

Opening and Closing Checklists

Today's Goal:

We will cover **how you can develop routines** that will
**help improve your food safety practices, the fan
experience and increase accountability across your
store teams**



What gets missed most at open or close?

Think about your store.

What is the one thing that gets missed most often at opening or closing?

Quick answers from the room

1. Busy.

A delivery, a call-out, and a guest all at once.

2. Interrupted. Pulled away mid-task and never come back to it.

3. Autopilot. "I've done this a hundred times."

4. Tired.

The end of a long close is when steps get skipped.



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Who uses checklists?

***The best in the business use
them every time***

PILOTS

**Run a checklist before every
flight**

No matter how many thousands of hours
they have flown. Experience is exactly why
they know not to trust memory.

SURGEONS

Over 33%

Fewer deaths and complications after
hospitals added a simple surgical checklist.

Checklists aren't for beginners. They're for people who can't afford to miss.



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Why it matters

DQ checklists protect four things

1 FOOD SAFETY

- Temps checked and logged
- Date labels and rotation
- Sanitizer at the right strength

2 GUESTS

- Open on time, every time
- Ready for the first car
- Clean lobby and restrooms

3 MONEY

- Cash counted and secured
- Product put away right
- Equipment off at close

4 THE TEAM

- Same standard every shift
- Clear handoff between managers
- No guessing what's done

The checklist is the standard written down.



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The Opening

The open sets up the whole day

1

Safe entry

Building secure,
alarm, lights

2

Food safety

Temps, dates,
sanitizer

3

Equipment

On, heated, and
working

4

Product

Stocked and
prepped to par

5

Cash & POS

Drawers
counted,
registers up

6

Ready

Doors open on
time

Ready before the first guest, not catching up after.



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The Closing

The close sets up tomorrow

1

Food

Covered,
labeled, and put
away

2

Clean

Stations cleaned
and sanitized

3

Stock

Restocked for
the morning

4

Equipment

Off, or set for
overnight

5

Cash

Counted,
recorded,
secured

6

Secure

Doors locked,
alarm set

Close the store the way you would want to find it.



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When a step gets skipped

Small misses, big costs

Temps not logged Unsafe product, and a failed inspection

Product not pulled to thaw Shortages at lunch, 86'd items

Freezer door left open Thrown-out inventory

Drawer not counted A cash shortage with no owner

Back door left unlocked A security risk for the building and the team

Every step skipped at close becomes the opener's problem.



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Building the Routine

The checklist builds the routine

1 SAME ORDER

Work the list top to bottom, the same way every shift.

2 SAME TIME

Start at the same time, so nothing gets rushed.

3 AS YOU GO

Check each item when you finish it, not at the end.

4 SIGN IT

Initial it, note any problems, and hand it off.

Once the routine is automatic, your attention is free for the team and the guests.

Building the Routine

Use it right, or it is just paper



DO

- Check each item as you finish it
- Verify it, don't assume it
- Write down anything that is wrong
- Pass problems on to the next manager



DON'T

- Check every box at the end ("pencil-whip")
- Skip a step because "it's always fine"
- Leave a problem off the sheet
- Sign for work you did not see

A checked box is a promise the work was done.



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Your role

Make the checklist the way we do things

1 MODEL IT

Use it yourself, every shift, in front of the team.

2 CHECK IT

Spot-check two or three items. See it for yourself.

3 COACH IT

Fix misses right away, privately and specifically.

4 THANK IT

Recognize the person who opened or closed it right.

What gets checked gets done.



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PRACTICE • PAIRS • 2 MINUTES

Your checklists: what matters most?

Look at your opening and closing checklists.

1 CIRCLE

Circle the three items on each list that would hurt the most if missed.

2 EXPLAIN

What happens to guests, food safety, or money if each one gets skipped?

3 NOTICE

How long does each of those items actually take to do?

The steps that matter most are often the quickest to do.



Starting with your next shift

Every open. Every close. Every time.

1 USE IT

Work the checklist top to bottom, as you go.

2 SIGN IT

Initial it, note problems, and hand it off.

3 CHECK IT

Spot-check the work and coach the misses.

***Great shifts don't happen by memory.
They happen by routine.***



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