



Peak Shift Performance Verification Tool

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

Restaurant Name: _____ National Store #: _____ Date: _____ Time: _____

Shift Manager Name: _____ Completed by: _____

General SIO _____ Q: _____% S: _____% C: _____% Overall: _____

General SIO	Yes	No	Pts
Pre-shift checklist complete			10
Staffing levels appropriate for volume			10
Crew properly positioned (DSPG)			10
Second side open (when needed)			10
Proactively Manages Danger Zones			10
Stocking 24/2 (SIP)			5
Manager sets targets, everyone knows targets			5
Targets and results are tracked			5
Manager managing from the Observation Zone			10
Cars are pulled forward immediately if the order is not ready			5
Hand washing is taking place			5
Food Safety Daily Checklist Complete			10
Shift Manager Food Safety Certified			5
SIO General - Total			100

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

Service	Yes	No	Pts
Results vs. target: Front Counter GCs +/- Drive-Thru Car Count +/- Sandwich Count +/-			15 20 15
Six steps at front counter, seven at DT			5
Order accurately filled; condiments, napkins receipt, etc.			10
Be Nice Hospitality- Smiles, courteous, helpful, friendly, eye contact			10
Management Appearance- proper McDonald's uniform, complete with name tag, clean/well groomed			5
Crew Appearance- proper McDonald's uniform, complete with name tag, clean/well groomed			5
DT & Counter Equipment- operating and positioned properly, enough headsets, etc			5
Order taker suggestive sells when appropriate			5
Travel paths completed.			5
Service - Total			100

Quality	Yes	No	Pts
Product tested. _____ Hot and fresh Neat appearance Good taste, properly prepared			10 10 10
Fries/Hash brown- Hot, fresh, good flavor, salted properly, & golden color			10
Beverages- Properly filled, proper temperature, good flavor, properly made.			5
Desserts- Properly prepared, good flavor and texture, holding time expectable			5
Buns/Muffins/Bagels – toasted properly			5
Production Manager - with 10 or more crew there is a production manager assigned. with less than 10 a designated person is assigned production responsibilities			10
Cabinet Charts- in place, up to date, and followed. Holding times adhered to			15
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
Guest Conveniences- self serve area -clean, and supplies stocked, high chairs clean, music on			15
Lobby/Dining Room-floors, chairs, tables, lobby trays properly cleaned.			15
Restrooms- Clean, odor free, supplies available, hand dryer working			15
Windows/Doors- All windows/mullions clean (including DT windows)			10
Outside Lighting - all bulbs working, clean & in good repair			5
Playplace/ Patio- seating, trashcans, floor, play unit, clean & well maintained			5
Trash Cans/Sidewalks- Clean and in good repair Emptied as needed			5
Signage/Flags- In good repair, clean and properly displayed, DT menu board and speaker/COD clean and in good condition			5
Landscape/Parking Lot- Parking lot free of litter, landscaping well maintained			5
Kitchen- floors, walls, stainless, equipment clean, not cluttered and in good repair			10
Front Counter/DT- floors, walls, stainless equipment clean, not cluttered and in good repair			10
Cleanliness - Total			100

Comments:



Peak Performance Improvement Commitment

What was the biggest opportunity on the shift? _____

Objective 1: _____

Action(s) agreed upon to ensure root causes are corrected _____

Objective 2: _____

Action(s) agreed upon to ensure root causes are corrected _____

Leadership Behaviors

- BUILDS TEAMWORK**- Makes rules clear and applies consistently. Sets and role models expectations. Encourages team to work together. Recognizes unique contributions.
- COMMUNICATES EFFECTIVELY & HONESTLY**- Keeps restaurant team informed. Uses consistent ways of communicating to restaurant team. (e.g. shift huddles, memos, comm. Log).
- DEVELOPS CREW & TRAINERS**- Shows training is a priority. Plans for training. Consistently delegates to others and follows-up.
- INFLUENCES BY EXAMPLE**- Demonstrates a “can-do” attitude, sense of optimism, ownership and commitment for getting results
- ORGANIZES THE WORK**- sets and communicates priorities to keep self and other focused. Removes barriers in effort to get to most important work. Identifies and requests needed resources. Seeks expertise to solve problems or get results.
- PLANS BEYOND THE SHIFT**- reviews and uses information from a variety of sources to identify opportunities for improving the restaurant (e.g. past performance, advertising plans, manager logs, and suggestions from crew, trainers and other mgrs). Knowledgeable about restaurant’s business plan; communicates actions to achieve goals. Participates in action plans for improving restaurant results (identifies what he/she can accomplish, generates ideas, buys in to tactics, executes against plan and tracks results)
- PUTS CUSTOMER FIRST**- understands restaurants vision for customer service. Communicates vision to crew. Asks customers for feedback. Seeks new ways to satisfy customers.
- SUPPORTS CHANGE**- understands value of change; committed to change. Builds commitment to changes with others. Talks about changes in a positive way. Identifies and communicates ways to improve processes.

Shift Manager’s Signature _____

Date _____

Verifier’s Signature _____

Follow-up Date _____