

ECE- Exceptional Customer Experience Worksheet

Store: 4039

Date:

Food Presentation—By Shift	
AM	PM
	3rd
	Speedy Tea Available/Fresh (min. every 8 hrs or as needed, except for 3rd shift)
	Stock Coffee Condiments
	Clean & Stock Cappuccino
	Clean Microwave
	Fill Hot & Cold Bev Cups/Lids
	Fill Sandwich/Grill Condiments
	Cold Condiment Unit Full/Clean
	Clean Roller Grill(s), Hot Cart & Pizza Case
	Stock Roller Grill, Buns, Hot Cart, Pizza
	Fill/Clean Nachos, Chili & Cheese
	Empty Food Area Trash/Clean Chutes-as needed
	Clean Food Serv. Equip/Counter-as needed
	Prep/Rotate/Stock Sandwiches-Check Dates
	Front/Fill Donuts, Clean Case (if available)
	Wash, Rinse & Sanitize Dishes/Clean Coffee Pots

Food Presentation—Daily	
	Stock Oven Area
	Thaw Food Products
	Track sales & discard Donut Waste, if applicable
	Check Dates-Deli Case, Dairy, Cheese & Eggs
	Clean/Stock/Check Dates – Speedy Freeze
	Wash/Rinse/Sanitize Speedy Tea Urn
	Flush/Clean Iced Coffee Nozzle & Chambers, Stock/Check Dates
	Check Temps—Deli Case, Freezers, Refrigerators
	Gather EBY/Food Supply Order
	Check CO2 Levels/BIB Levels and Dates
	Wash/Sanitize/Rinse Bulpen drip trays—wipe down drawer
	Clean Tops/Under Machines/Inside Cabinets
	Scan/Write-off Cold Sandwich Waste

Notes:

By initialing items on this sheet, you are verifying that the items have been completed per policy. Complete tasks only during slow customer periods.

Warning: Never conduct any transactions—even mock transactions—over the phone, regardless of the caller's identity.

Form Revision Date 12-21-10

Inside Presentation		
AM	PM	3rd
		By Shift
		Clean & Mop Floors/Corners** (including check-out area)
		Inventory Quick Counts
		Stock/Rotate/Face all Shelves/Displays
		Check/Stock 4-Way Rack
		Stock Cigarettes, Tobacco & Lottery
		Check/Empty Inside Trash
		Stock/Clean/Face Cooler and Cooler Doors
		Check/Fill Selling Point Items

Hourly/As Needed	
Restrooms - Check & Clean Mirrors, Fixtures, Floors, Walls, Vents, Empty Trash & Stock **	Hourly—Critical Question for 2011

Check Build to Guides-	Hourly
Clean Front Doors & Entrance	Hourly
Check/Fill Ice Barrel-	As Needed
Shovel Snow/Use Ice Melt - As Needed	Entrance, walks and lot - Safety!
Sweep/Vacuum Rugs- Use Shop Vac to remove excess water from floors/rugs/mats	As Needed

Outside Presentation		
AM	PM	3rd
		Check Flow Rates on Back Office (Management)
		Spot Sweep Lot/ Pick-up Trash/Ashtays
		Inspect/Clean Sidewalk Areas and Yard **
		Check/Fill Receipt Paper in CRINDS
		Check/Fill Bug Buckets/Towels
		Clean/Stock Outside Displays
		Check/Empty Outside Trash
		Inspect/Wipe Dispensers- Tops/Sides/Doors
		Wipe Down Trash Cans

* Follow your store-specific guidelines for 3rd shift security

Wet Floor Signs must be put away when floor is dry.

**Shovel, Brooms, Mop Buckets & Cleaning Supplies may not be stored outside front door or in view of customers.

Food, Drinks & Personal Items may not be stored in view of customer.

Day of Week:		On-Coming Shift Leadership- by signing.
AM	PM	3rd
		AM Tasks Completed
		PM Tasks Completed
		3rd Tasks Completed
		SM/Other Validation (Daily)
		DM/Other Validation
		Additional Validation

Monday	
	Clean Sandwich Case & Vents
	Clean Baseboards
	Clean Front Door Threshold & Frame
	Clean Inside Sills & Ledges
	Check/Clean SR Terminal

Tuesday	
	Mugs—Price/Stock/Dust
	Brix Fountain Heads
	Check/Fill Literature Rack
	Fountain Nozzles-Wash, Rinse & Sanitize

Wednesday	
	Clean Outside Sills & Ledges
	Wipe Down Ice Merchandisers/Propane Cage
	Check/Fill Dispenser Applications
	Clean and Spraywax Trash Can Covers
	Thoroughly clean Dispensers & Islands
	Clean Turbo Chef Oven/Shop Vac Interior

Thursday	
	Clean Wet Floor Signs
	Dust Product & Shelves on Sales Floor
	Clean/Organize Sales Counter, Under POS Equipment & Displays
	Prepaid Cards stocked—aligned w/signage

Sunday	
	Clean Walls Where Needed/Clean Windows
	Wash Restroom Doors/Frames/Walls
	Clean Cooler Floor, Cooler Door Frames & Under Cooler Product Shelves
	De-lime Pizza Warmer
	Clean Turbo Chef Oven/Shop Vac Interior