

Department: All Stores

Original Date: 11/30/2013

Subject: MOD Opening Checklist

HID #: 0012

Purpose

Provide a guideline for successfully executing opening duties

Responsibility

MOD

Mentally prepare for your shift [prior to arrival]

- Comprehension of prior shift[s] shiftnote entries prior to arrival
- Pre-shift Meeting – how will you make it inspiring, relevant, involved and new?
Are there shiftnote topics that need to be addressed?

Restaurant Arrival [take notice of the following with a critical eye. Everything that can be corrected prior to opening should be corrected immediately. Any corrections that require a service call please schedule immediately. If you do not enter through the guest entrance, please do so]

- Parking lot – clean, neat, nothing needing repair
- Front door – clean, neat, inviting, spotless
- Exterior of the building – clean, litter free, no nicks, no dings, no scratches
- Exterior décor – plants, flowers – alive, beautiful and representative of everything offered within?
- Say hello to everyone – make a point to know & involve your staff

Dining Room & interior

- Has previous evening's sidework been completed thoroughly?
 - If not, follow up with the responsible parties – accountability!
- Did cleaning crew complete all cleaning tasks to satisfaction?
 - If not, follow up with the responsible parties – accountability!
- All lights working. Replace light bulbs if needed
- All speakers functioning
- Any areas in need of repair or cleaning. Create a list of necessary cleaning projects for the shift

Collection of Information

- Address all previous evenings shiftnote entries with appropriate departments, "how will tonight be different?" or "how will be continue the greatness that was accomplished the night before?".
- What information needs to be shared with staff? Be prepared to brief staff on pertinent information prior to preshift

Prior to Staff Arrival

- **FLOOR PREP**
 - Fun and upbeat music on the stereo, exterior speakers should off or lowered to not upset our neighbors
 - All lights on
 - Check the weather
 - Check reservations
 - Check staffing/in-times
 - Are there any private parties/extenuating circumstances?
 - Do you feel confident that you have the staff/resources necessary to have a successful shift
 - Provide all materials necessary for a successful shift (menus, kids menus, crayons, check presenters, clips, etc...)
- **OFFICE**
 - Count your Money
 - Bank run if necessary
 - Crosscheck orders/invoices
 - Purchase Journal Maintenance
 - Review clock-in/out from previous shift, print labor report & input
 - Enter invoices, approve for payment
 - Gratrack
 - Open and import data
 - Review net tip report: \$0 tips distributed to non-employees [bar drawer, catering, etc...]
 - Email
 - Guest emails, yelp reviews & comments cards – response required within 24hours
 - Make shiftnote entries for all maintenance/facility/staff

Staff Arrival

- Management presence is required on the floor
 - Is staff on time?
 - Are they prepared & ready for work?
- Set the tone for the shift– enthusiasm, excitement, involvement

- Brief arriving staff of any special instructions needed prior to pre-shift (ie. Section changes, hh 86's, additional duties or cleaning that needs to happen before open, etc.)
- Always viewing with a critical eye – how can we do things faster, better, smarter – this is the perfect time to connect with the staff on such topics. You will be amazed at the insight gained from constant communication with your crew. They will provide endless solutions to common frustrations

Preshift

- Held promptly at specified time
- Discuss relevant topics
- This is not a time to regurgitate the weekly staff blog but should be used as an opportunity to hold the staff accountable to information contained in the blog. Please follow up with anyone that is clearly not knowledgeable in blog content
- Discussions amongst the staff on areas of concern or improvement are important. Menu discussions and sales techniques are great topics to include everyone on.
- This is the perfect opportunity for public praising – who is hitting it out of the park?, comment card praise
- Preshift is always upbeat, motivational and used as an opportunity to rally the crew for a great night.

Guest Ready [Doors open 10 minutes prior to stated opening time]

- Preshift materials and personal items are put away
- Lights and music adjusted for guests
- Bar and host area spotless, complete a walkthrough from guest perspective
- Dining areas set-up (behind the scenes can still be working)
- Staff in uniform and ready for business
- BOH staff prepared and in uniforms
- Kitchen line clean and ready to go
- Staff has all been notified – “doors opening” – body and spoken language is guest appropriate