

# Weekly General Manager Walkthrough

Shift Manager: \_\_\_\_\_

Completed by: \_\_\_\_\_

Restaurant: \_\_\_\_\_

Date: \_\_\_\_\_

Section 1. People	Section 2. Products
Step 3. - Call to action	
Using your observation from the diagnostic tool create an action plan to be completed prior to next walk-thru.	

## Section 1: People

	Week 1	Week 2	Week 3	Week 4
Complete Walkthroughs (Put scores in system)				
Verify accuracy of crew schedule to optimize sales				
Create , post and analyze manager schedule				
Follow up on weekly / monthly management development				
Verify compliance with all labor and employment laws and Houcorp polices.				
Crew staff size	#	#	#	#
Manager staff size	#	#	#	#
Turnover - number of team members lost?	#	#	#	#

## Section 2: Products

	Week 1	Week 2	Week 3	Week4
Verify accuracy of weekly inventory				
All products sold throughout week				
New products roll out shop				

## Section 3: Equipment / Physical Plant

	Week 1	Week 2	Week 3	Week4
Trouble shoot PM emergencies				
PM walk thru				
Cleanliness walk thru				
Review M & R list				

## Section 4: Safety & Security

	Week 1	Week 2	Week 3	Week 4
Ensure all managers are serve safe certified				
Verify daily food safety and monthly food safety checklists are complete				
Check first aid kit& replace needed items				
Discuss safety and security at meeting				

## Section 5: Shift Running

	Week 1	Week 2	Week3	Week 4
Pre-shift checklists (write number of Complete)	#	#	#	#
Position guides (write number of Complete)	#	#	#	#
Weekly Mystery shop complete (write score in box)				

## Section 5: Sales

	Week 1	Week 2	Week 3	Week 4
Sales put in book				
Sales				
% +/-				
Transactions				
% + / -				
Why?				
Where did the sales come from?				
what caused sales to drop?				

## Section 6: Profit

	Goals	Week 1	Week 2	Week 3	Week 4
Monthly P & L					
Payroll					
FC spread					
Review profit protection 3 opportunities					

**Section 7: Scorecard Summary - Print and have a copy**

	Week 1	Week 2	Week 3	Week 4
Monitor & report progress on department goals and objects				
PM walkthrough complete				
Cleanliness Walkthrough complete				

**Section 8: Self Development**

	Week 1	Week 2	Week 3	Week 4
Complete training - LMS				
Walkthrough start and end on time				
Percent of HBO	%	%	%	%
Percent of Walk up service	%	%	%	%
Percent of Beat the change	%	%	%	%
Percent of WOW service	%	%	%	%