

KEYS TO #WIN EVERY DAY

- Great communication between the team will enable a better Customer experience and slide deployment (All employees wear headsets).
- Focus Team on completing secondary tasks during slow times (usually between 7:00am and 8:30am)
- Provide feedback to closing Team to ensure a great close. Follow-up with Food Champion completing Fry and Prep to see that they are completing tasks on time.
- Set goals with Team and follow-up, follow-up, and follow-up
 - What is each Team Member's role and commitment to delivering CHAMPS?
- Greet Customers within 5 seconds by keeping an eye out for walk-up Customers at Customer touch points

ACCOUNTABILITIES

As the MIC your primary role is to follow-up with your team to ensure they are consistently executing the Brand Standards. Key standards items to follow-up on are:

- Team is wearing approved and complete uniforms
- All required ingredients and menu items are available
- Grill/Steam position procedures are properly followed
- Team greets Customers in a friendly manner
- Team Members are working with a sense of urgency

PRIORITY SEQUENCE

- CUSTOMER SERVICE**
 - Front Counter Customers
 - Production Line
- MIC DUTIES / RESPONSIBILITIES**
- CLEANING DELEGATION / FOLLOW-UP**
 - Customer Areas
 - Restrooms
 - Dining Room
 - Windows/Doors
 - Outside / Lot
- FOOD PREP FOR NEXT DAYPART**
- BREAK MANAGEMENT**

TIME

PRIMARY

SECONDARY

8:30

Arrive check for security issues

- Unlock doors turn off alarm (in needed)
- Check close (if more than 10 minutes of work call closing manager in)
- Start filling 3 comp sink
- Turn on equipment
- Calibrate thermometer
- Read red book for notes from prior day

8:45

Begin start of day

(check off truck if delivery day)
(call mclane if there is an issue with delivery)

- Verify counts cob,strips,
(confirm counts are correct on chicken envelope)
- Count all cash drawers, safe fund
- Make and call in change order if needed

9:00

Take deposit to bank

Return from bank verify deposit amounts with cash control sheets (if an issue call area caochs and send email to deposits@zakfamilyfoods.com)

Confrim change order and put away (if have one)

Post projections for cook (make any adjustments due to events/weather etc.)

Post prep guides for prep person (make any adjustments for events/weather etc.)

Post all email/reports, cahsier performance report from prior night, voc results from prior day,(voc weekly or period reports Whats improtnt now (if Tuesday)), print big 2 (post under results), speed of service report,(post under Misc)

9:30

Delgate (address all issues and make sure all shilds are closed properly) review prior days paper work, check for signiturs, proper reciepts kept and complitd (deletes,void orders etc.)

9:45

Bank cashier

(front cashier, drive cashier, and MOD)

- Set up cash drawers
(they will be drive thru cashier)
- Mod is front cashier
- Head sets on both mod and prep person

10:00

Figure 8

DRIVE THUR OPENS IN KT'S
(TACOBELL ONLY)

- Write down any cleaning task that need to be assigned durring shift huddle
- Address any time tag or food safety issues immediately

10:05

Red book

- Complete Daily food standard review.
- Pre open checklist (champs alert)
(if Tuesday must pest walk also)

10:20

Set up dining room

- Pop nozzles back on machine
- Turn on soda machine
(put key back in drive thur machine)
- Place floor matts in proper area by doors and saoda machine and front counter if needed
- Double check all guest touch points
(red book customer touch point checklist)

10:30

Open front doors

- Coach and help prep and or cook as needed

11:00

Shift huddle once other team memebrs arive

VISION

Every Guest Leaves Happy

MISSION

A Promise to position our restaurant family to WIN Everyday



/ZakFamilyFoods