

Shift Manager Guide for Success

Before Your Shift.

- Print off daily and have a DSPT (Dynamic Shift Positioning Guide) completed 24 hours before shift. Send it to GM so it can be verified, and it can be marked as complete.

When you arrive for your shift.

- Check in with previous shift manager for updates on call ins and any equipment/product issues and any breaks that still need to be done. Make sure GM is also made aware of equipment/product issues.
- Complete preshift and delegate out any issues found while performing preshift.
- Make the previous shift manager aware that you are done with preshift and have control of the floor. Make sure this is done by the time shown on daily schedule.

When it is your shift.

- Make sure hand washing is taking place every hour.
- Complete a travel path at least once an hour. Use checklist on iPad. If it's peak, would recommend every 30 minutes. Make sure issues are caught and delegated to crew/supporting managers.
- Make sure cleaning and stocking is happening whenever able.
- Watch for danger zones and flex in and out to clear them out. Examples include.
 - Three or more
 - Orders on a screen
 - Held orders that need to be ran out.
 - Customers waiting in lobby to have order taken.
 - Cars waiting at any window especially the present window. Cash windows become an issue if cars are sitting for more than 20 seconds at a time. Use zoom board as a tool to spot these danger zones.
 - Items are being held on in the kitchen. Should be using production manager to address these issues or any other issues in kitchen.

When your shift is over

- Make sure you communicate with next shift manager on call ins, equipment/product issues, and status on breaks.
- Make sure to complete any write ups/commendations from your shift.
- Print off daily and DSPT for the next shift you run.