



RESTAURANT VISIT CHECKLIST FOR DM

DMs should reference this check list when performing restaurant visits.

STANDARD WINGSTOP VISIT FORM/WALK THROUGH

Wingstop #	
Today's Date	
Time	
Evaluator	
Restaurant Manager	
Person In Charge	

PLANNING

Pre-Shift Meetings (Huddles)?	Yes	No
Prep & Stock levels appropriate for business?	Yes	No
Sales forecast completed for this week?	Yes	No
Anticipatory cooking during peak hours?	Yes	No
Promise times set at 18 min or adjusted accordingly?	Yes	No
Kitchen quote time clock synchronized with POS?	Yes	No
Comments:		

GUEST EXPERIENCE

Consistent Figure 8's completed every 20 minutes?	Yes	No
Spontaneous Warm Welcome to all guests upon entry?	Yes	No
Cashier repeating order at time of order?	Yes	No
Promise times being communicated at time of order?	Yes	No
Everyone in proper and complete uniform?	Yes	No
Guest area clean & organized, including tables, floors, windows etc?	Yes	No
Condiment area stocked and maintained?	Yes	No
Restrooms clean, stocked and spot checked?	Yes	No
Orders being repeated to guest at time of pickup?	Yes	No
Consistent Fond Farewells to all guests?	Yes	No
Separate line for order ahead and walk-in guests?	Yes	No

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Promise times met?	Yes	No
Comments:		

DELIVERY FOCUS POINTS

Verification checklist (new) being utilized consistently?	Yes	No
Delivery Sticker is applied after verification?	Yes	No
Delivery orders staged properly, drinks, cups/carriers, dedicated shelf etc.?	Yes	No
All orders upright?	Yes	No
Delivery include: Dip & Squeeze, Fork/Knife kit, wrapped straws	Yes	No
Comments:		

OPERATIONAL PROCEDURES

Proper temperature records being kept daily (30 days)?	Yes	No
Manager's GreenBook used consistently?	Yes	No
Boneless products kept in proper containers; using tongs/container?	Yes	No
Rolls being baked to recipe, stored & heated per OPM?	Yes	No
Corn is transferred to 1/3 pan with colander after 24 thawing?	Yes	No
Fry procedures being followed? Starch , Blanching, Cooling, storage, timing?	Yes	No
All products properly rotated and dated?	Yes	No
Proper stirring and rolling of classic wings?	Yes	No
Orders verified prior to bagging?	Yes	No
New product/procedure/LTO roll-out?	Yes	No
Comments:		

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STAFFING

Manager supervising pilot station?	Yes	No
Proper staffing level in kitchen?	Yes	No
Proper staffing level at POS and phones?	Yes	No
Adequate daily coverage based on sales?	Yes	No
Leadership evident in restaurant?	Yes	No
Comments:		

NBO/ALOHA - IN USE & ACCURATE

Consistent chicken counts completed and entered?	Yes	No
Invoices received/finalized?	Yes	No
Daily & Weekly Inventory being counted and entered?	Yes	No
Weekly Schedule published and posted?	Yes	No
Comments:		

OIL QUALITY & PROCEDURES

Fryers clean inside and out with no excess grease buildup or leaks?	Yes	No
Oil filtered daily per standards (Approx. 1 filter process per \$2,500 sales)?	Yes	No
Oil temperatures 350°F (+/- 10°F)?	Yes	No
Oil Quality: no foaming/bubbling? Not excessively dark?	Yes	No
Magnesol available and being used?	Yes	No
Proper oil rotation?	Yes	No
Comments:		

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FACILITIES MANAGEMENT

Ice machine clean; inside bin, filter, lid, and behind front panel?	Yes	No
High chairs clean and in good repair?	Yes	No
Coolers and freezers clean and in good repair? Working thermometer?	Yes	No
3 compartment sinks/drains/pipes in good repair, clean?	Yes	No
Potato cutter clean, in good repair?	Yes	No
Comments:		

TRAINING & DEVELOPMENT

WingYOU training completion above 75%?	Yes	No
Accuracy & Speed of Service Communication/Awareness?	Yes	No
OSAT & DOSAT posted and updated in store?	Yes	No
Restaurant team aware of current survey results?	Yes	No
Comments:		

ACTION NOTES:

	Delegated	Completed
People:		
Product:		
Procedure:		
Promotions:		
Profitability:		
Plant (Facilities):		