

McCafé Premium Roast Coffee, Iced Tea, and Iced Coffee Health Check

- People
- Optimized Equipment Layout
- Coffee Production
- Delivering a Great Guest Experience

- Step 1** – Complete monthly with Supervisor and General Manager.
- Step 2** – Answer questions with Yes (Y) or No (N).
- Step 3** – Decide should you Fix it Now (FN) or add to Action Plan (AP).
- Step 4** – For any “No” answers, determine if the root cause is Knowledge, Resources or Motivation (K/R/M).
- Step 5** – Choose 1-2 items below and make an improvement plan.

		Y/N	FN/AP	K/R/M
People	Was a pre-shift checklist completed and followed up on? Pre-shift Checklist			
	Has a Beverage Team been identified and are they in place and providing training and coaching?			
	Is the Beverage Cell staffed and positioned effectively using Staffing, Scheduling & Positioning Guide? Staffing			
	Are the crew reacting immediately to the Beverage Monitor when a drink appears?			
	Have the crew been trained in brewing, holding, and serving premium roast coffee, iced tea, and coffee?			
Procedures	Is premium roasted coffee, iced tea, and iced coffee being timed correctly, and is the product wasted if it's not served within its holding time? (premium roast coffee 1 hour in the thermal decanter, iced tea 8 hours, iced coffee 12 hours).	Y/N	FN/AP	K/R/M
	Are the crew stirring all premium roast coffees with four (4) or more sweeteners?			
	Do premium roast coffees and iced coffees have a beverage sticker applied to the cup for accuracy?			
	Are crew following the Single Spoon procedures for premium roast coffee and iced coffee?			
	Are crew using the new ice pitcher for iced tea and iced coffee?			
	Are crew adding the correct amount of ice before brewing iced tea and iced coffee? (full pitcher)			
	Are empty BIBs of MIS being replaced immediately when the display reads “REPLACE BIB!” in order to prevent having to prime the brewer?			
Equipment McCafé' Premium Roast	Is the Beverage Cell laid out according to Be Well Served? Be Well Served			
	Use the Coffee Capacity Tool to ensure you have enough brewers.			
	Use the Coffee Prep Chart to determine how many pots of coffee to brew. Coffee Prep Chart			
	Have you performed daily and weekly calibration of your coffee brewer? Coffee Brewer Calibration			
	Are coffee pots and brew baskets cleaned daily using the Kay Filter Pouch cleaner?			
	Is your timing system in place and working? Timing System			
	Are both your beverage printer and monitor working?			
	Are any coffee smallwares or replacement parts for your coffee equipment needed? H&K Franke			

		Y/N	FN/AP	K/R/M
Equipment\ Iced Tea Iced Coffee	Are all dispensers and lids clean, in good repair and have a working locking device?			
	Are the dispenser wraps and/or stickers in good condition?			
	Is the correct ice pitchers being used when preparing iced tea and iced coffee?			
	Are the iced tea and iced coffee brew baskets clean (not stained) and in good repair? Is restaurant using Kay Filter Pouch Cleaner weekly on the tea and iced coffee brew baskets?			
	Have you performed the monthly calibration on your iced tea/iced coffee brewer?			
	Have you cleaned and sanitized the sweetener lines on your iced tea/iced coffee brewer?			
	Have you used the Dispenser Estimator tool to ensure you have enough dispensers for sweet tea, iced tea and iced coffee?			
	Have you added Sweet Tea, Iced Tea and Iced Coffee to your prep charts to determine the number of batches of each product needed daily?			
	Is the ABS dispensing a full cup of ice for iced tea?			
	Are the BIBs of MIS stored at room temperature and hooked up properly at the brewers (top side up/spout down)?			
	Are all dispensers of brewed sweet tea, iced tea, and iced coffee at or below 70°F?			
	Is the restaurant using the correct iced coffee? Bold WRIN# 13257-001			

Who will own and write a plan #1:	Who will own and write a plan #2:
Attach plan start and end dates:	Attach plan start and end dates: