



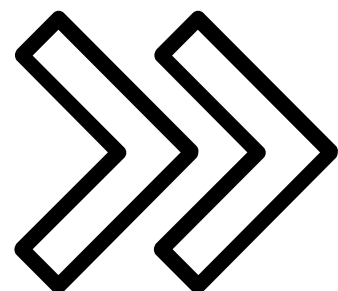
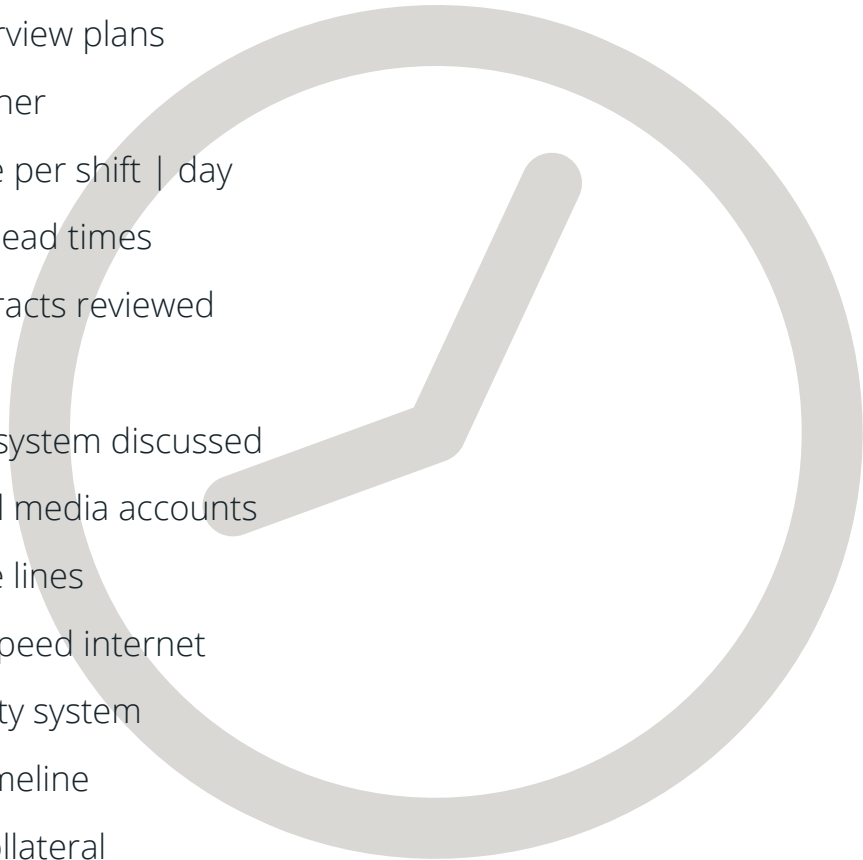
14

WEEK COUNTDOWN

*NEW
RESTAURANT
OPENING
CHECKLIST*

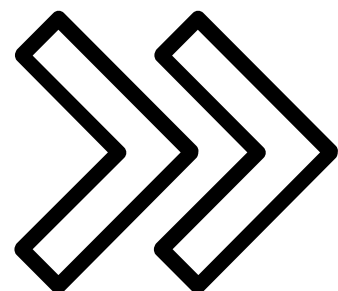
RESTAURANT OPENING COUNTDOWN 14 WEEKS - 12 WEEKS OUT

- Organize a weekly meeting to check in on progress
- Who are the key players needed to be in the loop each week
- Discuss roles and goals of key players
- Agree to accountability timeline
- Discuss general personnel timelines
- General interview plans
- Staffing planner
- Sales volume per shift | day
- Review long lead times
- System contracts reviewed
- POS timeline
- Reservation system discussed
- Secure social media accounts
- Order phone lines
- Order high speed internet
- Order security system
- Marketing timeline
- Marketing collateral
- Discuss opening strategy
- Schedule food tastings
- Schedule beverage tastings
- Order sample small wares to show at tastings
- HR employment policies discussed
- HR employment posters ordered



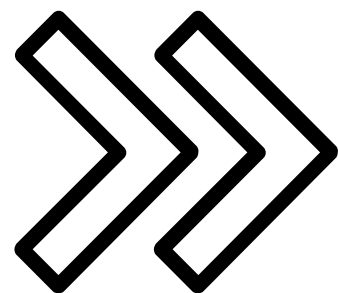
RESTAURANT OPENING COUNTDOWN 10 WEEKS OUT

- Review trainer roster from BOH & FOH
- Decide on linen program
- Paper samples
- Business card proofs
- Hiring ads
- Tighten up timeline on systems implementation
- Contact vendors
- Liquor credit applications
- Co2 set up timeline
- Dish chemical program set up
- First aid kit ordered
- Check with construction super on alarm
- Finalized brand messaging
- Contact local health department for preliminary walk-through



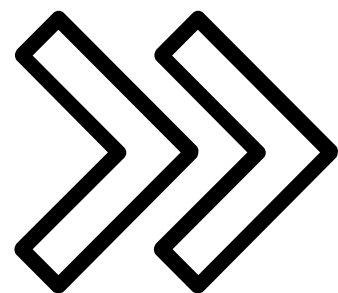
RESTAURANT OPENING COUNTDOWN 8 WEEKS OUT

- Obtain store's tax ID
- Establish posting area for all licenses and permits
- Order office safe
- All menu content approved
- All menu content costed
- Tasting tweaks addressed
- Training material creation
- Finalize beverage program vendors
- Review initial orders - start process over next few weeks
- Menu layout approved
- Check with super on beer lines
- Sign off on all job descriptions
- Follow up with N/A soda line set up
- Sign off on all job descriptions & job roles
- New hire packet checklist
- Review supply order
- Office printer, paper, toner ordered
- Follow up on phone line installation
- Uniforms ordered
- "NOW HIRING" banners hung
- Hiring campaign begins
- Reservation policies created
- Reservation strategy programmed
- Press release | social media calendar



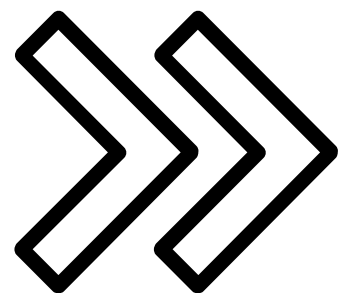
RESTAURANT OPENING COUNTDOWN 6 WEEKS OUT

- Update vendor list
- Create vendor contact sheet
- Trash removal and recycling contracts
- Dumpsters ordered for smallware delivery days
- Create floor charts
- Review most up to date menus
- Set up light bulb supplier
- Establish 2 week opening schedule [no names / just placeholders]
- Review website
- Create email templates
- Create hiring chart by job code | pars
- Meet with sound guy - all levels marked
- Set up bank account order & deposit slips
- Distribute vendor list
- Review management responsibility grid
- New hire packets complete
- Set up hiring space
- House policies set
- Organize cleaning process
- Check in on all licenses and permits
- Get credit card merchant numbers



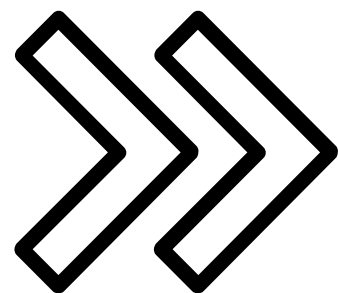
RESTAURANT OPENING COUNTDOWN 4 WEEKS OUT

- Set up manager office
- Managers trained on all systems
- Managers trained on brand standards
- Create a two week manager schedule starting opening day
- Go over departmental punchlists
- Finalize all training materials
- Establish bar set up plan
- Check on audio equipment
- TV
- Create crash kit procedures
- Review training party plan
- Review opening reservation strategy vs. par level of staff
- **Establish contracts:**
- grease disposal
- hood vents
- windows
- HVAC
- Preventative maintenance



RESTAURANT OPENING COUNTDOWN 2 WEEKS OUT

- Contact all staff
- Onboarding paperwork
- Review training dates and expectations
- Order take out supplies
- Soft opening parties organized
- Mock party materials printed
- Accounting | POS aligned with preopening expenses & guest paid events
- Feedback system from mock parties
- Order "NOW OPEN" banner
- Order POS supplies
- Follow up on all vendor delivery schedules
- Check in on late supply deliveries or issues
- Establish steward program to start
- Decide when the phones go live
- All menus finalized
- All training materials printed
- **Leadership classes**
- Documentation and evaluation
- Coaching
- **Train the trainers**
- Review training program and expectations
- Dry run through all items



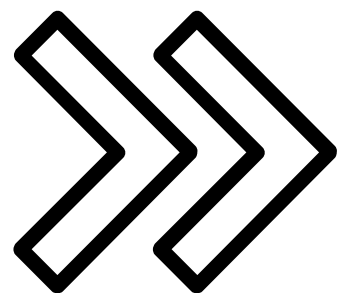
RESTAURANT OPENING COUNTDOWN TRAINING

■ **Classroom Training:**

- Company vision and core values
- Etiquette
- Reiteration of big policies and benefits
- Food knowledge
- Beverage knowledge
- Steps of service
- Complaint handling
- Sales
- POS training
- Written quizzes and tests

■ **On The Job Training:**

- Internal mock service
- Practical final
- Friends and family events
- Vip parties





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TALES IN HOSPITALITY follows my leadership journey. From my years as an hourly server trainer to my life as a multi-concept corporate trainer. I have been gathering the most useful training information in the industry over the past three decades. Level up your skills with me and go from lost leader to leading up in your organization. I don't always take myself too seriously. However, I am damn serious about what genuine hospitality feels like and how leaders help create it authentically.

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