

# Chapter 11 – Reporting and Store Evaluations

## Low Stock Levels

As a Shift Leader you are responsible for reporting low stock levels to your Store Manager. If you notice a certain product is low you should tell the Store Manager as soon as you notice. It is then the responsibility of the Store Manager to decide if more of that item needs to be ordered and if so they should delegate Stock ordering. The Weekly Inventory count should highlight if any product is running low and then be placed in the next order.

Moreover, when you working and you notice the bread levels are low it is your responsibility to organise next bake as soon as possible to adjust hourly bread usage chart and to prepare the bread that should be in the retarder getting ready for the next bake.

## Reporting external media interest

If you are working in the store and you receive media interest from a reporter or a phone call, simply take the caller's details and state you will pass this on to Head Office. Do not provide any information. An example of the media contact card is below:

### Media Contact Card

If you receive any media or press contact, please politely inform the caller that you are not able to discuss the issue in detail but are able to take some information down and you will need to have another person within the business contact them at a later point. Please ensure you take down these important details:

The callers details:

Surname \_\_\_\_\_

Forename \_\_\_\_\_

Telephone# \_\_\_\_\_

Name of Media Agency calling \_\_\_\_\_

Pass this information on to your Manager/ Franchisee

## Store Evaluations

All areas of the restaurant's operations will be reviewed during the evaluation visit. These visits are unannounced and occur every month. Your store should always be ready for a store evaluation. It should be clean, organised and all food should be labelled and safe for consumption.

To ensure that each SUBWAY® restaurant meets the Subway and Pasco Group's standards, areas of compliance have been established by Subway. These areas are most important in developing an efficient operation, strengthening the SUBWAY® brand and meeting customer expectations.

Compliance areas are weighted based on significance and have been assigned a point value. There are 17 categories that are broken down into 3 distinct areas, these include:

1. Customer Safety: Ensuring the safety of customers through proper product dating, maintaining product temperature, proper sanitation methods and pest control is crucial.
2. Protecting the Brand: It is critical that customers consistently receive quality products correctly prepared at a clean and well-functioning restaurant.
3. Operational Excellence: Operational excellence comes from a unified system of employee appearance, proper décor and signage, clear advertising and marketing messages and exceptional customer service.

A Restaurant Evaluation & Compliance Review Form is completed during the evaluation visit and action notes or warnings are given on review of the stores scores. Review and study a copy of the store evaluation report, the last one should always be kept on the notice board and all points and issues are actioned before the next visit.

# Store Evaluations & Reporting – Question Time

1. When should you report short stock levels?

2. When does a Field Consultant visit?

3. Why are store evaluations done?

4. Why is it bad for your store to get a 'Warning'?

5. What three distinct categories are evaluated on Store Evals conducted by Field Consultants?

1.

2.

3.

Trainer

Sign & date:

Trainee

Sign & date:

