



COMPLIANCE STATION · FREE EDITION

Pre-Shift Lineup Checklist

Is your pre-shift meeting a meeting or a habit?

The five-minute lineup that runs the same on the manager's day off as it does when the owner is in the building.

Property _____ Date _____ Walked by _____

WHAT THIS PREVENTS

The lineup that happens when the manager remembers and skips when the manager is off: a server sells an 86'd item to a four-top, an allergen ticket goes out without a flag, the anniversary in the book gets the two-top by the kitchen door, and the same 'we need to fix that' gets said for the third Friday in a row. This document exists so the shift starts with the same five facts in everyone's head, every shift, whoever is standing at the front of the room.

How to use it

1. One role runs the lineup every shift (column 'Owner'). When that role is off, the next name on the posted rotation runs it — the lineup does not belong to a person.
2. The written agenda is built before the lineup, not during it. Kitchen and the book feed the agenda; the lineup reads it. Five minutes, standing, same spot, same time.

A. The system — the lineup that runs without you

ITEM	
☐	Lineup time and place fixed and posted: [VAR] minutes before doors, same spot, every shift, both AM and PM
☐	Lineup owner is a role (MOD / Shift Lead), with a posted rotation for who runs it when that role is off
☐	One-page written agenda template lives in the same place every day (clipboard at the host stand, shared doc, POS note) and is filled in before the lineup starts
☐	Agenda template has fixed headings in fixed order: 86s, specials and pricing, allergens, book/VIPs, the one thing, station/sidework, and announcements
☐	Completed agendas kept for [VAR] days in a binder or folder, dated and initialed by whoever ran the lineup
☐	Attendance: every FOH and BOH team member on the shift is present or has been briefed one-on-one before touching a guest, and the agenda shows who was late
☐	Weekly self-check: a manager who did not run that shift's lineup pulls one agenda and walks the floor against it — were the 86s off the menu, was the VIP seated where the agenda said, did the one thing get done
☐	Lineup format reviewed with the team quarterly: what is useful, what is noise, what they wish they'd been told last month

B. Kitchen inputs — 86s, specials, allergens (first 4 of 10 items)

ITEM	
☐	86 list written by the kitchen and handed to the MOD at least [VAR] minutes before lineup, with expected 'back-in' if known
☐	86'd items disabled or flagged in POS before doors, and re-enabled only by a manager when the kitchen says so



ITEM

- ☐ Low-count items ('we have 8 portions of the special') stated with the number, and a runner named to tell the floor when it hits [VAR] left
- ☐ Specials described the way a server will say them at the table: main protein, preparation, two key ingredients, price, and what to pair

WHAT THE FULL EDITION ADDS

This free edition covers 12 of 55 line items. The full edition gives you the whole system:

- **All 7 sections, all 55 items**, from standing readiness to closing the loop.
- **A frequency on every line** (every shift, weekly, quarterly), so nothing waits for someone to remember it.
- **An owner column** naming the role responsible, so the list survives turnover and days off.
- **A pro tip on every item**: practical operator advice on what actually gets missed.
- **A sign-off block**: completed by, verified by, date and corrective actions.

SAMPLE PRO TIP

If the time floats, the lineup floats. 'Around 4:30' becomes 'when everyone's here' becomes never.

Get the full checklist for \$9.99 at onawaithospitality.com/compliance-station

CHECKLIST USE NOTICE

This checklist provides operational guidance. Applicable laws, regulations, codes, and mandatory requirements always take precedence. Completing this checklist does not establish or certify regulatory compliance.

Read the full Checklist Use and Regulatory Disclaimer: onawaithospitality.com/faq