**A restaurant floor manager plays a crucial role in ensuring the smooth operation of the establishment. Starting the shift involves several duties to set the tone for a successful service. Here are some common tasks that a restaurant floor manager may undertake at the beginning of a shift:**

Arrival and Preparation:

1. **Arrive Early**: Be at the restaurant well before the scheduled shift to have enough time for preparation.
2. **Review Reservations**: Check the reservation book or system for the day's reservations and special requests.
3. **Check Staffing**: Confirm that you have an adequate number of staff scheduled for the shift.

Communication:

**Briefing with Staff**: Conduct a pre-shift meeting to communicate important information, such as special menu items, promotions, or any changes in procedures.

**Check Menu Changes:** Ensure that the staff is aware of any new menu items, Business Lunch, or changes in the menu. Bar items as well.

Set-Up and Organization:

1. **Inspect the Dining Area**: Ensure that the dining area is clean, organized, and set up according to the restaurant's standards.
2. **Check Restrooms**: Ensure that restrooms are clean and adequately stocked.
3. **Inspect Table Settings**: Confirm that tables are set correctly with clean utensils, napkins, and glassware.

Equipment and Technology:

**Check POS System**: Ensure that the point-of-sale system is functioning properly and ready for transactions, including Handheld.

Staff Assignments:

1. **Assign Stations**: Determine the seating assignments for servers and support staff.
2. **Review Roles and Responsibilities**: Remind staff of their roles and responsibilities during the shift.
3. **Check Uniforms and Appearance**: Ensure that all staff members are in proper uniform and maintain a neat appearance.

Customer Service Focus:

**Emphasize Customer Service:** Remind staff about the importance of excellent customer service and attending to guest needs promptly.

**Address Guest Concerns**: Be prepared to handle any guest concerns or issues that may arise during the shift.

**Review Reports**: Check reports from the previous shift, such as sales, inventory, and any incidents, to stay informed about ongoing issues.

Open Communication:

**Be Accessible:** Make yourself accessible to both staff and customers, encouraging open communication.

**Address Concerns**: Address any immediate concerns or issues raised by staff before the shift begins.

**By performing these tasks at the beginning of the shift, a restaurant floor manager helps create a positive and organized environment, setting the stage for a successful dining experience for both staff and customers.**

**Inventory:**

As you know, ensuring timely and accurate data entry into R365 is crucial for our restaurant's financial management and inventory control. To streamline this process, we have devised a new system aimed at expediting the submission of invoices to Liz Daily for uploading into the R365 system.

We will implement a daily submission protocol for invoices. This means that each day, all invoices must be promptly compiled and forwarded to Liz at 4PM for processing into the R365 system. By adopting this approach, we can avoid backlog issues and ensure that our financial records remain up to date.