

Mystery Shop Manager Checklist:

Date: _____ Manager: _____ Window: (B L D) Day: (M T W T F S S)

Shop Time Windows:

	Weekdays (Mon to Thru)	Weekend (Fri Sat Sun)
Breakfast	6:45 am and 9:15 am	8:00 a.m. and 10:00 a.m.
Lunch	11:30 am and 1:30 pm	Same
Dinner	5:00 pm and 7:00 pm	Same

30 minutes before the Shop Time Window Starts:

- Set and Communicate Targets for KVS, CTP and Car Counts
- Positioning Guide Complete and Posted (everyone on the floor)
- Grill area stocked (paper and raw product)
- Front Counter and Drive Thru areas stocked (Cups, Condiments, Everything!)
- Lobby is clean -- tables, chairs, floor, glass, trash cans changed, condiments stocked
- Shake, Sundae, McCafe, Smoothie and Flurry machines are fully stocked
- Salads made and Dressings stocked. Parfaits made and up front.
- PlayPlace clean and neat
- Restrooms checked and stocked, floors, mirrors & counters cleaned
- Lot picked up with trashcans less than half full.
- All Cash Drawers needed up front in the drawers.
- Inform new crew or trainees of their responsibilities

Positioning during the Shop Window:

- Positioning should be done according to your current printed Positioning Guide (SSP)
- All Crew assigned to drawers should be working for the entire shop window
- No drawers should be counted during the shop window
- Crew placed in Drive Thru Cashier position should be working the entire shop window
- Drive Thru Split Function – separate order taker and cashier when lobby is open
- During Lunch, the Maintenance Men will be positioned on the floor for the shop time
- No Breaks will be given during the Shop Window
- Position with "Aces in Their Places", People should be in the position they do best
- Everyone in Lockdown. No one ever leaves their station during the Shop Window

Ten Minutes before Shop Window begins:

- 30 Minute checklist completed.
- Both sides of the prep table are open and functioning with orders (Second Side Open)
- Everyone off Break (No breaks will take place until after the shop window)
- All Crew and Managers are placed, and are at the position they will work
- No one changes positions during the Shop Window unless absolutely necessary
- Crew and Managers reminded of proper Greetings, Eye Contact and Closings
- Lock Down. No one will leave their station during the shop window
- All Crew and Manager uniforms neat, clean, tucked in, hats and name tags on (wrinkled and or dirty uniforms are not acceptable)

During the Shop Time Window:

- Focus on Great Service
- “Last to Turn Your Back”, always remain facing customer until they turn away
- Both Sides of the Dress Table are open (Second Side Open)
- No one leaves their station until the Shop Window is over
- Any hold ups on service should be reacted to and fixed immediately
- Shift Manager handles customer complaints, food fixes, and unusual customer requests
- No Breaks are permitted
- No outgoing phone calls are made from the restaurant
- Incoming calls are short with messages taken for staff on the shift
- No Administrative duties performed by Managers or Crew
- No Managers are in the office, Everyone is on the floor
- All Managers and Crew Trainers monitor customer service and for Mystery Shop Scoring Standards (greetings, smiles, eye contact, condiments, napkins, food dress, service times) and make adjustments

Service Time Targets:	Total Line Time	Order to Receive Time
Drive Thru	3 min. 30 sec or less	1 min 30 sec or less
Front Counter	Same	Same
KVS	less than 50	
CTP	Drive Thru 45	Counter 60
“HBO or Go” (Smart Parking)	If the order is not ready it needs to be parked (Fast Forward)	
“Last To Turn Your Back”	Fully Face and Engage Customer until THEY Turn Away	

After the Shop Window:

- Continue to give good service as you transition out of the Shop Window
- Planned breaks should begin
- Drawers for Crew getting off or going on break are pulled and counted
- Areas restocked and cleaned
- Managers and Crew Trainers log any problems or opportunities for improvement to be addressed to the Store Manager.
- Review Targets – KVS, CTP and Car Counts
- Managers or Crew doing an outstanding job are recognized and acknowledged

Great Service is NO Accident. Make every customer feel they are appreciated. Welcome them when they come in and invite them to return.