

4.1.0



MADE
Market

MADE MARKET STANDARD OPERATING PROCEDURES

OPENING PROCEDURES





Standard: Opening Procedures
Ownership: Management and All Members of the Opening Team
Date: 3.18.13

MADE MARKET PROMISE/STANDARD

The Opening Team will execute the below tasks to ensure that by the time the doors are open, the team is prepared to focus on providing our guests a Fast, Thoughtful and Authentic Made Market experience.

TEAM MEMBER CONTRIBUTION

T.4.1.1 Opening Procedures

T.4.1.2 Lights and Air Conditioning

- a) Turn on air systems and lights throughout all areas of the restaurant.

T.4.1.3 Turn on Music System

- a) Turn on main audio console.
- b) Check volume levels in the arrivals area.

T.4.1.4 Barista/Cashier

- a) Get & count bank.
- b) Get ice (if required).
- c) Check that all equipment is in working order.
- d) Bring from the kitchen any food allocated to merchandising areas and check use-by dates to ensure product freshness.
- e) Check to make sure that all supplies needed are available (milk, coffee, etc.).
- f) Check to make sure condiment station is clean and full.
- g) Make coffee.
- h) Make sure that the counter and micros areas are cleaned and free of debris.
- i) Place Market items in display case and bring cart back to the kitchen.
- j) Place all pastries in the display boxes.
- k) Place all food in display coolers.
- l) Make sure all display lights are on.



- m) Check tables to make sure they are clean and ready to be used.
- n) Stock all product in merchandising areas according to POG

T.4.1.5 Unlock Front Door

- a) When freestanding signage is applicable at the main entrance of the restaurant, position at this time.

T.4.1.6 Review Appointments, Employee Schedule and Print Reports

- a) Review arrivals report and print.
- b) Review employee schedule.
- c) Confirm meal and breaks schedule.

T.4.1.7 Review Group Bookings

- a) Confirm number of guests for Banquet OTO breakfast and luncheons.
- b) Ensure take out menus are available for the guest to review at time of arrival.
- c) Confirm any group bookings or F&B inclusions and contact the hotel catering department to review requirements and delivery/set-up schedule.



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 opening procedures.

COMMITMENT ACCEPTED - Team Member

Name: _____

Role: _____

Date: _____

Signature: _____

COMMITMENT ACCEPTED - Leader

Name: _____

Role: _____

Date: _____

Signature: _____