

6.1.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

BARISTA/CASHIER ATTENDANT
CLOSING
PROCEDURES





Standard: Closing Procedures
Ownership: Barista/Cashier Attendants
Date: 12.5.12

MADE MARKET PROMISE/STANDARD

The Made Market standard is to “Start each day fresh”. At the closing of each day, the Made Market team will take the below steps to ensure that the premises are clean and properly prepared for the following work day. This means none of the below tasks should be left to be completed by team members the next day.

TEAM MEMBER CONTRIBUTION

T.6.1.1 Closing Procedures

- a) Remove all food items and distribute to correct departments. (Ex. wraps, salads and fruits to cooler in main kitchen and pastries, donuts and quiche to the cafeteria)
- b) Make sure all items in the fridge are in FIFO order. (First in First Out)
- c) Clean coffee pots and machines using coffee equipment cleaner as prescribed by manufacturers specifications (see training manual for details and chemical use).
- d) Clean fridge, including gaskets.
- e) Clean Espresso machine as well as all the cappuccino equipment as prescribed by manufacturers specifications (see training manual for details and chemical use).
- f) Clean condiment station and restock for next day.
- g) Turn all display lights off.
- h) Check outside tables, make sure they are cleaned and ready to go for the next day.
- i) Remove Ice (If Required)
- j) Empty garbage can in front of condiment table



- k) Make sure counter and micros area are clean and free of debris.
- l) Check out with manager.

T.6.1.2 Balancing Accounts and Printing Reports

- a) Sort all receipts according to transaction type:
 - i. Credit card
 - ii. Cash
 - iii. Room charge
 - iv. Gift certificate
 - v. No-charge
- b) Print receipts record from the system.
- c) Complete Reconciliation Report.
- d) Print Revenue Report.

T.6.1.3 Turn Off Music

- a) Turn off main audio console.

T.6.1.4 Close Main Entrance

- a) Turn off all lights excluding nighttime ambient lights and exterior merchandising display lighting.
- b) Turn off air control system.
- c) Lock restaurant
- d) Submit day's reports to the BOH office for the manager.



LEADERSHIP CONTRIBUTION

- o Managers will set the example for all team members by consistently demonstrating the behaviors outlined above.
- o Managers will conduct regular audits and provide positive feedback to their team, or feedback for improvement, to support successful future interactions with our guests.

COMMITMENT **ACCEPTED** - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT **ACCEPTED** - Leader

Name: _____

Role: _____

Date: _____

Signature: _____