

ICOS Management Checklist

Inaccurate Inventory Count

- Check case weights of costly items.
- Complete one count as a management team to calibrate accuracy of inventory counts.
- Keep stock area organized, labeled, and clean.
- Use calibrated scales to measure prepped ingredients.
- Organize your inventory count sheet with items listed by location for efficiency and accuracy.
- RGM should always close period end.

Employee and Manager Meals

- Record meals on the POS as either an employee or manager meal.
- Ring up meal prior to making the order.
- All meal receipts signed by both manager and employee.
- Meals must be made by management and team working in food production positions.
- Do not allow employees to consume 'down' food items.
- Employees must consume meals inside the restaurant.
- Review signed receipts and ensure discounts are not given to guests, family, or friends of employees.

Voids

- Track voids on shift trend reports.
- Approve refunds or over-ring receipts.
- Have employees provide specific reasons for voids.
- Verify over-ring receipts with shift close tape.

Improper Portioning

- Train all employees on current standards listed in the Answer System.
- Post current Menu Build Cards.
- Create awareness by consistently quizzing employees on menu items.
- Use proper utensils on the food line.
- Weigh the first item of every order.

Theft

- Never allow another person to use your verified cash register drawer.
- Monitor back area for used wraps and open sauce packets.
- Track deletions, voids, and cash overages/shortages.
- Monitor 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 document transfers in the back-of-house system.
- Keep loans and borrows to a minimum.
- Minimize transfers through accurate ordering.

Excessive Waste

- Use Prep Guide to prepare the 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 degrees.
- Do not overcook product in rethermalizer.
- Keep lids on product to prevent evaporation, contamination, and spoilage.
- Add proper amount of water to beans to ensure proper consistency (use bean template).
- Ensure drive-thru employees hand out correct amount of condiments.
- Hydrate lettuce with iced water for proper yield and quality.

Delivery

- Notify QA of any quality issues.
- Contact McClane by 10AM with any adjustments to your receipt of missing items.
- Write receive date on all food items.
- Clean back-of-house in preparation for delivery.

High Deletions

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