

Recommended ICOS Management Checklist

Inaccurate Inventory Count

- Spot-check weight of cases of costly items
- Complete one count as a management team to review consistent accuracy of inventory counts
- Keep stock area organized, labeled and clean
- Use calibrated scales to measure prepped items that go into a recipe
- Set up your inventory count sheet with items listed by location for efficiency and accuracy
- RGM should close period end

Employee and Manager Meals not Recorded

- Record meals on the register as either an employee meal or a manager meal
 - Ring prior to making food order
 - Meal receipts must be signed by both the manager and employee
- Meals must be made by management or team members working food production positions
- Do not allow employees to eat menu item mistakes
- Communicate to employees to eat meals in dining room only
- Check signed receipts to see if guest sales, or friends of employees, are being rung up as employee meals

High Voids

- Track voids on shift trend report
- Approve refunds/overring receipts
- Have employees write specific reasons for voids
- Verify overring receipts with shift close tape

Improper Portioning

- Train all employees to current standards listed in the Answer System
- Post current Menu Item Build cards
- Create awareness with employees by constantly quizzing them on menu item portions
- Use proper utensils on line
- Weigh the first item of every order

Theft

- Never allow another person to work your cash register
- Monitor back area for used wraps and open sauce packets
- Track deletions, voids and cash overages/shortages
- Monitor average check fluctuation on dayparts
- Break down all boxes before throwing them into the dumpster
- Follow all security procedures
- Keep back area organized

Product Transfer Errors

- Always use back-of-house system to do transfers
- Keep loans/borrows to a minimum
- Minimize transfers through accurate ordering

Excessive Waste

- Use Prep Guide to prepare correct quantity of product
- Date and rotate products using the FIFO method
- Follow standard preparation and storage procedures
- Ensure temperature of steam table water is maintained at 195°F
- Do not overcook product in rethermalizer
- Keep lids on product to prevent evaporation, contamination and spoilage
- Add enough water to beans to ensure proper consistency (use bean template)
- Ensure drive-thru employees hand out correct amount of condiments (1 per every 2 items)
- Hydrate lettuce with iced water for improved yield and quality

Delivery

- Notify QA of any quality problems
- Call McLane or your distributor by 10:00am with any adjustments to receipt for missing items
- Write receiving date on all food items
- Clean back-of-house prior to delivery

High Deletions

- Audit drawers regularly and perform surprise audits
- Certify all cashiers and provide ongoing coaching using cashier Comparison Report
- Review hourly sales figures
- Look for free drinks