A.M. SHIFT PUNCHLIS	DATE: _	DATE: SHIFT #:					
Manager's name filling out this p	ounchlist						
Manager to complete this punch	nlist						
TODAY'S PROJECTED SALES IN	CLUDING SAMPLING A.M.	P.M		Verified Accurate			
HAVE THE FOLLOWING READY							
French loaves	Wheat loaves	Little John Loaves		Ranch			
# trays baked	# loaves baked or	# loaves bak	ed	# portion cups of ranch prepped			
# trays thawed	baking	(1 loaf= 4 Little Johns)		# unportioned batches			
or thawing				of ranch prepped			
VEGGIES TO PREP			AMOU	NT TO MAKE			
	_/bin) D. Cucumbers _	hins (\$ /hin)		batches			
B. Tomatoes bins (\$				grette bottles			
C. Onions bins (\$	_/bin) F. Unwich lettuce	bins	C. Little	John loaves by 11am			
MEAT OR CHEESE HUNKS TO	SLICE						
A. Turkey 3 slices	(66-72 g) C. Salami	6 slices ( 30-34 g)	E. Chee	se 2 slices (31-35 g)			
B. Ham 3 slices	(62-66 g) D. Capocollo	3 slices (30-34 a)	F. Beef 2 slices (66-72				
SPECIAL NOTES (CATERING/OF	RDERS/STAFFING, ETC.)						
1							
2							
3							
4							
REDIRECTS		PRAISES					
1		. 1					
2							
3		3					
CIRCLE 1 OR 2 (The whole paragra	aph)						
1. I accomplished 100% of my pu	unchlist 2. No, I d	id not accomplish my pu	nchlist bu	ut I informed the next shift			
and Lunch Execution Chart.				xpect when he/she comes			
	in for the next shift and can plan for it accordingly!						
Signature							

## **DAILY OPENING PROCEDURES**

\_\_\_\_\_ 10. See punchlist to prep vegetables.

Manager's	name
Store locati	on
1	. Remove any debris and clean interior of oven. Turn on oven, proofer, and fill proofer pan. Benchmark settings are:° F for the oven and° F for the proofer
2	. French Bread Preparation:  Perfect French bread bakes in 20-24 minutes and is golden-brown (2-4 on bread ruler) and 2 ¾" wide by 1 ½" – 2" high.  Determine the sales \$ value for a tray of thawed/thawing loaves for your store = \$
	a# trays thawing.
	b. Lay out the remaining trays to be thawed for the AM shift.  (AM sales projections \$) / (tray value = \$ ) = (Total # trays required for AM)  - ( # trays already thawing) = remaining trays to be pulled and thawed for AM shift
	c. Lay out 50% of the bread required for the PM shift by 8am.  (PM sales projection \$ x 0.50) / (tray value = \$ # trays to be pulled and thawed for the PM shift.
	d. Verify that you will have 75% of your bread from AM sales projections baked or baking by 11am. $(0.75 \times AM \text{ sales projection } \$) / (tray \text{ value} = \$) = # trays to be in process by 11am.$
	e. Stretch, proof, bake French loaves to account for requested Little John loaves on AM Shift punchlist. (Remember 1 loaf = 4 Little Johns)
3	. Audit temperatures of the freezer and all refrigeration units to confirm that all are functioning properly.
4	Fill all sanitizer buckets and/or bottles with approved sanitizing solution, verify proper concentration, and store in approved locations.
5	Remove all leftover bread from the freezer; thaw, wrap, and display to sell as day-old bread. Stock all cookie boxes (always rotate product).
6	Using the Closing Procedures from last night, audit procedures for completeness and integrity on all items. Make sure punchlist is completely filled out. Write all praises and redirects on today's PM punchlist.
7	. Wheat Bread Preparation:  Perfect wheat bread bakes in 35-40 minutes and is caramel brown (2-4 on bread ruler) and 4" wide by 4" high. Proof until the top center of the dough is a maximum of 1/4 inch above the pan. Benchmark settings for wheat are°  F top deck,° F bottom deck (always set the timer). Bake on lowest rack(s).
8	. POS Start-up – The following steps must be completed in the sequence listed.
	a. Power on server, verify "Day of Business" is today's date, confirm
	b. Power on all terminals, view QuickX, verify zero sales dollars are rung up.
	c. In Enterprise verify time is correct and authorized for previous day in "Time & Attendance."
	d. In Enterprise enter manager shifts in "Manager Shifts."
	e. In Enterprse verify manager names are entered & deposit slips from bank are equal to "Cash Deposits."
	YES / NO (circle one)
9	. Check punchlist and make batch(es) of tuna.

DATE: \_\_\_\_\_ SHIFT #: \_\_\_\_\_

11	. Fill the oregano shaker(s) and	# of oil and vinegar bottles.	
12	<ol> <li>Remove plastic wrap from covered cheese, mayo, avo, Jimmy Mustard,</li> </ol>	_	stock the cold table(s) with vegetables, meats,
13	<ol> <li>Place 1 Lipton tea bag in brew bask second batch, add sugar according</li> </ol>		n to brew tea. If serving sweet tea, brew a
14	<ul> <li>Verify all catering and delayed orde exempt forms.</li> </ul>	ers printed successfully with attach	ed credit card receipts and possible tax
15	<ol><li>Put on headset; unlock the drive th bread comes out of the oven.</li></ol>	ru window and turn on drive-thru	menu board light by the time first cycle of
16	5. Wash, rinse, sanitize and air dry all o	dishes, put them away. Clean sinks	and area around sinks.
17	7. Sweep and mop floor in prep area a	and take out garbage.	
18	<ol> <li>Clean the landing tables and restoo straws, sandwich stickers, sandwich</li> </ol>		apkins, bags, cups, lids, menus, gift cards, er).
19	<ol> <li>Check all light fixtures and replace if necessary.</li> </ol>	any bulbs that do not work. Confir	m that the ceiling fans are working, turn on
20	). Clean all door glass, drive thru wind	dow glass, inside and out and snee	zeguards (including stainless steel posts).
21	. Lay out all floor mats.		
22	<ol><li>Sweep outside store front and drive in parking lot, then empty trash car</li></ol>		re if applicable. Remove any garbage visible a new trash liner in the can.
23	3. Verify total cash in safe and drawer	s is accurate; determine the change	e order needed.
	Drawer 1: \$	Drawer 2: \$	
	Drawer 3: \$	Drawer 4: \$	Safe: \$
24		on the DSR, or if the drawers or safe	e previous day. If the bank deposit slips are amounts are different than what was signed ediately to inform them.
25	5. Set up the cash registers with requi	ired change and lock safe.	
	Drawer 1: \$	Drawer 2: \$	
	Drawer 3: \$	Drawer 4: \$	Safe: \$
26	5. I have verified that this store's Oper	rations Manual is locked in the safe	(or in a locked file cabinet).
27	7. Fill out your Lunch Execution Chart		
28	B. Sharpen blade, if needed, and slice	wheat loaves on the slicer.	
29	<ol> <li>Clean and sanitize the meat slicer a table and surrounding area.</li> </ol>	nd/or food processor. Oil the mea	t slicer as needed. Clean and sanitize the slicer
30	). Audit shelf life and rotate sliced me	eats. Prep any additional needed.	
31	. Audit proofer pan and confirm it is	full of hot water.	
32	2. Check your email.		
33	3. Opening Procedures sign off (comp	plete a or b).	
	a. I have completed the Op	ening Procedures before the 10:30	am deadline.
	b. I have not completed the	Opening Procedures before 10:30	am (call your boss).

LUNCH EXECUTION				DATE:	SHIFT #:	
Manager's name						
Location						
DAILY UPSELL GOAL(S)						
ltem(s) Goal Actual						Floater
MAIN COLD TABLE		2 <sup>ND</sup> COLD TABLE		3 <sup>RD</sup> COLD TAF	BLE / DRIVE-T	HRU
1 2 3 4	12	3	4	3	4	5
Register Bread person Meat puller Consolidato	r Register B	read person Meat puller	Consolidator	Register Bread person	Meat puller	Consolidator
AFTER LUNCH CLEANUP						
CLEAN		RESTOCK				
1. All door glass and sneeze guards		1.	Chips and cookies –	face labels and rotate p	oroduct	
2. Soda machine, tea machine and counter	area	2.	Fill ice bins			
3. Lobby tables, chairs and counters		3.	Straws / lids / napkii	ns / bags / sandwich wr	ар	
4. Remove trash from trash receptacles, rep	lace liners	4.	Toilet paper / paper	towels / soap		
5. Restrooms		5.		n lobby and kitchen (if r		ce
6. Change out utensils and cutting boards			-	uests and rotate produc		
7. Inside and outside the top of the cold tal	ble	6.	Total headsets accord	headset batteries no lounted for	onger in use	
8. Dishes, sinks and wall areas by sinks		7.	Fill proofer pan with	hot water		

9. Sweep and mop floors

## **AFTERNOON BREAD MANAGERMENT**

FRENCH BREAD MANAGEMENT	
Record current time: pm	
How old? Top tray: hours Bottom tray: hours	
Trays requested by PM manager for dinner rush:	
Baked:	
Thawed/Thawing:	
Trays projected that will be left at dinner rush:	
Baked/Baking:	
Thawed/Thawing:	
Additional trays required for dinner rush:	
Baked:	
Thawed/Thawing:	
WHEAT BREAD MAMAGEMENT	
Wheat loaves requested for shift change:	
Wheat loaves baked right now (sliced in the bin):	
Wheat loaves I am thawing and baking for PM shift:	
LITTLE JOHN BREAD MANAGEMENT	
Little John loaves baked: How old: hou	rs
Little John loaves I am thawing and baking for PM shift:	

INITIAL	COMPLETE POS END OF SHIFT – MANAGEMENT				
1.	Check and tip out available drivers and credit card slips.				
2.	Ring up waste.				
3.	Enter all cash payouts.				
4.	Run Cashier Reports and "Print End Shifts" on all terminals with cash drawers.				
5.	On server run AM deposit and enter total deposit.				
6.	In Enterprise verify all labor is correct and authorize "Time & Attendance".				
INITIAL	MANAGEMENT				
1.	Audit shelf life and rotate all sliced product. Slice needed product per the punchlist and per levels. Do not leave until it is done.				
2.	Prepare any paperwork, food orders or payroll. Open and execute all mail.				
3.	Audit and sign void slips.				
4.	Prepare the P.M. Punchlist and audit previous day's DBLs.				
5.	Take 5 minutes with your incoming P.M. manager to review the punchlist.				
6.	Close out the cash register. How much total in:				
	D1 \$, D2 \$, D3 \$ and safe \$				
7.	Balance the safe and the drawers. How much you are leaving in:				
	D1 \$, D2 \$, D3 \$ and safe \$				
8.	I ran my register along with a designated register person.				
	His or her full name is R1				
	R2				
	DT				
9.	I personally will take the deposit to the bank immediately after I leave the unit and will double check that the deposit has fallen into the depository box.				

P.M. SHIFT PUNCHLIST		DATE:	SHIFT #:
Manager's name filling out this punchlist			
Manager to complete this punchlist			
TONIGHT'S PM PROJECTED SALES INCLUDE	NG SAMPLING		
TOMORROW AM PROJECTED SALES		<del></del>	
HAVE THE FOLLOWING FOR AM SHIFT:		_	
French loaves	Wheat loaves (sliced)		Ranch
# trays thawed or thawing	# loaves thaw	ving	# portion cups of ranch prepped # unportioned batches of ranch prepped
COUNT THE DRAWER(S) AND SAFE  Amount AM / PM initials	Amount	AM / PM initials	Amount AM / PM initials
Drawer 1: \$/	Drawer 3: \$	/	Safe: \$/
Drawer 2: \$/		/	
I have verified that this store's Operations Man	nual is locked in the safe (or i	in a locked file cabinet)	. AM/PM Initials /
AUDIT (To be completed by PM Manager with Audit today's AM procedures and punchlist for to verify that all tasks were executed as indicated in the procedure of	r completeness and integrit ted. Identify praises and red	y on all items. Confirm lirects to be written on	
FRENCH BREAD MANAGEMENT		WHEAT BREAD MAN	NAGEMENT
How old?			ted for dinner rush:
Top tray: hours Bottom tray: _	hours	-	right now (sliced in bin):
Trays requested for dinner rush:  Baked: Thayand (Thayaing)			awing and baking for PM shift:
Thawed/Thawing:		LITTLE JOHN BREAK	D MANAGEMENT
Trays that I have right now:  Baked/Baking:		Baked Little John loa	ves requested for dinner rush:
Thawed/Thawing:		Little John loaves bak	xed: How old: hours
Additional trays required to thaw for the PM	л shift:	Little John loaves I an	n thawing and baking for PM shift:
MEAT OR CHEESE HUNKS TO SLICE			
A. Turkey 3 slices (66-72 g)	C. Salami	6 slices (30-34 a)	E. Cheese 2 slices (31-35 g)
B. Ham 3 slices (62-66 g)	D. Capocollo	_	_
	INC FTC)		<u> </u>
SPECIAL NOTES (CATERING/ORDERS/STAFF  1.			
2			
<b>TOMORROW'S AM SHIFT CATERING ORDER</b> Set next shift manager up for catering success		labeling all catering ite	ems by the end of the night. Initials
REDIRECTS		PRAISES	
1		1	
2		2	
3		3	
CIRCLE 1 OR 2 (The whole paragraph)			
1. I accomplished 100% of my punchlist and Dinner Execution Chart.	manager s		chlist but I informed the next shift what to expect when he/she comes for it accordingly!
Cignaturo			

<b>DINNER EXECUTION</b> (5pm - 10pm)		DAT	E:	SHIFT #:	
Manager's name					
Location					
DAILY UPSELL GOAL(S)					
Item(s) Goal Actual				Floater	
MAIN COLD TABLE	2 <sup>ND</sup> COLD TABLE		3 <sup>RD</sup> COLD TABLE	/ DRIVE-THRU	
		1			
1 2 3 4 1 2	3	4 2	3 4	5	
Register Bread person Meat puller Consolidator Register B	Bread person Meat puller	Consolidator Regi	ister Bread person	Meat puller Consolidato	
AFTER DINNER CLEANUP					
CLEAN	RESTOCK				
1. All door glass and sneeze guards	1.	Chips – face labels and re	otate product		
2. Soda machine, tea machine and counter area	2.	Fill ice bins			
3. Lobby tables, chairs and counters	3.	3. Straws / lids / napkins / bags / sandwich wrap			
4. Remove trash from trash receptacles, replace liners	4.	Toilet paper / paper tow	els / soap		
5. Restrooms	5.	Bottled beverages in lob		essary) - face all	
6. Change out utensils and cutting boards	6	labels towards guests an Remove and charge hea	•	ier in iise	
7. Inside and outside the top of the cold table	0.	Total headsets accounte	_	er in asc	
8. Dishes, sinks and wall areas by sinks	7	Fill proofer pan with hot			
9. Sweep and mop floors		Little John loaves I am p		r after 10nm:	
	0.	Elette John Touves Fulli pi	Tooming and baking rol		
BAR RUSH EXECUTION (10pm - 3am)				Floater	
MAIN COLD TABLE	2 <sup>ND</sup> COLD TABLE		3RD COLD TABLE	/ DRIVE-THRU	
1     2       3     4       1     2	3	4	3 4.	5	
Register Bread person Meat puller Consolidator Register E	Bread person Meat puller	Consolidator Regi	ister Bread person	Meat puller Consolidato	

## **DAILY CLOSING PROCEDURES**

DAILY (	CLOSING PROCEDURES	DATE:	SHIFT #:
Manager's	s name		
	tion		
1	1. Scrape all dirty bread dough pans and line them with pa	an liners in good condition.	
2	Layout requested French and wheat bread for tomorrow    # trays French loaves to be laid out.		d out.
3	3. Remove avocado pouches from the freezer ar	nd place in the refrigerator t	to thaw
	4. Clean and sanitize the meat slicer.		
5	5. Clean sneezeguard and stainless steel posts.		
6	6. Clean and stock the restrooms.		
7	7. Stock the lobby and wipe down all product shelving anda. Chip shelvingb. Cookie box(only wipe shelving)	d holders:	
	c. Bottled beverage cooler (include stock	ing in lobby and kitchen are	ea. if necessary)
	d. Coke machine ice bin(s)	3	,,
	e. Straw / lid / napkin dispensers		
	f. Gift card holders		
8	8. Clean all counters (including under registers and all POS drawers under the cash counter. Clean all POS items and		
g	9. Clean and sanitize the landing tables, slicer table and ar	reas around them.	
10	0. Set up sinks for washing dishes.		
11	1. Wash, rinse, sanitize and air dry all dishes, including cutt are complete.	ting boards and tuna scoop	. Clean all sink areas once dishes
12	<ol> <li>Clean the exterior of all soft drink machines, straw and I and behind machines. Pull all nozzles off of each dispen pull them out, allow to air dry, and reinstall them onto e drink machine drains.</li> </ol>	nser. Place the nozzles into s	anitizing solution for 30 seconds,
13	3. Clean the exterior of tea machine. Clean underneath an sanitize, and allow to air dry it along with the tea urn. Refor opening manager.		
14	<ul> <li>4. After store is closed, clean the cold table.</li> <li>a. Scrape mayo and avo into a new clean container and</li> <li>b. Seal lettuce airtight (double wrap and label).</li> <li>c. Drain tomato juice and wrap, put peppers in new cold.</li> <li>d. Throw all sliced onions, sliced cucumbers, and sliced end of the night.</li> <li>e. Grey Poupon and Jimmy Mustard jars: scrape all the</li> <li>f. Remove all meats and cheese; wrap each separately, meat pan lined with deli or bacon paper, cover with</li> </ul>	ntainers, seal (only cover to I pickles from the top and be mustard on the sides of the I label and put into the refrig milar, label, and put into the	ottom of the makelines away at the e jar down to the bottom. gerator. Place bacon in a clean/dry
	<ul><li>g. Wipe the outside of the oil and vinegar bottle and pl</li><li>h. Pour remaining oregano-basil mix back in mixed cor</li><li>i. Place clean, dry meat pans in the cold prep table.</li></ul>	_	ker.
15	5. Clean the oven, proofer and proofer pan.		
16	6. Place all leftover French bread into empty dough bags a and wash and sanitize wheat bin.	and put them in the freezer.	Throw out sliced wheat bread
17	7. Clean all tables, chairs, booths and trash receptacles (ins	side and out).	

18.	Shake out the f	loor mat. Roll it up.				
19.	Sweep the enti	re store: front of hous	se, prep area, back of h	ouse, under all equip	ment and under storage racks.	
20.	Sweep outside trash liner in the		ve any garbage visible	in parking lot, then e	empty exterior trash and put a n	ew
21.	Empty garbage	cans, clean, wash (in	iside and out), rinse an	d sanitize; let them a	r dry.	
22.	-		•		, back of house, under all equipi sary to maintain clean floors.	ment,
23.	Remove batteri	ies from each headse	t and plug them in the	charger. Total heads	ets accounted for	
24.		coppers have been ref	turned by the drivers.	Plug in and charge al	LED cartoppers.	
25.	Lock the drive t	:hru window and turr	n off drive thru menu b	oard light.		
26.	Complete end	of day POS – The follo	owing steps must be co	ompleted in the sequ	ence listed.	
	a.	Check and tip out a	ll drivers and credit ca	d slips.		
	b.	Ring up waste.				
	c.	Enter all cash payou	its.			
	d.	Verify there are no o	ppen orders.			
	e.	Run Cashier Reports	s and "Print End Shifts"	on all terminals with	cash drawers.	
	f.	Verify all employees	are clocked out.			
	g.	Run Z, verify Z comp	oleted.			
	h.	Shutdown all termin	nals (server last).			
	i.	In Enterprise verify a	all labor is correct and	authorize "Time & Att	endance."	
	j.	Clean all terminal so	creens with a soft cloth	and LCD screen clea	ner (do not use paper towels).	
27.	Audit and sign	void slips.				
	_	·	ou perform the end of	shift Z. How much to	tal in:	
		•	•		and safe \$	
29.		e and the drawers.	, ,	,		
			, D3 \$	, D4 \$	and safe \$	
30.			nated register person.	,		
	, -				DT	
31.		e money in the safe.				
	_	•	ations Manual is locked	I in the safe (or in a lo	cked file cabinet).	
		register drawer open				
	I personally am		o the bank immediatel	y after I leave the uni	t and will double check that the	
35.	Complete your previously inclu		ne A.M. Punchlist. Add	any catering \$'s to sal	es projections that were not	
36.	Place tuna, soy	sauce, mayo, and pe	ppers in walk-in for tor	norrow's tuna and ra	nch prep.	
37.	Empty all saniti	zer buckets and/or b	ottles and store in app	roved locations.		
38.	Audit temperat	cures of the freezer ar	nd all refrigeration unit	s to confirm that all a	re functioning properly.	
39.	Take closing pro	ocedures and re-conf	firm all procedures are	done to training star	dard!	
40.	Turn off the ligh	nts, air conditioner ar	nd music, and secure a	l doors.		



AM Manager Signature	PM Manager Signature
Date	Store #

		TASK	SAFE TEMPS	Opening	Pre-Lunch (10:30am)	Post Lunch (1:30pm)	Afternoon (4:30pm)	Evening (7:30pm)	Pre-Bar Rush (10:30pm)
		Recorder's initials							
	1	Employees healthy / in proper uniform at all times	Initial						
	2	Thermometers present & working (calibrated)	Calibrate all for accuracy (32°F) at start of day						
			COLD TABLE #	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
	3	Mayo							
	4	Lettuce							
	5	Tomatoes							
TABLE	6	Onions	41°F or loss						
TOP OF THE COLD TABLE	7	41°F or les	41 F Offiess						
TOP OF	8	Meat 2:							
	9	Cheese							
	10	Tuna							
	11	Cold table interior temperature	34°F – 38°F						
STORAGE TEMPS	12	Walk-in cooler temperature	34°F – 38°F						
STORAG	13	Walk-in freezer temperature	0°F (+/-10°F)						
	14	Retarder temperature	34°F – 38°F						
rize	15	3-Compartment sink (front / back)	Quat 200 / Chlor 100 ppm 75°F – 110°						
CLEAN & SANITIZE	16	Sanitizer buckets and/or bottles	Quat 200 / Chlor 100 ppm 75°F – 110°						
CLE	17	Hand sinks – handwashing posters, hot water, soap, sanitizer, towels, trash cans	Initial						

## **CORRECTIVE ACTION STEPS**

#	ACTION TAKEN	TIME	ACTION TAKEN BY

Minimum safe temperature MUST be obtained! Notify Manager immediately if incorrect.