors

Set lighting, replace bulbs if needed.

Check ice machine and coolers to be in good working order

Check HVAC for correct temp, set thermostats if needed.

Check printers for paper and ribbon.

Check Google Calendar for upcoming events

Check dining room, tables and chairs set up

Check floors, doors, windows/sills and foyer for cleanliness (closing shift cleaning duties). Put rugs down. Note any problems in the Manager's Log.

Check bar for cleanliness and stocking to par

Check wtm> Inventory> orders for any deliveries

Check in with **KM/Asst KM**, verify no problems with kitchen staff, food or equipment.

Prepare and make any necessary orders.

Check bus stands for set-up and cleanliness.

Verify all service members on premise, clocked in, dressed in uniform with banks and performing opening sidework. Prepare seating chart for shift, assign big party tables. Post section chart where applicable and review with host if needed.

Review today's Special and soup of the day with **KM/Asst KM** and post on specials board.

Verify all specials and item out list updated on POS.

Set dining room lights, TV's and music on and appropriate.

Restroom check - clean mirrors, spotless sinks, commodes and floor, stocked hand soap, hand towels and toilet paper. Fresh smelling, use air freshener if needed.

Verify all deliveries have been received as ordered (FOH & BOH)

10:30 complete line check with **KM/Asst KM**; taste all product on line - hot food hot, cold food cold.

Verify opening sidework complete, Bar, Host, Server and bussers.

10:45 Conduct positive pre-shift meeting with service staff.

11:00 Turn on exterior lights, OPEN, double check exterior of building. Be certain it's free of debris. Re-enter the front of the building with the "eyes" of a customer.

SHIFT CHANGE

After business has slowed, restock stations, clean floors and restrooms.

Cut appropriate labor, servers, bus, host, bar, kitchen line, kitchen prep

Check that bartender counts drawer and sets up for PM shift including ice, beer, garnishes and mixes.

Conduct server checkouts

2:00 PM - 6:00 PM Follow up on any outstanding notes, phone calls or other action items from manager's log, interviews, scheduling

Prepare seating chart

Review groups/events - establish game plan

Check server and bus stations for set-up and cleanliness.

Ensure all scheduled staff has arrived, dressed in uniform with banks on the floor completing sidework.

Dining room reset, Li'l Rizzo's station checks complete, silverware rolled.

Meet with **KM/Asst KM**, ascertain dinner special

Review with closing manager - shift change checklist, notes in manager's LOG, groups/events, staffing and section chart, specials, pre-shift meeting topics.

4:00 ensure dinner special is in POS and on special board.

4:30 Restroom check - clean mirrors, spotless sinks, commodes and floor, stocked hand soap, hand towels and toilet paper. Fresh smelling, use air freshener if needed.

5:00 conduct informative and POSITIVE Pre-shift meeting

Review staffing section chart with hostess

Verify appropriate TV's and music

CLOSING

After business has slowed, restock stations, clean floors and restrooms.

Assign closing server and side work.

Cut appropriate labor, servers, bus, host, bar, kitchen line, kitchen prep

Close kitchen (never prior to posted closing time)

Close bar one hour after dining room or as business dictates

Customer free - lock all exterior doors

Check restrooms to be sure they are empty, clean and free of debris

Closing server checks remaining closing sidework, weekly or daily special projects and performs checkouts.

Close bartender comps, collect drawer and deposit in drop safe.

Turn off TV's and music

Verify bartender has cleaned bar, floor and restocked, ready to open!

Check out bussers - trash removed, trash cans cleaned and sanitized, glassware stocked, bus station clean and organized, dust pans clean and hung with brooms, **NOTHING ON THE FLOOR ANYWHERE**

walk-ins clean and products properly stored, back door locked and secure, trash empty and cans cleaned/sanitized, floor mats clean, sanitized and hung to dry, employee restroom clean, all brooms & mops hung, buckets emptied, **AM PREP**

Leave necessary notes for opening manager in LOG

Safe locked

Liquor room/ cage locked

Manager's office clean, organized and locked.

Exterior doors locked and secure

Lights off, alarm set and exit out appropriate door.