



- Upon arrival, check in with the Opening Manager to see what tasks, if any, remain from morning. Help complete these tasks as necessary.
- If not already completed, before the lunch rush, complete the Line Check (with the Opening Manager if applicable). Be sure to taste the product while temping it. This applies to both the hot and cold food when checking quality
- Throughout the shift:
  - Continually check in on all areas of the store, making sure team members are doing their duties and guests are being properly taken care of. (One manager should have focus on the BOH, the other on the FOH at all times)
    - FOH:
      - Interact with guests and make their visit as the best as possible, ask them how their meal/day is going.
      - Ensure that FOH is stocked (silverware, lids, cups, straws, etc..) Brew more tea/coffee as needed
      - Make sure that the dining room and restrooms are stocked, cleaned and sanitized
    - BOH:
      - Be conscientious of ticket times. Jump into position and assist the kitchen as necessary.
      - Verify proper reheating and holding practices are being maintained (Additional line checks if needed)
      - Receive any new product if needed-try not to receive any deliveries between 11:00am-1:00pm
- Cut team members as business dictates. Monitor the efficient progress of Mid-Day (Shift Change) Duties, as required.
- Have a brief meeting with the Opening Manager to discuss the shift, issues to keep an eye on, any upcoming events, catering orders, staff issues, etc.
- Assist the Opening Manager with completion of any administrative tasks, before they leave for the day.
- Perform any/all register checkouts with team members, and reconcile sales reports/tips/deposits/drawers as necessary.



- “Check Out” Day shift employees. Verify completion of the Line Cook, Cashier, (and Bar if applicable) Mid-Day (Shift Change) Duties, per their respective opening duties checklists, if required.
  
- Make sure the BOH and FOH are both cleaned and restocked prior to the closing staff’s arrival.
  
- Upon their arrival, meet with the Closing Manager to complete any tasks remaining from the Day Shift, and establish any additional tasks for the Night Shift. Work together to complete as necessary.