

Weekly People Department Walk through

Department Manager: _____ Assistant Department Manager: _____

Restaurant: _____ Completed by: _____ Date: _____

Step 1. - Scheduling	Step 2. Hiring / Training
Proper weekly staffing of the restaurant for successful daily execution of WOW service.	Hiring staff to help in daily successful operation of the restaurant. Giving WOW service every day, all day!
Step 3. - Retention	
Keeping the best Employees , for the best service.	

Step 1. - Scheduling for success

Beginning the Scheduling Process						
	Projected Sales	Actual Sales	Projected Hours	Actual Hours	Projected Payroll	Actual Payroll
Week 1						
Week 2						
Week 3						
Week 4						

Present				
	W1	W2	W3	W4
Present R2D2 report, Post summary hour by hour comparison for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Present pre R2D2 report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Present Completed Schedule with cover sheet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Working the Plan				
	W1	W2	W3	W4
How many team members were late last week?				
How many team members called out last week?				

Step 2. - Hiring / Training

Complete a training needs analysis -				
	W1	W2	W3	W4
How many new team members are needed?				
What availability?				
How many will be interviewed?				
How many will be OJE'd?				
How many scheduled for orientation?				
All orientees - FS SOC in book?				
All trainees SOC's presented?				
How many SOC's were completed?				

Step 3. - Retention

How many team members has your department lost?

Name	Why?

Step 4. Cash Controls

Safe-	W1	W2	W3	W4
Safe count verified (Enter your count)				
Safe log Verified?				
How many completed safe count days? (open, mid, close)				
Safe clean and organized?				

Cash-	W1		W2		W3		W4	
Cash +/-								
Employee(s)		\$		\$		\$		\$
		\$		\$		\$		\$
		\$		\$		\$		\$
Any and all cash issues communicated to employee (Documentation signed)								

	W1		W2		W3		W4	
T-Reds								
Over rings								
Refunds								
Promo's								
Manager Meals		\$		\$		\$		\$
Employee Meals		\$		\$		\$		\$
Credit Cards over \$ 25 signed								

Skims-	W1	W2	W3	W4
Are skims Entered correctly?				
Average number of skims 15 daily?				

	W1	W2	W3	W4
Counterfeit pens in use?	Yes / No	Yes / No	Yes / No	Yes / No
Coupons are being stapled to receipts?	Yes / No	Yes / No	Yes / No	Yes / No
Are there enough staplers?	Yes / No	Yes / No	Yes / No	Yes / No

Step 5. 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.				
Is the crew room clean and organized?				
Is the office clean and organized?				
What are the actionable items that will take place to improve QSC from a people department perspective?				
Is the Crew room Clean, organized, and inviting?				

Step 6. 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?
