



Peak Shift Performance Verification Tool

Used for Verification of STTNL Principles
 Passing Score is 80% in all areas.

Store Name: _____ #: _____
 Manager Name: _____
 Completed BY: _____
 Date: _____
 Time: _____ Score: _____

General STNL	Yes	No	Pts
1. Pre-shift checklist complete			10
2. Staffing levels appropriate for volume			10
3. Crew positioned to meet customer demands			10
4. Second side open (when needed)			10
5. Proactively Manages Danger Zones			10
6. Stocking 24/2 (SIP)			5
7. Manager sets targets , everyone knows targets			5
8. Target results are tracked, and Communicated			5
9. Manager managing from the Observation Zone			10
10. Cars roll forward immediately if order isn't ready			5
11. Hand washing is taking place			5
12. Food Safety Daily Checklist Complete			10
13. Shift Manager Food Safety Certified			5
STTNL General - Total			100

Drive-Thru Car Count		Front Counter GC		Sandwich Count	
Target	Actual	Target	Actual	Target	Actual
OEPE				KVS	

SHINE	Present	Cash	DT OT1	DT OT2	FC	GEL
Great						
Smile						
Thank						
APP						

Service	Yes	No	Pts
1. Results vs. target: Front Counter GCs +/- Drive-Thru Car Count +/- Sandwich Count +/-			10 15 10
2. Six steps at front counter, seven at DT			5
3. Order accurately filled; condiments, napkins receipt, etc.			5
4. SHINE Hospitality- a. Great Smiles, courteous, helpful, b. Smile friendly, eye contact c. Thank			10 10 10
5. Management Appearance- proper uniform, complete with name tag, clean/well groomed			5
6. Crew Appearance- proper uniform, complete with name tag, clean/well groomed			5
7. DT & Counter Equipment- operating and positioned properly, enough headsets, etc			5
8. Order taker suggestive sells when appropriate			5
9. Travel paths completed.			5
Service - Total			100

Quality	Yes	No	Pts
1. Product tested: Hot, Fresh Entr: _____ BEV: _____ Dsrt: _____ Neat appearance? Properly prepared, Good taste?			10 10 10
2. Fries/Hash brown- Hot, fresh, good flavor, salted properly, & golden color			10
3. Beverages- Properly filled, proper temperature, good flavor, properly made.			5
4. Desserts- Properly prepared, good flavor and texture, holding time expectable			5
5. Buns/Muffins/Bagels – toasted properly			5
6. Production Manager - with 11 or more crew, a dedicated production manager has been shown to help expedite production and service. With fewer than 11 crew, it is helpful to have <u>someone</u> assigned production responsibilities.			10
7. Charts/E-Production in place, & up to date. Trays & Levels correct. Holding times adhered to.			5 5 5
8. Raw product/buns: Within code dates . Secondary shelf lives marked. Prep table times marked/monitored. Tempered product properly marked.			5 5 5 5
Quality - Total			100

Cleanliness	Yes	No	Pts
1. Guest Conveniences- self serve area -clean, and supplies stocked, high chairs clean.			15
2. Lobby/Dining Room-floors, chairs, tables, lobby trays properly cleaned.			15
3. Restrooms- Clean, odor free, supplies available, hand dryer working			15
4. Windows/Doors- All windows/mullions clean (including DT windows)			10
5. Outside Lighting - all bulbs working, clean & in good repair			5
6. Playplace/ Patio- seating, trashcans, floor, play unit, clean & well maintained			5
7. Trash Cans/Sidewalks- Clean and in good repair Emptied as needed			5
8. Signage/Flags- In good repair, clean and properly displayed, DT menu board and speaker/ COD clean and in good condition			5
9. Landscape/Parking Lot- Parking lot free of litter, landscaping well maintained			5
10. Kitchen- floors, walls, stainless, equipment clean, not cluttered and in good repair			10
11. Front Counter/DT- floors, walls, stainless equipment clean, not cluttered and in good repair			10
Cleanliness - Total			100

Notes: _____

