

Chapter 4 – Daily Paperwork

As a Shift Leader you will be responsible for ensuring the daily paperwork is completed each shift. You must ensure the following are fully completed:

1. **Opening & Closing Checklists** - ensures that all jobs are completed which will optimise the running of your store. If an employee clocks out 5 minutes past the store closing time it is highly UNLIKELY they were fully operational right up until closing time. The closing checklist should be followed as starting the jobs early can have a negative impact on sales and increase the number of complaints.
2. **Temperature Log (at least twice a day)** - This form has to be filled in full for the a.m. and p.m. The form should be placed in evaluation folder at the end of each week. This form is important for health and safety so must be done daily! If a food item is not within the recommended temperature ranges you MUST inform your Store Manager immediately and refrain from serving the food item so they can complete the food temperature action plan log.



Temperature Logs and Sanitisation forms will be checked on your monthly Evaluation Visits by your local Field Consultant. They must be completed correctly, accurately and daily for health & food safety reasons.

3. **Sanitisation Sheet (at least every 2 hours)** - One of the most important steps in reducing the spread of germs and cross contamination is sanitising frequently touched surfaces. You must ensure your staff sanitise all food contact surfaces one every two hours throughout the day. They should use blue roll and sanitise spray to clean the following areas listed on the daily sanitation sheet.
4. **Daily Cleaning Checklist** – As the Shift Leader you should ensure your store is clean and tidy and that all employee's follow the day and night cleaning check lists. Failure to complete the cleaning checklist can lead to disciplinary action.
5. **Daily banking** - These reports need to be fully and accurately filled in and they need the one-minute cash-in stapled to it and then placed in the folder created for them. As a Shift Leader you are responsible for completing the opening Shift Leader report when you open store, complete after lunch time and when you close the store.
6. **Visitor & Work record** - When you have a visitor or work is completed at the store from an external contractor you must record the date, time, company name and get their signature. You must record details of the visit and the action required.
7. **Daily spot check form** - You should complete the daily spot check form. Your Store Manager will list at least 3 products on the inventory spot check form each week and you must spot check these items by counting the quantity of each item in your store.

8. **Waste Chart** - Food Waste should be tracked every day. Each item thrown away or wasted by employees should be recorded on the waste chart. Employees should know to record waste on the logbook immediately prior to placing it in the bin. Record how much is being wasted on the waste chart which should be printed and available in store to be completed. You must inform the Store Manager or assistant manager when food is wasted and you should note it on the waste chart so they can enter the wastage into the POS system.

WISR

As you progress as a Shift Leader the Store Manager may ask you to start helping with the weekly inventory count. The inventory section of the WISR has been designed to determine the actual percentage of items used that week. From this information, a weekly food cost percentage is determined. The Store Manager is responsible for the weekly inventory though a Shift Leader may be asked to help the Store Manager with counting food items. It is good if the Shift Leader is aware of what the weekly inventory entails. You may print out Inventory count sheet at any time, regardless of whether or not the week ending date has been set.

Your Store Manager will show you how to do this on the POS System when it is necessary.

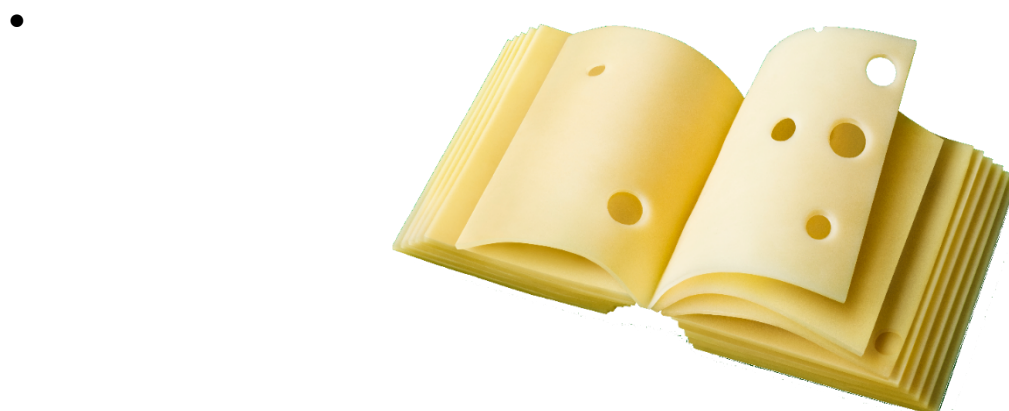
Accurate Recording

Each week, a Store Manager must be aware of exactly what items have been sold, exactly how much inventory has been used, and exactly how much has been spent in labour costs. Without this information, a store may be losing valuable profit dollars and not be aware of it.

As a Shift Leader you are vital in ensuring this is achieved. You should ensure:

- Accurately record the money in the store (safe/till drawer) on a daily basis
- Accurately ring in the correct products/vouchers that a guest purchase
- Follow the correct portioning
- Follow the prep guide correctly
- Do not waste food without it being recorded first – keep food waste to a minimum
- Accurately clock in and out when working
- Always ring in your employee meal and drinks
- Tell your manager if another employee is acting suspicious with money/products/theft

These steps can help maintain accurate record keeping in the store!



Daily Paperwork – Question Time

1. What are 5 examples of steps to achieve 'Accurate Recording'?

1.
2.
3.
4.
5.

2. Why should the opening & closing checklist be completed?

4. The temperature only needs to be completed once a day?

True

False

5. The sanitisation log only needs to be completed twice a day?

True

False

6. You count the money at the end of your shift and you notice it is £100 down – What should you do?

7. Why should you complete the Work & Visitor record form?

8. Why is it important to record when you waste products such as bread?

Trainer

Sign & date:

Trainee

Sign & date:

