

Your GAME PLANNER for Month _____ Week _____



Approach to Restaurant
Conduct a Drive-Thru Shop:
Order taking process 100%
Menu Board & POP correct
OCU functioning properly
D/T lane & area clean
Landscaping clean and free of debris
D/T window / frame clean
SOS standards met
Product Quality and Temperature correct (hot fries)
Outside:
Verify 7 x 7 is done daily?
Any maintenance issues?
Customer Area:
Lobby / Dining Area / Vestibules
Yellow Restroom Caddy
Restrooms 6 every 30 complete
Playground Area clean
Observe your Team:
Team member appearance good
Friendly: Greet, Complete & Repeat
Staffing levels correct & team hustle
Food Safety:
Food Safety Top 12
Quality Checklists completed
Hand washing procedures observed
Kitchen:
Overall cleanliness & maintenance
All equipment functioning 100%
Procedures utilized properly
Safety
Repairs / Maintenance
Systems check

Recruiting	
New hires/ appraisals	✓
Interviews/ calls/ follow-up	✓

Training	
Check BK Link	✓

HOSPITALITY Systems
Hourly Sales & Labor
OWL Ops
Staffing & Positioning
Point Guard
Instill CARE
Training
Accounting Systems
Labor: (Projections & Schedules)
Inspection Clean
Travel Path (Rush Ready Checklist)
Your Game Planner

Schedule Checks									
Restaurant #:									
Projections reviewed									
GM/ AM alternate coverage									
Number of peak lunch team									
Number of peak dinner team									
Schedule posted on time									
Comp %									
Coupon drops/ media plan									
Labor variance for week									
How many open shifts									
Hourly mgrs schd 50 hours									
FT team schd 37 hrs or less									
Non-peak scheduled tight									
1/4 hour scheduling									
Minor compliance									
Breaks scheduled									
Training/ meetings scheduled									

DM Top 5 Priorities
DM Impact Day: Provide feedback, coach & teach. Spend full day in restaurant (5-7 hours).
DBR Calls: Every day you work - look for trends, teach & coach/ Celebrate the Wins!
Check Schedules: Accurate projections, mgmt coverage, no open shifts
Staffing: Interview every week, coach traits, develop bench, deliver appraisals & follow up/ 2 TR's per DM
Accounting Controls: Meet your budget, verify cash controls, payroll accuracy & inventory

