

A DAY IN THE LIFE OF A **BIGREDF** MANAGER

OPENING To-Do LIST

BEFORE YOU ARRIVE

Read Upserve notes from the previous day. Any issues that you need to deal with?

- Staffing, maintenance, inventory
- Any stops you need to make before you arrive?

BUILDING

As you walk into the building, do a quick assessment of the outside areas: cleanliness, repair, etc. What needs to be fixed/ cleaned before we open?

Once you get into the building, do a walk through of the dining room, bar, and bathrooms. Are they clean? Anything broken? How was the close last night? What needs to be finished before the shift starts?

If it's broke, fix it or make the call to have it fixed.

If the cleaning crew missed areas of the restaurant, photograph and send to the cleaning co. contact

Check retail areas for tidiness and stocking, if needed.

Review event posters and verify that all are still accurate and appropriate.

OFFICE

Review and print your Schedulefly crib sheet. Is staffing ok? Are there potential holes? Are your projections and today's sales/staffing in line?

Check reservations/ events/ caterings/ private parties for the shift. Any issues or special requests to communicate?

Check the voicemail. Return all calls.

Use the S-FLY crib sheet from the previous day to crosscheck all previous day punches from the previous day. Did everyone clock out? Does anything look suspicious?

SYNC gratshare with aloha, review all distributions from the previous day and close.

Verify cash drawers and petty cash envelope (GO TO THE BANK ON DESIGNATED DAY, OR AS NEEDED.) Bring drawers to bartenders at appropriate time.

Check menus and check presenters. Are they in usable shape? Do we need more?

Collect all invoices. Verify pricing or accuracy of orders.

- Linen invoices should have no manual entries. If they do, please review pars and adjust. We DO NOT make manual edits
- “APPROVE”
- Scan all invoices (except for Shamrock, Sysco, RNDC, Seattle Fish, and FSA,) and email to PLATE IQ.

Run COGS Report from R365 from previous day and enter into Weekly Planner

Identify a staff member to coach on sales objectives; use performance reports and crib sheet.

FREE TIME!! Catch up on any projects or orders that need to be done today: Liquor orders, office supplies orders, writing schedules, respond to guest reviews, complete new hire paperwork and add to ALOHA and ADP.

Communicate with Kitchen/ Shucker about oyster changes/ specials sheets. Change and reprint specials/ fresh sheets as needed. Make any pricing adjustments in ALOHA that are needed.

STAFFING

Be present in the dining room/ kitchen when employees arrive. Greet them, make sure they are on time and focused on the set up. Communicate any special projects or issues that they should focus on during set up. Hang out. Tell jokes. Make them happy to be at work.

MUSIC is on and FUN!

Lights UP

Greet your staff for a great shift

PRESHIFT

Fill out the pre shift sheet with any specials, changes, counts, events, foci. Make it fun and engaging. Share a story. Discuss a recent service experience- bad or good. Tell a fun fact. Define an obscure word. Learn about a new ingredient that is on the special. Do a visual uniform check- does everyone look sharp and appropriate?

Post the preshift notes (in house or on S-fly)

Preshift is held promptly at consistent, designated start time. Expect everyone who is punched in and able to attend – uniform check, something to write with and on.

- Sales focus for the day? Who are you developing this shift?

End preshift in a timely manner, at the same time, every shift.

Door unlocked a minimum of 10 minutes prior to designated open time.

DINING ROOM WALK THROUGH

Walk through the dining room and bar again. How are the lights? Volume of music? Do any windows have smudges? Make sure any signage is on and working. Look at your front door and make sure it is clean and welcoming. Are table set ups properly placed? Has all sidework been completed?

What is the guest going to see? Is our showroom ready???

All staff spends time detailing section & table-scape: walls, S& P (where applicable), table bases, wobble wedges)

OPEN! Work yo' shift! Talk to guests, help your staff, coach, educate, and inspire. HAVE FUN!

Sales/PPA coaching with designated staff

ON SHIFT - Lead a Great Service - including but not limited to:

Monitor Lead times on all tickets

Oversight on host interactions and YOU quote wait times

Staffing observations and sales opportunities

Interact with each guest

Focus on guest experience guidelines / secret shopper points of focus

CLOSING To-Do List

OFFICE

LOCK ALL OUTSIDE DOORS!

Check out with each staff -All staff gets a little attention before leaving.

- Callouts for great work - make time to compliment a job well done.
- Noticeable struggles - how can you help?
- Coaching opportunities - how do you make your team stronger?
- Fun convos - upcoming trips, get to know your staff.

- Sales performance - what's working?
Where can they improve and HOW?

- Cashouts
 - COMPS
 - PPA
 - Cash accuracy
 - Sales initiatives

Count bar drawers and verify totals. Count with Bar, AFTER Manager runs checkout

Fill out END OF DAY Accounting Sheet using server/ bar checkouts

- From each person's checkout, transpose the cash owed, net sales, comps and voids onto the proper line of the DEPOSIT LOG.
- If either the percent of comps or percent of voids is high for a particular employee, please provide an explanation in the last column as to why. This information will be used in upserve commentary on COMPS
- Be sure to get a checkout from any FOH employee that may have had sales, comps, or voids. This includes hosts, MOD's, and Door Dash or others.

Print sales report and confirm that all sales/ comp/ void/ deposit numbers match

- In ALOHA, go to REPORTS, then ALOHA POINT OF SALE, then SALES, then SALES, then SUMMARY.
- Choose TODAY, then press VIEW.
- When the deposit box pops up, enter the cash collected from all employees, otherwise known as the deposit.
- Press CLOSE, then PRINT.
- Compare the numbers from the SALES REPORT to the numbers in the DEPOSIT LOG, making sure the cash, net sales, comps and voids all match.
- If they do not match, go back through each check out and verify that your data entry was correct.

Verify in ALOHA FOH that all employees are clocked out.

Print labor report (see below,) OR get FOH and BOH labor dollar numbers from the FLASH REPORT on ALOHA FOH

- In ALOHA go to REPORTS, then ALOHA POINT OF SALE, then EMPLOYEE, then LABOR.
- Choose TODAY, then check the box for SELECT ALL EMPLOYEES. Make sure that the drop down menu shows LABOR DISTRIBUTION in it.
- Press PRINT.

Settle credit card batch. (Make sure you do this AFTER all employees have completed their checkouts, and your DEPOSIT LOG and ALOHA reports match.)

- Login to EDC.
- Choose FUNCTIONS, then SETTLE BATCH.
- Check the box or boxes next to today's date and press SETTLE.
- Once the batch has settled, click FINISH.

Count cash deposit and fill out deposit slip. Always deposit the exact amount, to the penny.

Place all drawers, cash, and deposits in the safe. LOCK THE SAFE

Bundle all checkouts and wrap with sales report and deposit log. Leave the date showing so it is easy to reference: tri fold, neat, rubber band. Deposit log on top? (or it is sales report?)

- Sundays and Wednesdays make the package of all daily packets, invoices, and anything headed to the office. Leave the envelope in the designated spot for the courier to pick up.

Fill out Upserve with complete notes of shift. Include any information you would want the manager the next day to be aware of, including any guest issues, staff issues, 86's, etc.

- Commentary on at least one sales coaching conversation. Include specific direction, observations and results.
- COMPS - any category exceeding \$50 required specific notes.

Make any needed changes in GratShare- any Team Up, event or staffing % of sales changes.

Fill in sales and labor numbers in WEEKLY PLANNER.

- From your SALES REPORT, enter the total net sales in the ACTUAL SALES box on the planner.
- Using your LABOR REPORT, total up all FOH labor and BOH labor, and enter in the appropriate box.
- The WEEKLY PLANNER will automatically populate the UPSERVE labor box.

Leave noted S-FLY crib sheet for opening manager

FACILITY

Do final walk through of dining room, bar, bathrooms and kitchen areas. Check for anything forgotten by closing staff.

Turn off lights and music. Check bathrooms for "strays." Turn off any lights, fans, candles or devices that are not needed overnight.

Walk through the bar area and double check cleanliness and verify that all product is properly stored and covered.

Check that walk-ins are at temp, and walk the kitchen line to check all pilot lights are lit and all equipment is off. Verify hoods are set appropriately.

Verify that all doors are locked.

Set the alarm and get thee home safely.

ITEMS IN BLUE ARE WHAT MUST BE DONE TO OPEN AND CLOSE- AT THE BARE MINIMUM. This should hardly EVER happen...but just in case... IF THE SKY HAS COME CRASHING DOWN, OR SOME OTHER CATASTROPHE HAS OCCURRED, THOSE MUST be done.