



Shari's Management Corporation

Online Management Class

Setting Up The Front-Of-The-House

The front and back of the house logs are one of Shari's greatest "disaster prevention" tools available. Completing these logs at the beginning of a shift can greatly reduce the chance of the unexpected happening and also help you to PLAN a smooth shift. A manager who takes the time to plan the shift is a manager in charge, as compared to the manager who "just lets the shift happen" and is continually reacting to situations throughout the shift. As you get more experience it is easy to be complacent and assume that you have the experience to handle situations that arise or that you can check all of the items without the assistance of a piece of paper. Truly, that is a rare manager. Without a solid plan, Murphy's Law (anything that can go wrong, will) is sure to happen. Besides, the fewer problems that you have during a shift, the more time you have to devote to customer service, employee training and building sales. Now what store couldn't benefit from that!



15 Minute Check

Our guests expect to find our restaurants clean from the moment they get of their car and throughout their dining experience. Our job is to exceed their expectations. Included in the Front of House manager log is the 15-minute check. This form is filled out on a shiftly basis by all management staff and when properly executed will exceed our guest's expectations and help the unit to maintain a state of QA readiness. Our second operating priority is "an immaculately clean restaurant" and using this form on a shiftly basis will help to insure this priority is met. Managers must FUFT (Follow Up Follow Through) to insure the tasks are completed. Just filling out the form won't get the job done; you must delegate the tasks or schedule the maintenance to be completed.

The first part of the 15-minute check addresses the parking lot and outer areas and should begin the minute you drive into the parking area.

Review the following section for things to look for while completing your 15-minute check and print to use as a handy reference.

Things to look at while completing a 15-minute check

PARKING LOT:

Ashtrays	Clean and full of sand
Exterior	Lights operational and facing the right direction
Landscaping	Free of debris, weeds, crisps edges, healthy plants
Sidewalks	No gum, no grease build up on sidewalks or parking lot
Entry way	Tiles in good repair, doors and handles clean, corners clean, phone and paper machine clean, heater working in winter, kick plates clean, no cobwebs
Windows	No dust on ledges, no finger prints on windows
Carpets	Clean and vacuumed
Lobby area	Plaques are dust free, promotional signs current, benches & wait to be seated sign clean & sign facing the right way, ceiling beams dusted and no cobwebs, stucco in good repair, mats clean

FRONT OF HOUSE:

Special board	Current special, clean and in good repair, colorful and eye appealing
Pie case	Clean, pies dated, proper temperatures and thermometer present, Cabinets cleaned and stocked, pie board matches pies.
Host stand	Stocked with thermal paper & comp slips, pen present, free of clutter, trash empty, emergency binder & allergy handbook present, application binder stocked with paper and applications.
Floors and drains	Floors swept and mopped, drains clean and covers present
Counter	Set up and free of clutter
Employee appearance	Server and host appearance all to standard, name tags present, Proper grooming standards met
Server alley	Reach ins, soup and dinner rolls all to temp, ticket printer clean, pass bar clean and no clutter, heat lamps working, sundae bar clean and stocked, bleach water fresh in all stations

Blinds and
lights

Blinds clean and operating properly, all lights working

Employee
morale

1 minute meeting agenda prepared. How is everyone today?

RESTROOMS:

Toilets scrubbed, splash boards clean, plants and vents dusted, walls and kick plate clean, baby changing table clean, all lights working, mirrors clean, soap dispenser clean and stocked, paper towels and toilet paper stocked

BACK OF HOUSE:

Prep area

Shelves clean and organized, slicer clean, underneath prep table clean, no chemicals, scales clean and operational, bleach water fresh, cutting boards clean and sanitized

Prep and
freezer pulls

Prep and freezer pulls current with pars, do pars need to be revised?

Cooks line

Clean and stocked, bleach water fresh with extra towels, cold table clean and fresh product, thermometer present, proper portions, day dots present on product, all food wrapped or covered including bread, proper scoops, floor clean, drains clean and cover present, both lines set up and ready, proper temps

Steam table

Gravies proper consistency & no film on top, clean proper water level, proper ladle sizes

Employee
appearance

Proper uniform standards, name tags present, proper grooming
Standards met

Employee
morale

1-minute agenda prepared. How is everyone today?

WALK IN:

Product rotated and day dots present, no product over 48 hours, clean and organized, no Food on floor, check for leftovers (tonight's special), all lights working, proper temperature, fan and curtain clean, proper storage procedures in use

FREEZER:

No food on floor, all product covered, all product available, lights working, no ice build up on floor or shelves, fan covers clean, door locked

BAKER AREA:

Oven clean, mixer clean and chained to wall, underneath prep table clean. Back up pies available, prep sheets completed & pars checked for accuracy

MOP ROOM/BACK DOOR AREA:

Mop room	Mop hung to dry, mop bucket clean and empty, FOH & BOH in use and marked, all chemicals put away, mop sink clean
Back door area	Back door locked, walls and floor clean, boxes broken down, no bags of garbage, water softener has salt, air flow curtain on in summer, back door clean, light covers clean, dumpster area clean & lid closed, no food or boxes on the ground, grease receptacle clean and lid closed

DISH MACHINE AREA:

Dish machine	All dishes caught up, dish machine & filters clean, all chemicals full, deep sinks clean
Dish area	No water on floor, storage rack organized, walls & stainless clean

STOREROOM/BREAK AREA:

Break area	Hand wash logs current and in use, break table clean and organized, bulletin boards current and not cluttered, employee behavior appropriate
Storeroom	Clean and organized, no food on floor, under pallets clean, loft organized, proper rotation followed, door locked

This seems like a lot of information for a task that should take 15 minutes, but once you have completed several checks it will take less time.

Management Training Class—Reading/Activity Assignment

Examples

15 Minute Check 7AM	
<input type="checkbox"/>	<u>Parking Lot</u> : No litter, dumpster area crisp, sidewalks clean, all lights working, ash tray empty, foyer neat and clean, paper machines and phone clean, special board attractive.
<input type="checkbox"/>	<u>Employee Image</u> : Name tags, grooming standards, clean pressed uniforms.
<input type="checkbox"/>	<u>Restrooms</u> : Restroom stocked, mirrors and floor clean, hourly checks completed.
<input type="checkbox"/>	<u>Dinning Room</u> : Carpets and floors clean, all lights working, tables set, bus stations stocked and clean, server alley neat and clean, pie case full and attractive.
<input type="checkbox"/>	<u>Cook Line</u> : Drawers stocked and clean, steam table products, temperatures, bread codes, uniform standards, kitchen clean and ready, prep lists started.
<input type="checkbox"/>	<u>Walk-In</u> : Product rotation and labeling, walkin floor clean, walkin neat and organized, product portions and quality, food safety principles in effect.
<input type="checkbox"/>	<u>Dish Station</u> : Floor clean and dry, equipment clean and working, station clean and organized, chemicals full.
<input type="checkbox"/>	<u>Baker Station</u> : Baker prep list complete, baker area clean and neat, all product to standard and within shelf life.
<input type="checkbox"/>	<u>Handwashing Sinks</u> : Check each handwashing sink to ensure that soap and paper towels are present—review handwashing log.

15 Minute Check 7AM	
<input checked="" type="checkbox"/>	<u>Parking Lot</u> : No litter, dumpster area crisp, sidewalks clean, all lights working, ash tray empty, foyer neat and clean, paper machines and phone clean, special board attractive. <u>Dusty</u>
<input checked="" type="checkbox"/>	<u>Employee Image</u> : Name tags, grooming standards, clean pressed uniforms. <u>MARY</u>
<input checked="" type="checkbox"/>	<u>Restrooms</u> : Restroom stocked, mirrors and floor clean, hourly checks completed. <u>mop</u>
<input checked="" type="checkbox"/>	<u>Dinning Room</u> : Carpets and floors clean, all lights working, tables set, bus stations stocked and clean, server alley neat and clean, pie case full and attractive. <u>FILL</u>
<input checked="" type="checkbox"/>	<u>Cook Line</u> : Drawers stocked and clean, steam table products, temperatures, bread codes, uniform standards, kitchen clean and ready, prep lists started. <u>OLD BREAD</u>
<input checked="" type="checkbox"/>	<u>Walk-In</u> : Product rotation and labeling, walkin floor clean, walkin neat and organized, product portions and quality, food safety principles in effect. <u>Floor? SHELVES</u>
<input checked="" type="checkbox"/>	<u>Dish Station</u> : Floor clean and dry, equipment clean and working, station clean and organized, chemicals full.
<input checked="" type="checkbox"/>	<u>Baker Station</u> : Baker prep list complete, baker area clean and neat, all product to standard and within shelf life. <u>NEED FRUIT PIES</u>
<input checked="" type="checkbox"/>	<u>Handwashing Sinks</u> : Check each handwashing sink to ensure that soap and paper towels are present—review handwashing log.

In this example the form on the right has been completed.

Notice that items that are not to standard have been circled and notations made. In this example Mary is not wearing her nametag as required in our uniform standards. You may need to make a new one for her.

Making notations on the form will allow you to assign duties for employees and the managers throughout the shift.

For example: You need to assign someone to fill the pie case and when the bread man arrives you will need to speak with him about the old bread and perhaps adjust pars.

To Do List
CLEAN & FILL PIE CASE
CLEAN HIGH CHAIRS
— FOCUS —
PRE BUS
CAPPUCCINO Sales
"Offer 3 beverages at each Table" 😊

Some of the items from the 15-minute check will be placed on the To Do List. Also include what the focus of the day will be based on store goals or items from the 15-minute check.

You must communicate the focus to the staff so they will know your expectations.

Management Training Class—Reading/Activity Assignment

Today's Soups:	CLAM CHOWDER MINESTRONI
Breakfast Special:	BREAKFAST BURRITO - 6.29
Lunch Special:	RIBLET PLATTER
Mr. Clean Assignment:	DEEP CLEAN DIE CASE REACH-IN'S

This section is used to write in what the specials of the day will be. If you have leftovers or too much of a product in the walk in use these to create specials.

Mr. Clean assignments are determined by what you found on the 15-minute check and from the Mr. Clean schedule.

* = Temperature check ○ = Restroom check	
✓ 6a	Pull Till and complete accounting
✓ 7	3X5 card - old Bread pulled for Bread Man
✓ 7a *	15 min check—Breakfast special
✓ 8	BAKE FRUIT PIES
8a	Orders, posting and projects
✓ 9	Coin order / Sysco delivery
9a	Check status of prep
✓ 10	GO TO BANK
10a	Work on floor
✓ 11	Banking completed
11a *	Pre-rush check FOH and BOH Lunch special
✓ 12	Expedite food
12p	Visit each table at least once
✓ 1	Ensure guest service
1p	Monitor ticket times
✓ 2	Check sidework and Mr. Clean
2p	Pull till and transition shift
3p *	Orders, posting and projects
4	Interview - Chuck
4p	Dinner special
Run "Hourly Labor Control" each hour Check the floor every 15 minutes	

This is the time line for the day and lists items that must be completed on a shiftly basis. This is "generic" and some items may need to be modified for your store.

Some items from your 15-minute check will need to be added in the time line.

For example: We will need to talk to the bread man regarding the old bread we found on the line and determine if pars need to change.

We do not have a baker scheduled to work today and need to bake fruit pies.

Check off items that have been completed. In this example you still need to pull the day till and transition the shift, any projects and the dinner special.

Anytime there is a shift change you risk guest service until the servers are in place and know what is going on. This is why it is important for managers to insure a smooth shift transition.

An interview has been scheduled.

Following a time line and planning for the things that need to be accomplished will save you time by allowing you to do more.

By adding these items to our time line we are planning **when** we will have time to complete them. If we don't plan for what needs to happen the tasks may not be completed; putting you in a tough spot when you have to tell a guest we are out of the fruit pie they wish to take home.

Management Training Class—Reading/Activity Assignment

Servers	Shift	Break	Sidework
Cindy	6-2	9 ³⁰	1 on 3
Tonya	8-3	10 ³⁰	2 on 3
Michelle	9-4	1 ⁰⁰	3 on 3
Cooks	Shift	Break	Sidework
MARY	6-2	10	line 1
B. J.	8-3	10 ³⁰	line 2
DMO	Shift	Break	Sidework
Rick	7-3	10 ³⁰	Basic
Host	Shift	Break	Sidework
Nicole	11-2	—	High CHAIRS

This is a very important part of planning your shift; knowing what station the servers are in, what side work they have, and **targeting** their break times. Targeted break times are not set in stone; it really means business permitting. It will give you a plan to follow and if the plan doesn't work, you make adjustments.

You can see what line your cooks are working and insure that you have both lines open during peak times.

You know what time your DMO is starting his shift. His side work and Mr. Clean you will write on the BOH log.

You know what time your host is scheduled and what extra cleaning you need to assign.

Temperature Log			
	7a	11a	2p
Pie Case	38	39	38
Reach-ins	34 34	36 37	35 36
Soup 1 & 2		153 157	156 157
Dessert Reach-in	37 37	38 38	37 37
Milk	38	39	38
Salad	50	48	50

The Temperature Log is a critical tool that helps in the following areas:

- Can alert you to equipment problems.
- Documented proof in the event of a foodborne illness.
- Relationship with the health department – inspectors love to see this.

This is a great task to delegate to your CEO. Before you delegate, make sure that you train properly and then follow-up.



Management Training Class—Reading/Activity Assignment

FOH Pre-Rush Checklist 11a	
✓	Special board ready
✓	Till stocked
✓	Servers floor plan set
✓	Pie case clean and stocked <i>Part</i>
✓	Music level <i>too Low</i>
✓	Dining room temperature <i>😊</i>
✓	Server alley stocked <i>need Romaine</i>
✓	Fountain area stocked
✓	Restrooms clean and stocked <i>T.P.</i>
✓	Server stations ready
<i>2</i>	Breaks completed <i>Michelle 1pm-15h</i>

Walk through the front of the house checking each item listed. Take notes as you will use these for your one-minute meeting agendas.

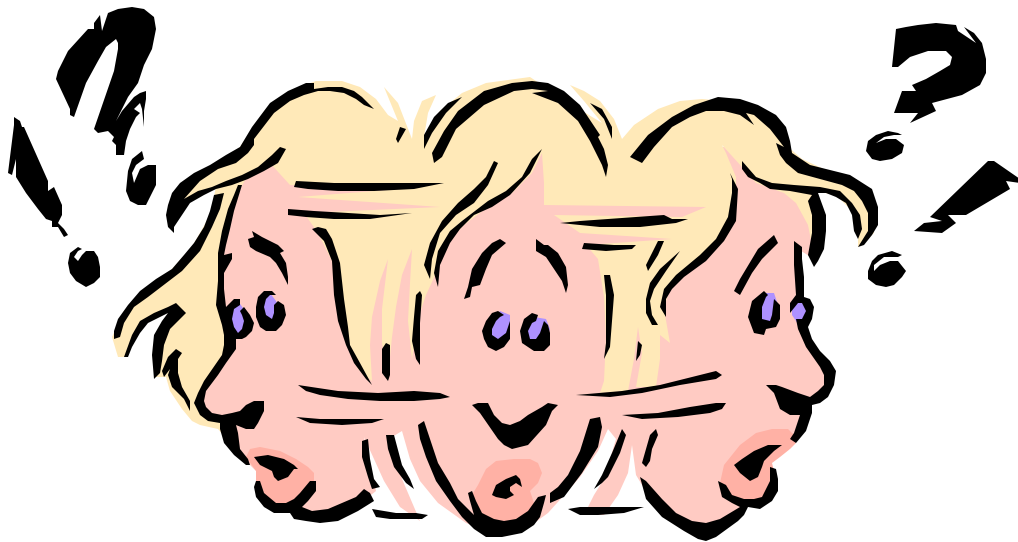
← The fruit pies you baked are cool enough to bring out now.

← The music level should be loud enough to mask background noises, but not loud enough to interfere with the guests conversations. In this example, we would increase the volume.

← The servers need to stock the romaine lettuce and the DMO needs to replace toilet paper in the restrooms.

← You have 2 of your 3 breaks completed and have noted approximately when the 3rd is targeted.

This section of the log is really designed to help you ensure that those unexpected problems don't arise. Our goal is to make sure that we are at optimum readiness before the rush.



Once you have completed the FOH checklist it should be kept at the host stand or hang in the server alley. Servers and hosts will have access and it can be used as a reminder for specials, side work and targeted breaks.

Once again: clearly communicate your expectations to your staff so they have a goal to work toward. No one wants to follow a leader who has no road map.



ASSIGNMENT: Print out this assignment and complete a front-of-the-house check using the notes provided. Log into the chat room by 3:30 for a discussion of what you found.