

# OPENING/CLOSING PROCEDURES

DUTY MANAGER / FRONT OF HOUSE
AM
Turn on lights, music system, and A/C
Check all closing procedures from previous evening. If incomplete - Record and communicate.
Count till float, ensure it is correct and place in drawer.
Check toilets are cleaned and signed off in store log book.
Check all team members are in correct uniform.
Prep the cabinet - Unwrap or make savouries.
Promo material (National and in-store promotions): Ensure correct material available
TCC brochures: Refill VIP, Loyalty cards, Gift cards
Communicate with chef and create <i>Chef's Suggestions</i> - Refer to the store log book for ideas.
Change blackboard and A-frame specials.
Check communication diary and team communications in store log book.
Check roster - Allocate sections, break times, and duties.
PM
List any ordering that needs to be done. Place orders for next day delivery.
Complete all cashup procedures. Place empty cash drawer on counter where visible to outside.
Store Log Book: Ensure all sections of the store log book were recorded.
Leave any necessary notes for the morning manager in the communication diary.
Ensure all BOH equipment is switched off: Dishwasher, deep fryer, impinger, and flat top.
Ensure all fridge and freezer doors are closed and sealing.
Turn off A/C, music system and lights.
Activate alarm and secure store.
BACK OF HOUSE
AM
Switch on dishwasher, impinger, poaching pot, flat top and exhaust canopy (if applicable).
Deep fryer - Check if oil needs to be filtered or topped up before switching on.
Deep fryer - Filter, top up/replace oil if needed before switching on the unit.
VMC - Make savoury options (wraps, sandwiches, croissants, bagels, scones, muffins, etc). Use <b>Fresh to Go</b> stickers.
Check shelf life (Best Before date) of all food in prep fridge - Discard if needed and record in Store Log Book
Check prep for the day and restock as required - Use Control, Product Handling and Prep Chart
Communicate FoH special of the day and items that needs to be sold - AVOID WASTAGE. Use Store Log Book to communicate and provide feedback
Utensils soaked in water
Set bains so they are fully stocked and ready for service according to time of day
Change water for utensils (Pre-lunch, shift changeover, pre-dinner)
Create a prep and order list in BoH diary - Ensure all orders are placed before suppliers close
Complete prep - Ensure it has labels with the name of the item and <b>use by</b> date (Use Control, Product Handling and Prep Chart)
PM
Sauce bottles: Remove lids and wash. Refill and ensure it's dated
Put all condiments in fridge
Prep fridge (Top bain): Wash all containers, refill/top up and wrap
Ensure all prep and bains are covered
Switch off deep fryer, impinger, salamander, oven, flat top, poaching pot and exhaust canopy
Assist with dishes or any other duties that may need to be completed
Wastage and breakage - If necessary, record in Store Log Book
Ensure all deliveries are checked and temperatures are recorded in <b>Food Safety Daily Monitoring Form</b>
Write notes in communication diary for the next day's operation, items to upsell, Chef's Special and to do list