



Collaboration  
Commitment  
Contribution™

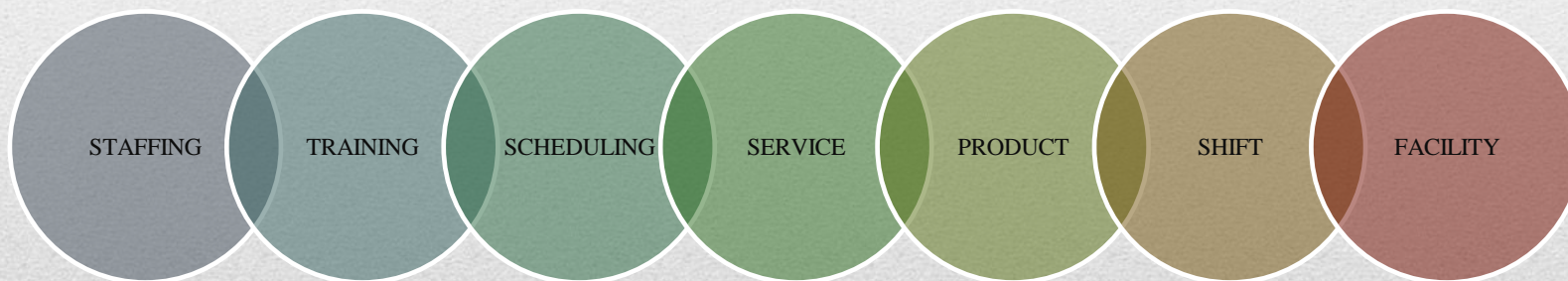
# Operations

Key points for execution



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# Key points for execution





Collaboration  
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# Staffing

- Staffing levels 90%
- Interview format
- Seasonal pars
- Hiring plan



# Training

- All staff trained
- Testing
- Reviews
- Scorecards
- Management meetings



# Scheduling

- Business day-part flow
- Stations
- No overtime
- Labor regulation compliance
- Management schedule
- Schedules posted in timely fashion



# Service

- Correct # tables per server
- Bar wells and organization
- Guest interaction
- Host desk manned & organized
- Server order pads
- No false waits
- Menus, POP & Promotional Material



# Product

- Line check
- Food safety procedures
- Cooling equipment temperatures
- Hot food hot, Cold food cold
- Recipe & Plating books
- Prep sheets
- Ticket times
- Proper portioning utensils
- Fresh condiments



# Shift

- Management walk-thru
- Server check cards
- Pre-shift meetings
- Uniforms
- Opening & Closing checklists
- Shift planner
- Reservations
- Management floor presence
- Hand washing
- Table and restroom tracking
- Coupons, Discounts & Check Audits





# Facility

- Dish area operations
- R&M list
- Operating supplies inventory
- Front of House side work list
- Back of House sanitation list
- Bar equipment sanitation
- Product security
- Building security
- Exterior lighting & timers
- HVAC
- Music
- Floor sinks