



BRAND PARTNER NRO CHECKLIST

ACCOUNTS/TASKS CHECKLIST

This is a list of all the accounts that need to be set up prior to your New Restaurant Opening. Not having these accounts ready when your Certificate of Occupancy (CO) is issued WILL delay your opening.

Administrative

- ☐ Payroll and Accounting
- ☐ Insurance
- ☐ Bookkeeping
- ☐ Merchant Portal (MP)
 - Bank account information has been added to MP.
 - Restaurant is listed & has regular and special business hours
 - Restaurant Menu on MP (should reference the WS ID#)
 - BPs email account is added
- ☐ Steritech OnBrand Portal
- ☐ OLO
 - Restaurant is listed & has hours
 - Restaurant is listed under Dispatch Settings
 - BPs email account is added
 - Address & tax rate in OLO match MP.

Computer Systems

- ☐ Aloha Point Of Sale
- ☐ Confirm Aloha pricing matches the menu boards
- ☐ NCR Back Office (NBO)
- ☐ General Account Setup
- ☐ Remote NBO Access for BP & DM
 - <https://install.ncrbackoffice.com/WingstopCorp>
- ☐ Pulse App
 - Email: possupport@wingstop.com for access
- ☐ OLO (Online Ordering)
 - Setup at least 2 weeks prior to opening
 - If anything is not online 7 days prior to your opening date, contact your FBC.
 - https://oloskiptel.helpline.formstack.com/forms/wingstop_activation
 - Team Member Access: email help@olo.com

Services

- ☐ Pest Control
- ☐ Vent Hood Cleaning
- ☐ CO2
- ☐ Grease Trap
- ☐ Shortening Disposal
- ☐ Image Solutions
- ☐ Towel Service: WRI has national contract pricing available with ARAMARK.
- ☐ Trash Service
- ☐ Window Cleaning
- ☐ Security
 - Alarm System
 - Security Camera, if desired

Training Materials

- ☐ Spec Sheets and Tools
- ☐ Emergency Contact Sheet
- ☐ WingYou
- ☐ Daily Sheet
- ☐ Green Book (Required)
- ☐ Facilitator Guides
- ☐ Recipe Guides

Marketing

- ☐ Marketing Material
- ☐ AD Fund Reimbursement

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Cash Handling

- ☐ Business Bank Accounts
- ☐ Credit Card Processing
- ☐ Change Fund
- ☐ Safe
- ☐ Gift Cards
 - (877) 260-7002
 - (502) 394-1530
 - reconsupport@storedvalue.com

- ☐ Confirm Aloha pricing matches OLO
- ☐ Setup OLO Quote Time Schedule
- ☐ MID (Merchant ID)
 - tellmemore@fiser.com
- ☐ DoorDash
 - <https://doordash.formstack.com/forms/wingstop>
- ☐ Internet
- ☐ Telephone
- ☐ WingYOU Setup

Ambiance

- ☐ Cable/Satellite: WRI has national contract pricing available with Direct TV.
- ☐ Music (Commercial & DJ Free)
- ☐ Décor

Equipment

- ☐ Fast Timers
- ☐ Smallwares
- ☐ Coke Freestyle
- ☐ SSDC (3 compartment Sink)

Inventory

- ☐ PFG Broad-line Account
 - Setup at least 4 weeks prior to opening
 - Brand Partners can copy & paste inventory location worksheets from an existing location in their network.
 - Key must be given to PFG representative if drops will happen after operation hours.
- ☐ Coca-Cola/Gold Peak Tea
- ☐ Alcoholic Beverages
- ☐ Ordering
- ☐ Receiving
- ☐ Stocking Inventory (Use Hierarchy Method)
- ☐ Togo Menus
- ☐ Brownie Nutrition Labels (Ordered through ChainLink)
- ☐ Uniforms

For towels: ARAMARK's National Account Service Center at 1-800-332-8676

For Brownie Nutrition Label: (817) 236-5300

For Music and TV service: Direct TV at (866) 949-4504

To order the Wingstop Manager's GreenBook, call (800) 526-9635 and request item **#F5647**

FAST TIMER

- In the package, one FAST Timer will be sent. It will be installed during construction, but programming and labeling it is YOUR RESPONSIBILITY.
 - Refer to WingYou for instructions on how to program the Fast Timer.
 - Here are the Fast Timer times in minutes that you will need to label and program your FAST Timer:
 - ☐ Jumbo CL markets: 13, 13, 13, 13, 13, 13, 5, 5, 1.5, 6.5, 6.5, 6.5, 6.5, 6.5, 3, 3, 3, 3
 - ☐ Regular CL markets: 9, 9, 9, 9, 9, 9, 5, 5, 1.5, 6.5, 6.5, 6.5, 6.5, 6.5, 3, 3, 3, 3 (Harrison Chicken Only)
 - Note: Make sure the proper programmed times match up with the configuration of your fryers. Example: 13 or 9 minutes should always begin on the fryer used at the Flavor Expert station.
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SMALL WARES

- The small wares list is standardized.
 - Upon receipt compare it to the master smallwares list to ensure everything has been shipped. If any items are missing report it immediately.
 - Small wares must be washed twice before using.
 - ☐ The first time removes the stickers and any dirt/grease from manufacturing and storage.
 - ☐ The second time you will wash the smallwares is after all construction is complete to remove any dust.
 - For a current list of smallwares or to purchase additional items you may contact Chain Link Services or Bargreen directly using the following contact information.
 - ☐ Chain Link Services – Kevin Garsek at kevin@chainlinkservices.com
 - ☐ Bargreen – Dustin Kennedy at d.kennedy@bargreen.com
 - You will need to request a login and password to be set up with an account.
- Any additional questions about smallwares, please call The Wingstop Restaurant Support Center at (972)686-6500. Request the purchasing department and a smallwares specialist will assist you.

RESTAURANT PURCHASES

These items will be used in the daily operations of your business.

POS System

- ☐ Cord Ties/Zip Ties
- ☐ Small Calculators
- ☐ UV Light and/or Counterfeit Pen
- ☐ Printer Paper for All in one printer (8x11)
- ☐ KP Ribbon (can be purchased at an office supply store or online from Direct Source)
- ☐ ITSavvy Equipment Package (from IT)

Recipes

- ☐ Iodized Salt

Office

- ☐ Label Maker with extra printing tape
- ☐ Batteries for the label maker
- ☐ Tape & Dispenser
- ☐ Stapler/Staples

- ☐ Paper Clips
- ☐ Sharpies (retractable are good)
- ☐ Scissors
- ☐ Yellow Highlighters
- ☐ File Folders
- ☐ Clip Boards
- ☐ Frames for Permits
- ☐ Pens (Black/Blue)
- ☐ Pen Holder
- ☐ One small Digital Clock (used to monitor quote times)
- ☐ 2 Bank Bags (check with the bank)
- ☐ Letter Envelopes or Snack Size Plastic Baggie (reuse for cash drops)
- ☐ Heinz® Ketchup Sticker
- ☐ Wrapped Toothpicks

Tools and Supplies

- ☐ Toolbox and basic tools (cordless screwdriver set, pliers, etc.)
- ☐ Rubber mallet
- ☐ Plunger with container
- ☐ Sturdy four slot organizer/divider for paper bags (staples or office depot)
- ☐ Electrical tape
- ☐ Duct tape (black)
- ☐ Box cutter
- ☐ Flashlight with batteries
- ☐ 12' Black Velcro (To attach the digital clock to pilot station and spec sheets)
- ☐ Bucket(s) 3+ Gallons for boilouts
- ☐ Thirty 1 ½ "S" hooks (to hang utensils upside down to air dry)
- ☐ Additional shelving is recommended for high volume restaurants to accommodate take-out and delivery order staging.

*Contact Monica Keith at Monica.Keith@kraftheinzcompany.com or (214) 293-9176 to obtain a Heinz® Ketchup Sticker.

Aloha Kitchen Ticket Ink can be ordered from Direct Source with the following information.

Item Description	Direct Source Item Number	Pack Size	New Store Cost
Aloha Kitchen Ticket Ribbon (Ink)	CT6-52030BR	6	\$10.62

Ordering and Website Set-Up:

(972) 537-0700 x 1 or orders@directsourcelive.com

For questions and concerns:

Rep: Roger Sherman

(972) 537-0700 x 245 or rogers@directsourcelive.com

OPENING DOCUMENTS

These are the items required to schedule your opening.

- | | | |
|--|---|---|
| ☐ Certificate of Occupancy (Must be received to allow Team Members in the Restaurant) | ☐ Restaurant team member list entered into NBO | ☐ Team Member schedule for Opening Week entered into NBO |
| ☐ Health Permit (Must be received to make initial food order) | ☐ Restaurant team members added into WingYou (Shift Leads and above must have all modules completed for opening) | ☐ Insurance Certificate |
| ☐ Punch List – Sign Off | ☐ Team Member schedule for Training Week entered into NBO | ☐ Shortening Disposal |
| ☐ Liquor License (Per Agreement) | | ☐ Grease Trap Service |
| ☐ Financial Obligations Statement | | ☐ Pest Control Service |
| ☐ Exhibit C (Preauthorized Payments Form) | | ☐ Secondary Chicken Vendor account set up |
| ☐ Exhibit D (Assignment of Telephone Numbers) | | |

HIRING AND TRAINING GUIDE

Set aside time for your team members to complete the online training to help prepare them for the opening of your new restaurant.

Dongle & HDMI Cord or Chromecast recommended to stream the tablet screen to the TV. This will allow group participation.

It is recommended that Shift Leaders and above must be 100% completed with their WingYou training modules and team members must be 75% or higher for the restaurant to open as scheduled.

HIRING

- Interviewing and hiring are very important processes. You are deciding who will be interacting with your guests and preparing their food. Things to keep in mind while interviewing and hiring are:
 - ☐ Pay rate
 - ☐ Employee availability and Labor laws
 - ☐ Job descriptions
 - ☐ Skills, talents, and experience
 - ☐ Equal Employment Opportunity Commission (EEOC)
- To achieve optimal performance and operations during your opening, you are looking to hire a minimum 28 FTE team members (not including Brand Partners, Managers, or family members) for the following recommended positions:
 - ☐ Day Shift: 8 Flavor Experts, 6 Guest Service Experts
 - ☐ Night Shift: 8 Flavor Experts, 6 Guest Service Experts

We recommend that these team members are available to work within the range of

- 9 am - 4 pm (day shift)
- 4 pm - Close (night shift, the restaurant closes at midnight and final night cleaning will be completed after)

We recommend that you post-employment ads on all job boards including but not limited to

- Workstream
- Snagajob
- Talent Reef

Each day needs to have enough team members scheduled to cover all operating hours including setup and closing breakdown.

Following this recommendation will maximize the training given to your team members and give you the needed scheduling flexibility after your first week of being open.

For more information about recruiting and hiring refer to the 'Hiring and Onboarding Guide' in WingYOU.

TEAM MEMBER ORIENTATION

Before team member training begins in your restaurant, have an orientation. For efficiency and consistency, prepare an outline of your policies and expectations. This is an opportunity to keep the mood light and get them excited about working at your Wingstop restaurant.

- The orientation meeting is an opportunity to answer any questions your team members may have.
- You may want to consider morning and night sessions to ensure all team members are present.

Here is a partial list of what you may consider discussing at your orientation:

- | | | | |
|-----------------------|-----------------|-------------------|--------------------|
| ▪ Scheduling/Time off | ▪ Drugs/Alcohol | ▪ The Big Game | ▪ Safety/Horseplay |
| ▪ Cell Phones | ▪ Team Member | ▪ No Call/No Show | ▪ Discipline |
| ▪ Dress Code/Hygiene | Meals/Discounts | ▪ Transportation | ▪ Non-Team Member |
| ▪ Breaks | ▪ Harassment | ▪ Parking | Discounts |

TRAINING WEEK

The initial training provided will set the tone and atmosphere of the restaurant. It is important to be involved and take these sessions seriously as this is the basis for having a successful opening. We want you fully engaged with your team members as they will be looking up to you as their leader throughout the training and opening week.

- Without these detailed training sessions, your team members will be overwhelmed when you open.
- Start with the online training material in WingYou to get a sneak peek at what is to come.
- Give them to-go menus to start studying what your franchised Wingstop offers.
- Keep in mind that if your opening date changes, please make sure to adjust your schedule to account for the date change.

FRIENDS AND FAMILY EVENT

- **One day prior to opening you will run mock opening shifts with live guests for your team members to serve.**
- This is the only opportunity before the opening to provide a stress test for your team members. It is critical for this to happen for two reasons:
 - 1) Identify the most proficient team members.
 - 2) They can get a feel for what the business might be like for the soft opening and better prepare themselves for the experience.

PLANNING THE DAY:

- ☐ For the morning shift, it is recommended to invite around 30 guests from neighboring businesses to order for dine-in or to-go. The alternative is to allow walk-in guests to order while team members prepare food for delivery orders.
- ☐ For the evening shift, it is recommended to invite 40 to 60 guests for a Friends and Family event to order for dine-in or to-go.
- ☐ **No Payment** will be taken for food or alcohol during the event(s)
- ☐ We recommend you do not prolong this event to ensure your team gets a good night's rest prior to opening day. Typically, this runs from 5-7pm.

An invitation to the Friends and Family event can be provided to you. You can use it or we can discuss other ways to invite and manage the event.

SAMPLE TEAM MEMBER SCHEDULE

Below is an example of the training week schedule using the minimum 28 full-time equivalent team members:

			Walk-through	Training Day 1 Flavor Expert	Training Day 2 Wingman	Training Day 3 Gunner/GSE	Training Day 4 Prep/GSE
Day GSE				Off	TBD	9 -2	10 -1
Day GSE				Off	TBD	9 -2	10 -1
Day GSE				Off	TBD	9 -2	10 -1
Day GSE				Off	TBD	9 -2	10 -1
Day GSE				Off	TBD	9 -2	10 -1
Day GSE				Off	TBD	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Day Flavor Expert				10 -2	10 -2	9 -2	10 -1
Night GSE				Off	TBD	3 -8	10 -1
Night GSE				Off	TBD	3 -8	10 -1
Night GSE				Off	TBD	3 -8	10 -1
Night GSE				Off	TBD	3 -8	10 -1
Night GSE				Off	TBD	3 -8	10 -1
Night GSE				Off	TBD	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1
Night Flavor Expert				4 -8	4 -8	3 -8	10 -1

RECOMMENDED OPENING WEEK TEAM MEMBER SCHEDULE

Below is an example of the opening week using 28 full-time equivalent team members.

Note: It is recommended to schedule all closers until a minimum of 1AM.

	Training Day 5	Mock Open (Friends & Family Event)	Opening Day 1	Opening Day 2	Opening Day 3	Opening Day 4	Opening Day 5
Day GSE	9 -1	9 -2	10-4	10-4	Off	10-4	10-4
Day GSE	9 -1	9 -2	10-4	10-4	Off	10-4	10-4
Day GSE	9 -1	9 -2	11-5	Off	10-4	Off	11-5
Day GSE	9 -1	9 -2	11-5	Off	10-4	Off	11-5
Day GSE	9 -1	9 -2	Off	11-5	11-5	11-5	Off
Day GSE	9 -1	9 -2	Off	11-5	11-5	11-5	Off
Day Flavor Expert	9 -1	9 -2	Off	9-4	9-4	9-4	Off
Day Flavor Expert	9 -1	9 -2	Off	9-4	9-4	9-4	Off
Day Flavor Expert	9 -1	9 -2	9-4	Off	9-4	9-4	9-4
Day Flavor Expert	9 -1	9 -2	9-4	Off	9-4	9-4	9-4
Day Flavor Expert	9 -1	9 -2	9-4	9-4	Off	10-5	9-4
Day Flavor Expert	9 -1	9 -2	10-5	10-5	Off	10-5	10-5
Day Flavor Expert	9 -1	9 -2	10-5	10-5	9-4	Off	10-5
Day Flavor Expert	9 -1	9 -2	10-5	10-5	10-5	Off	10-5
Night GSE	4 -8	4 -8	Off	4-11	4-11	Off	4-11
Night GSE	4 -8	4 -8	Off	4-11	4-11	Off	4-11
Night GSE	4 -8	4 -8	4-11	Off	5-CL	4-11	Off
Night GSE	4 -8	4 -8	4-11	Off	5-CL	4-11	Off
Night GSE	4 -8	4 -8	5-CL	5-CL	Off	5-CL	5-CL
Night GSE	4 -8	4 -8	5-CL	5-CL	Off	5-CL	5-CL

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Night Flavor Expert	4 -8	4 -8	Off	4-11	4-11	4-11	Off
Night Flavor Expert	4 -8	4 -8	Off	4-11	4-11	4-11	Off
Night Flavor Expert	4 -8	4 -8	4-CL	Off	4-11	4-11	4-11
Night Flavor Expert	4 -8	4 -8	4-CL	Off	5-CL	5-CL	4-11
Night Flavor Expert	4 -8	4 -8	4-CL	4-11	Off	5-CL	4-11
Night Flavor Expert	4 -8	4 -8	5-CL	5-CL	Off	5-CL	5-CL
Night Flavor Expert	4 -8	4 -8	5-CL	5-CL	5-CL	Off	5-CL
Night Flavor Expert	4 -8	4 -8	5-CL	5-CL	5-CL	Off	5-CL