

Weekly Kitchen Department Walk Through

Department Manager: _____ Assistant Department Manager _____

Restaurant: _____ Date: _____

How to use this tool

Step 1. - Production	Step 2. Production Diagnostic
Time the reaction , bun production, and assembly times for 4 orders. use rationale to assist in finding root causes if targets are not met.	Complete production diagnostic form
Step 3. - Gold Standard Production Quality	Step 4. - Call to action
Purchase and taste products and decide whether the product meets gold standard quality. Reference the QSC workbook for product descriptors for each product. A minimum purchase one red meat product, one white meat product, one serving of fries and one drink.	Using your observation from the diagnostic tool create an action plan to be completed prior to next walk-thru.

Step1. - Production Speed

Production Diagnostic - Take the reaction (A), Bun production (B), and assembly times (C) for 4 orders and use the Production Diagnostic Rationale to further diagnose the root causes of each if target times not met.

	A				B				C (C= A+B+C)			
	Bun production time 20"-25"				Assembly Time 12"-20"				Order prep time 35" - 50'			
	Touch bun, place in toaster, place wrapper/ box on prep table, place toasted bun, in clam/ wrap.				Ready for dress until in the heated landing zone.				From the time the first item appears on the KVS screen until the last item reaches the HLZ.			
1												
2												
3												

Step 2. - Production Diagnostic Rationale

	W1	W2	W3	W4
Is the initiator staying in position and achieving a reaction time of 0-5?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the initiator reacting to three or more products on the KVS and calling for help?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are buns being pulled forward in the crate for easy access, is the count labeled and stocked correctly, are buns consistently running out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the grill printers working and paper available? are grill stickers in the correct location and in a properly functioning dispenser?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are stock levels adequate (food and paper) - 24/2?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are UHC levels adequate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are wraps stacked to the lip to prevent curling?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the rubber band analogy in play down the line? Crew pulling not pushing orders down the line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the station staffed correctly so crew are not being taken off the line?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the KVS screens clean and in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is side two stocked and ready to open if needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 3. - Gold Standard Product Quality

Evaluating gold standard quality guidelines: When completing quality evaluations of completed burgers, fries and others products during the completion of a diagnostic tool follow these guidelines:

- Never evaluate more than 2 burgers at a time and always evaluate fries first.
- Start the evaluation as soon as possible and always within 2 minutes.

When evaluating a product we look at:

- Appearance
- Temperature / texture
- Taste

Use the Gold Standard Quality descriptors in the pocket quality reference guide to assist you.

As a minimum you should purchase one serving of fries, one white meat product, one red meat and one drink.

Product	Appearance				Temperature/ Texture				Taste				Comments
	W1	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4	
Fries (complete first)													
Red Meat													
White Meat													
Drink													

Step 4. - Does the product meet Gold Standard Quality?

Reference pocket Quality reference guide for more detailed finished product quality troubleshooting information.

	Raw Product (Raw product quality, storage and holding)
W1	
W2	
W3	
W4	
	Equipment (Equipment is available, clean in good working condition and calibrated)
W1	
W2	
W3	
W4	
	Procedures (SOC procedures followed)
W1	
W2	
W3	
W4	

Step 5. - Food Safety

	W1	W2	W3	W4
All products are dated and are within secondary shelf lives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test the pyrometer using the steps in the food safety book. List temperature.				
Refrigerators are under 40 degrees – Test one refrigerator and list the temperature.				
All products are dated and are within secondary shelf lives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All items from last BOH visit corrected. Revisit any issues and take corrective action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observe hand washing , glove usage, time out procedures and correct opportunities. Is the team trained correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test all towel buckets. Do the towel buckets have the proper sanitizer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a complete set of shake brushes available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Daily Food Safety Sign off

Sign off each day during the week- Restaurant manager verifies completion, any incomplete dates or issues are to be listed in the comment section.

	Kitchen Manager Signature	Comments/Opportunities	Restaurant Manager Signature
W1			
W2			
W3			
W4			

Step 6. - Food Cost

Food Cost Tracking	W1	W2	W3	W4
Actual Food Cost				
Base Food Cost				
Spread				
Top 3 Yield Items				

Inventory Stat Items				
The top 3 stat items from the end of the month stat report are the 3 stat items to be listed and tracked for the entire month.	W1	W2	W3	W4
1. Stat Item _____ (List variance number each week)				
Is the necessary equipment available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the equipment in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watch the product being made?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the proper QSC procedures being used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Stat Item _____ (List variance number each week)				
Is the necessary equipment available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the equipment in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watch the product being made?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the proper QSC procedures being used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Stat Item _____ (List variance number each week)				
Is the necessary equipment available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the equipment in working order?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Watch the product being made?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the proper QSC procedures being used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Frappes				
Fill in for each week the initial reading when checking the calibration on the Frappe machine. Make adjustments as necessary.	W1	W2	W3	W4
The machine was calibrated on (fill in date).				
Ice				
Mocha				
Caramel				
Cherry Berry				
Yogurt				
Mango				
Strawberry				
Wild berry				
Lemonade				

Shakes				
Fill in for each week the initial reading when checking the calibration on the Shake machine. Make adjustments as necessary.	W1	W2	W3	W4
The machine was calibrated on (fill in date).				
Vanilla				
Chocolate				
Strawberry				
Special				

	W1	W2	W3	W4
Are all products in the walk in freezer rotated and within code date?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are all product in the walk in refrigerator rotated & with in code dates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call and transfer out excessive product 24-48 hours prior to it expiring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pull one trash receptacle from either front counter, or kitchen. Do a dumpster dive and analyze the savings opportunities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicate to your production/service team the expense in excessive waste.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have the Teflons been rotated, even days brown, odd days black?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do the cabinet levels match the level charts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have level charts been updated within the last month?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are maximum run sizes being followed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thaw / Pull Charts				
	W1	W2	W3	W4
Is the bun pull chart up to date (within the last 30 days) and being adhered to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the salad chart up to date (within the last 30 days) and being adhered to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the toast/ bake chart up to date (within the last 30 days) and being adhered to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the thaw/ pull chart up to date (within the last 30 days) and being adhered to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Step 7. - Retention

How many team members has your department lost?

Name	Why?

Walk-thru with Restaurant Manager

	W1	W2	W3	W4
My cleanliness walk-thru with my Restaurant Manager was completed on				
My Cleanliness score was (taken from scorecard)				
My PM walkthrough was completed on				
My PM Score was (from scorecard)				
Required SOC's completed and turned in to the people manager.				
All customer have been contacted – list the number.				
What are the actionable items that will take place to improve QSC?				

Self Development

	W1	W2	W3	W4
Completion goal for week				
What percent has been completed?				
What percent of your guests during your shifts received walk up service?				
What percent of your guests had HBO?				
What percent of your guests had beat the change?				
What percent of your guests during your shifts received WOW service?				

What did you train your assistant department manager on this week?
