

MANAGER

DAILY CHECKLIST

Date:

Manager:

Location:

1 Shift Preparation (Before Opening or Start of Shift):

- Review daily business objectives and priorities.
- Check staffing levels and review schedule for coverage.
- Walk the entire location to assess:
 - Cleanliness and organization.
 - Safety and maintenance.
 - Supplies and other preparation.
- Ensure all opening procedures are completed (lights, music, signage, etc.).
- Touch base with team members for a morning huddle and feedback.

Notes:

2 Operational Standards Check

- Ensure all areas (entrance, floor, restrooms, etc.) meet cleanliness standards.
- Verify all POS systems and software are operational.
- Stock levels checked (retail, food, beverage, supplies).
- Inspect promotional materials and displays for accuracy and appeal.
- Confirm compliance with operational policies and safety standards.

Notes:

3 Customer Experience

- Greet customers and observe interactions at key touchpoints.
- Evaluate overall atmosphere (music, lighting, scent, temperature).
- Monitor customer wait times and service efficiency.
- Identify any service bottlenecks or pain points.
- Check feedback channels (reviews, complaints, compliments).

Notes:

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4 Employee Engagement

- Check in with staff for any concerns or needs.
- Check staff standards and operational efficiencies.
- Provide coaching and support as needed.
- Have conversations around company values and daily goals.
- Recognize positive efforts and accomplishments.

Notes:

5 Mid-Shift Checkpoint

- Assess traffic flow and customer engagement levels.
- Be mindful of the time spent in the office than with staff and customers.
- Monitor staff productivity and morale.
- Check emails and ensure admin duties are being adhered to and completed.
- Adjust resources based on current demand.

Notes:

6 End-of-Shift Review (Before Closing or Handover)

- Recap of the day's key wins and challenges.
- Ensure all closing duties are completed (cash-out, cleaning, reporting).
- Communicate any important updates for the next shift.
- Submit daily report/log to leadership if applicable.
- Touch base with your team to provide updates, feedback, highlights, etc.

Notes: