



DISTRICT MANAGER DAILY TO-DO

- **Follow-Up Emails**
 - All business relevant emails should be addressed in a timely manner.
- **Follow-Up Calls**
 - Follow up calls must be addressed in a timely manner. In some cases a follow up email to a call may be required for additional documentation.
- **SMG Level 1 & 2 Alerts**
 - SMG Alerts are to be reviewed and responded to within 24 hours.
 - Resolution of Alerts should be completed within a 72 hour time frame.
- **WingYOU**
 - Check communications
- **Daily Business Cycle Engagement**
 - Lead Team Alignment on:
 - Shift Huddles & Figure 8 Shift Management
 - Focus on Core Values of the organization
 - Clear Shift Goals that drive Quality, Accuracy, Speed of Service & Friendliness
 - Quote Time Management
 - Triple Check of Orders by a dedicated team member each shift
 - Ensure awareness of Delivery Error %
 - GreenBook Execution
 - Encourage Fun & Friendliness each shift
 - Have contests – we are throwing a party every day!
 - Daily Guest Survey Goals are outlined & posted in each restaurant
 - Safety & Security Awareness is the priority of every shift
- **Delivery Refunds/Food Credits**
 - Track completion daily
 - Ensure all GMs are processing Canceled Dispatch Delivery Order Refunds & requesting Food Credits the same day of canceled Dispatch orders
- **NBO**
 - Access NBO prior to making Restaurant Visits, collecting usage information including:
 - Inventory
 - Ordering
 - Scheduling
 - Confirm all PFG orders are entered by 10AM with remote access on order days.
 - Utilize the Restaurant Visit Form to maintain GM development & continual Operations improvement. Record development opportunities and Celebrations
- **QSC**
 - QSC's Focus is a daily focus based on prior QSC opportunities.
 - Utilize the DM Walk Thru and WingYOU's QSC Self Eval to ensure brand standards are being met.