# Manager’s Shift Change Checklist

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| AM Manager | **Date** |
| **PM Manager** |  |

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| DONE | **ACTION** | **COMMENTS** |
|  | After lunch business has slowed, cut appropriate labor.  \_\_\_ Servers  \_\_\_ Bus staff / dish room  \_\_\_ Host  \_\_\_ Bartender  \_\_\_ Kitchen - line  \_\_\_ Kitchen - prep |  |
|  | Check that busser stays to restock stations with fresh product, clean floors, restrooms. |  |
|  | Check that bartender sets up bar for PM shift including ice, beer, garnishes, mixes. |  |
|  | Lunch service continues in bar area only. |  |
|  | Take all waitstaff checkouts. |  |
|  | Follow up on any outstanding notes or phone calls from manager’s log book. |  |
|  | Review seating chart for dinner shift. |  |
|  | Review reservations for dinner – establish game plan. |  |
|  | Check bus-stands for proper set-up and cleanliness. |  |
|  | Conduct any interviews between 2:00 PM and 6:00 PM. |  |
|  | Be certain that all service staff has arrived and are properly dressed and on the floor completing side work. |  |
|  | Tables and chairs aligned; silverware spotless. |  |
| **DONE** | **ACTION** | **COMMENTS** |
|  | Review the following with the PM manager:  Opening and shift change checklist  Notes in manager’s Red Book  Reservations and station map for PM shift  Staffing levels for PM shift  Dinner specials – special cards, etc.  Pre-shift meeting topics |  |
|  | 4:00 – Program dinner special in register and change from lunch menu. |  |
|  | Change music to up tempo CD through happy hour. |  |
|  | 4:30 - Conduct an informative and POSITIVE pre-shift meeting. |  |
|  | 4:40 – Check men’s and women’s rest rooms:  \_\_\_ Clean mirrors, faucets, sink and counter.  \_\_\_ Clean floor and commodes.  \_\_\_ Fresh smell. |  |
|  | 4:45 - Conduct line check with chef/sous chef/KM. |  |
|  | Check valet service to park cars. |  |
|  | 5:00 – Open dining room. |  |
|  | PM manager review seating chart and reservation game plan with hostess. |  |
|  | AM manager issue bar banks to PM bartenders. |  |
|  | 6:00 - change music to a medium tempo CD. |  |
|  | After dinner period, change music to up temp CD. |  |