Figure 8 List

Figure 8 check list

- Starting at the host stand.
  - Host up to bat with next rotation written down
  - Menu counts to the kitchen to ensure team members understand the flow coming in and to prepare for the rush.
  - Seating guest promptly and efficient
  - Hosts are excited with our guest and wishing them a thoughtful departure and ask them to return.
- Walking the dining room
  - Check for cleanliness and organization of tables, chairs, and floors.
  - Checks being dropped halfway through the meal.
  - Touching tables
  - Thank guest for dining with us, and ask them to return
  - Watching steps of service with servers
  - Check in with team members and see if they need help with anything
  - Pre bussing in dining room
  - Ambiance throughout dining room
  - Observe the behavior of guests and staff to ensure that everyone is following established protocols and procedures.
  - Address any issues or concerns that arise during the walk and take action to coach on the issues.
  - Check the restrooms to ensure that they are clean and well stocked.
- Service line
  - Ticket times
  - Dragging items and understand why items are dragging and how to prevent this from happening.
  - Monitor the presentation of food to ensure that it is visually appealing and meets quality standards.
  - Efficiency on the service line “full hands in, full hands out”
  - Monitor the speed of service to ensure that guests are not waiting too long for their food.
  - Check the cleanliness of the service line and surrounding area.
  - Observe the behavior of staff to ensure that they are following established protocols and procedures.

- Kitchen
    - Check that all equipment is functioning properly and is clean.
    - Check in with team members, see if they need anything from you
    - Ensure that all food items are fresh and properly stored.
    - Check that all food is being cooked to the appropriate temperature.
    - Monitor the speed of service to ensure that guests are not waiting too long for their food.
    - Taste test food items to ensure that they meet the restaurants recipes and standards.
    - Check that all staff are following proper food safety and sanitation procedures.
    - Check the cleanliness of the kitchen and surrounding area.