Management Restaurant Visit Checklist Template

General Overview:

[ ] Date of Visit: _____
[ ] Time of Visit: _____
[ ] Location: _____

Front of House:

Customer Service:

[ ] Greeted by staff upon entering?
[ ] Observe staff attentiveness and professionalism.
[ ] Check if menus are clean and in good condition.
[ ] Observe table cleanliness and setups.

Ambiance:

[ ] Evaluate the cleanliness and maintenance of the dining area.
[ ] Assess lighting, decor, and overall atmosphere.
[ ] Check for any issues with seating comfort.

Customer Feedback:

[ ] Review recent customer feedback and complaints.
[ ] Discuss any recurring issues with the front-of-house staff.

Back of House:

Kitchen Operations:

[ ] Observe food preparation processes for hygiene and efficiency.
[ ] Check food storage and labeling practices.
[ ] Confirm that proper food safety protocols are being followed.
[ ] Review kitchen staff scheduling and performance.

Menu and Quality Control:

[ ] Taste-test menu items for quality and consistency.
[ ] Ensure portion sizes are consistent with standards.
[ ] Discuss any menu changes or updates with the chef.

Inventory and Supply Chain:

[ ] Review inventory levels and wastage control.
[ ] Verify the quality and reliability of food suppliers.
[ ] Discuss any supply chain issues or improvements needed.

Staff Interaction:

Team Communication:

[ ] Engage with staff to assess their knowledge of menu items.
[ ] Discuss any concerns or suggestions raised by staff members.

Training and Development:

[ ] Review training programs and materials for front-of-house and kitchen staff.
[ ] Discuss ongoing training needs and opportunities.

Financial Management:

Financial Review:

[ ] Analyze financial reports, including sales, expenses, and profit margins.
[ ] Discuss budget adherence and cost-saving strategies.

Health and Safety:

Safety Protocols:

[ ] Ensure that health and safety protocols are being followed.
[ ] Verify the presence of first aid kits and fire safety equipment.

Compliance:

[ ] Confirm that the restaurant is in compliance with health department regulations.
[ ] Review food safety inspection reports.

Customer Feedback and Trends:

Customer Feedback:

[ ] Discuss recent customer feedback and online reviews.
[ ] Identify areas for improvement based on customer comments.

Industry Trends:

[ ] Stay updated on industry trends and competitor activities.
[ ] Discuss potential changes or adaptations to the restaurant's offerings.

Action Plan:

[ ] Create an action plan based on observations and discussions during the visit.
[ ] Assign responsibilities and set deadlines for implementing improvements.