

Manager Walk Checklist

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RUN THE SHIFT BEFORE IT RUNS YOU

Walk the operation before the operation starts issuing instructions.

Start with one question: What could hurt this shift later if we ignore it now?

GUEST & FRONT OF HOUSE

- ☐ Entrance, exterior, parking / approach presentable
- ☐ Host stand ready; reservation and large-party information current
- ☐ Dining room, bar, restrooms, music, lighting and temperature acceptable
- ☐ Menus, POS terminals and service stations ready
- ☐ Known guest follow-up or special accommodation identified

KITCHEN & FOOD SAFETY

- ☐ Required food-safety checks completed in the operation's system
- ☐ Cold / hot holding equipment appears to be functioning normally
- ☐ Products labeled, dated, stored and rotated appropriately
- ☐ Raw / ready-to-eat separation and allergen controls look credible
- ☐ Sanitation supplies, hand sinks and work areas ready

PREP & PRODUCT READINESS

- ☐ Daily prep supports forecasted business
- ☐ HOTS / urgent production list is visible and realistic
- ☐ Pars and carryover have been counted - not guessed
- ☐ High-risk / high-volume items physically verified
- ☐ Wants / order list reflects actual needs

PEOPLE & LABOR

- ☐ Scheduled team is actually present
- ☐ Critical stations have enough capability, not just enough bodies
- ☐ Breaks, trainees, callouts and large parties considered
- ☐ Strong employees are positioned where the work will need them
- ☐ Pre-shift information is ready to communicate

EQUIPMENT, MAINTENANCE & INFORMATION

- ☐ Critical equipment is operating and no warning signs are being ignored
- ☐ Maintenance items have owners and next actions
- ☐ Control boards / logs reflect current information
- ☐ Yesterday's open items have not quietly become today's surprises

MANAGER'S THREE PRIORITIES BEFORE SERVICE

1. _____
2. _____
3. _____