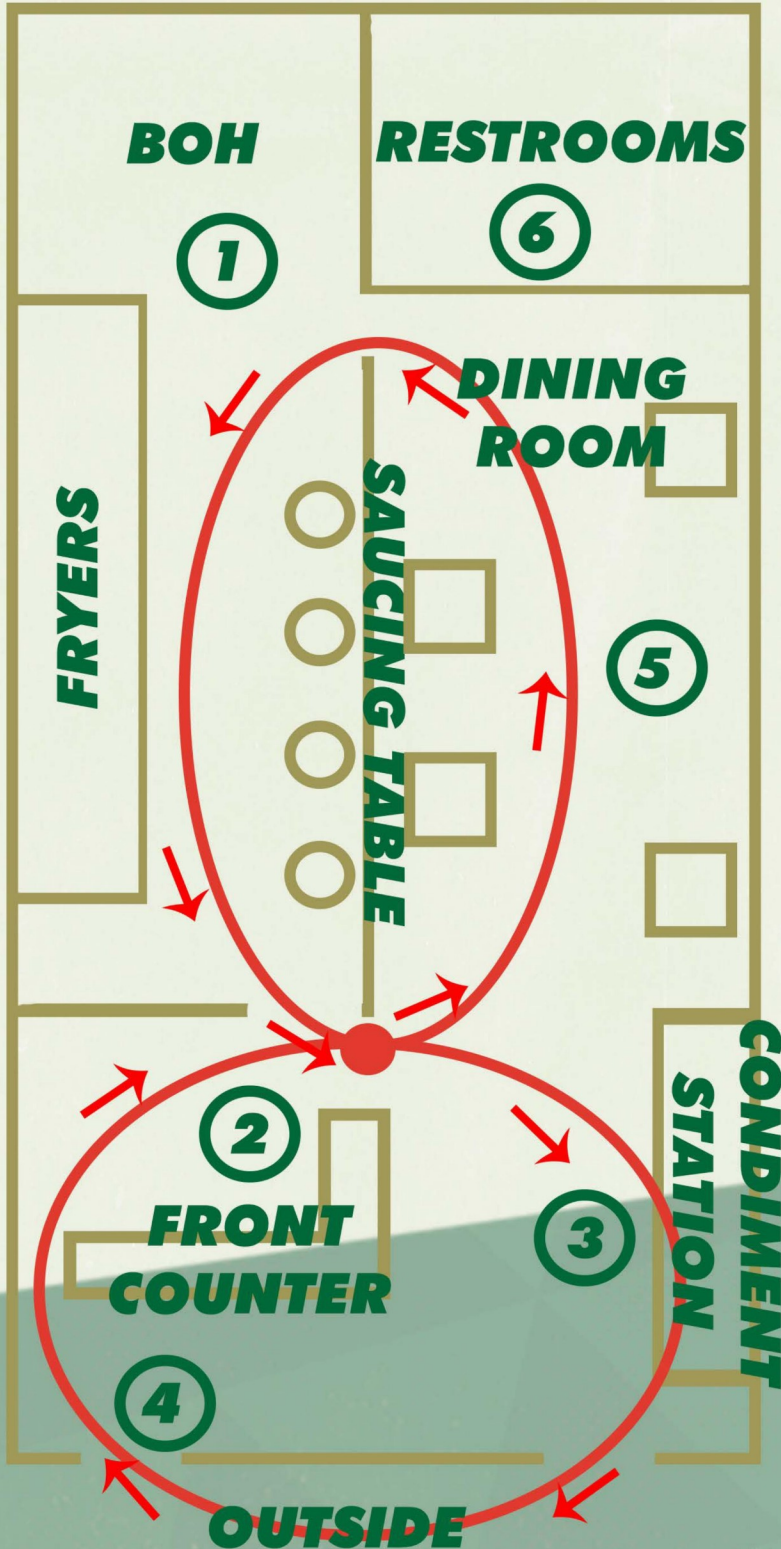




SERVICE-MINDED MANAGEMENT BEST PRACTICE: THE "FIGURE 8"

PERFORM EVERY 30 MINUTES*



CHECK FOR:

- 1** Back of House:
- Organized, Adequate Prep
 - Ensure Proper Uniform Standards
- Fryers:
- Ensure Product Quality

Saucing Table:

- Clean & Stocked

Pilot Station:

- "On-Time" On Track

- 2** Front Counter:
- Queue Length
 - Clean & Stocked
 - Check-In and talk with waiting Guests
 - Ensure Proper Uniform Standards

- 3** Condiment Station:
- Fully Stocked And Clean

- 4** Outside:
- Traffic/Competitor Business
 - Parking Lot/Sidewalk Cleanliness

- 5** Dining Room:
- Music
 - Temperature
 - Television
 - Lighting
 - Cleanliness
 - Energy
 - Engagement
 - Clean, Bussed Tables
 - Opportunity to Table Touch (Check-In and talk with Guest)

- 6** Restrooms:
- Clean & Stocked

*This is used in addition to Opening/Closing Checklists