

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 Log must be filled in full for the a.m. and p.m.

This Log 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 will be checked on your Resso self rev and Actual Rev Evaluation Visits. They must be completed correctly, accurately and daily for health & food safety reasons.

3. **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.
4. **Daily banking** – This must be completed daily on the Resso site using the end of day report as well as the control sheet. As a Shift Leader you are responsible for completing the open cash in, complete the handover after lunch time and then the end of day if or when you close the store.
5. **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.
6. **Daily spot check form** - You should complete the daily spot check form in the Resso paperwork and then upload this daily onto Resso site with a picture of the spot check sheet and WISR. Your Store Manager will list at least 10 products on the spot check form each week and you must spot check these items by counting the quantity of each item in your store.
7. **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 Resso Paperwork Waste page immediately prior to placing it in the bin. Recording how much is being wasted. You must inform the Store Manager or assistant manager when food is wasted, you should also note it on the waste chart that the waste has been entered into the POS system after you have done so.

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.

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) daily
- 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 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!

