# SHIFT CHANGE CHECKLIST

## *Shift Handover for Restaurants & Convenience Stores*

| | | | |
|---|---|---|---|
| Store name / no. | | Date | |
| Outgoing lead | | Shift ending | ☐ Open ☐ Mid ☐ Close ☐ Overnight |
| Incoming lead | | Handover time | |

***How to use:*** *The outgoing lead does section 1 alone, then both leads walk sections 2–8 together. Tick one box per item.* ***Done*** *= checked and fine·* ***Problem*** *= not right (write it in Open Issues) ·* ***N/A*** *= not at this store.* ***★ = must be fixed before the outgoing lead leaves.***

### *1. Before the Handover (Outgoing Lead)*

| TASK | DONE | PROBLEM | N/A | NOTES |
|---|---|---|---|---|
| All checklists for this shift completed and signed. | ☐ | ☐ | ☐ | |
| Temperature logs for this shift filled in. | ☐ | ☐ | ☐ | |
| Shift notes written: sales, incidents, guest complaints. | ☐ | ☐ | ☐ | |
| Open issues listed in section 8 before the incoming lead arrives. | ☐ | ☐ | ☐ | |
| Station or register restocked for the next shift. | ☐ | ☐ | ☐ | |
| Incoming lead told of anything urgent before the walk. | ☐ | ☐ | ☐ | |
| Other: _____ | ☐ | ☐ | ☐ | |

**Instructions:** *Get your paperwork done before the incoming lead walks in, not during the handover. A handover that starts with unfinished logs ends with things missed.*

### *2. Walk the Floor Together*

| TASK | DONE | PROBLEM | N/A | NOTES |
|---|---|---|---|---|
| Dining room or sales floor clean and stocked. | ☐ | ☐ | ☐ | |
| Restrooms clean, stocked, and cleaning log signed. | ☐ | ☐ | ☐ | |
| Kitchen stations or food service area clean and set. | ☐ | ☐ | ☐ | |
| Entrances, lot, and fuel islands clean and safe. | ☐ | ☐ | ☐ | |
| No spills, trip hazards, or blocked exits. | ☐ | ☐ | ☐ | |
| Back room and stockroom tidy; product off the floor. | ☐ | ☐ | ☐ | |
| Trash emptied and dumpster area closed. | ☐ | ☐ | ☐ | |
| Other: _____ | ☐ | ☐ | ☐ | |

**Instructions:** *Walk the store side by side. The incoming lead looks for anything they would not want to inherit — this is the moment to say so, not an hour later.*

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### *3. Food Safety and Temperatures*

| TASK | DONE | PROBLEM | N/A | NOTES |
|---|---|---|---|---|
| ★ No food past its use-by date; prepped food labeled and dated. | ☐ | ☐ | ☐ | |
| ★ Handwashing sinks stocked with soap and paper towels. | ☐ | ☐ | ☐ | |
| ★ Sanitizer buckets fresh and at the right strength (test strip). | ☐ | ☐ | ☐ | |
| Hot-held food within its hold time; old product discarded. | ☐ | ☐ | ☐ | |
| Probe thermometer clean and calibrated. | ☐ | ☐ | ☐ | |
| Other: _____ | ☐ | ☐ | ☐ | |

### *Temperature checks — probe the food, not the air*

| UNIT OR FOOD ITEM | TARGET | READING °F | DONE | PROBLEM | N/A |
|---|---|---|---|---|---|
| ★ Walk-in cooler | 41°F or below | | ☐ | ☐ | ☐ |
| ★ Reach-in / prep-line cooler | 41°F or below | | ☐ | ☐ | ☐ |
| ★ Freezer | 0°F or below, frozen solid | | ☐ | ☐ | ☐ |
| ★ Cold display / grab-and-go case | 41°F or below | | ☐ | ☐ | ☐ |
| ★ Hot-held item: _____ | 135°F or above | | ☐ | ☐ | ☐ |
| ★ C-store roller grill / hot case | 135°F or above | | ☐ | ☐ | ☐ |

**Instructions:** *Shift change is when hold times run out and nobody notices. Probe together, and settle any reading outside the target before the outgoing lead leaves.*

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## *4. Cash and Safe (C-Store)*

| TASK | DONE | PROBLEM | N/A | NOTES |
|---|---|---|---|---|
| Register drawers counted by both leads. | ☐ | ☐ | ☐ | |
| Safe drop log matches the drops made this shift. | ☐ | ☐ | ☐ | |
| Lottery tickets counted and lottery report run. | ☐ | ☐ | ☐ | |
| Fuel price signs match the pump prices. | ☐ | ☐ | ☐ | |
| Voids, refunds, and no-sales reviewed. | ☐ | ☐ | ☐ | |
| Other: _____ | ☐ | ☐ | ☐ | |

## *Cash count — count together*

| DRAWER, SAFE, OR LOTTERY | EXPECTED $ | COUNTED $ | OVER / SHORT $ | OUTGOING INITIALS | INCOMING INITIALS |
|---|---|---|---|---|---|
| Register 1 | | | | | |
| Register 2 | | | | | |
| Safe (change fund) | | | | | |
| Lottery | | | | | |

**Instructions:** *Count every drawer with both leads watching, and both initial it. Once the incoming lead signs, the cash is theirs, so any over or short gets explained now. Restaurants: use this table for the bank and tip-outs, or mark the section N/A.*

## *5. Stock and Deliveries*

| TASK | DONE | PROBLEM | N/A | NOTES |
|---|---|---|---|---|
| Top sellers and key items in stock for the next shift. | ☐ | ☐ | ☐ | |
| Today's deliveries received, checked, and put away. | ☐ | ☐ | ☐ | |
| Missing or short deliveries written down. | ☐ | ☐ | ☐ | |
| Prep or par levels set for the next shift. | ☐ | ☐ | ☐ | |
| Expected deliveries and their times passed on. | ☐ | ☐ | ☐ | |
| Items running low added to the order. | ☐ | ☐ | ☐ | |
| Other: _____ | ☐ | ☐ | ☐ | |

**Instructions:** *The incoming lead should know what is short before the rush, not during it. Pass on any delivery due on their shift and who to call if it does not come.*

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### *6. Equipment and Open Repairs*

| TASK | DONE | PROBLEM | N/A | NOTES |
|---|---|---|---|---|
| All coolers, freezers, and hot-holding units working. | ☐ | ☐ | ☐ | |
| Cooking equipment, fryers, and dish machine working. | ☐ | ☐ | ☐ | |
| Coffee, fountain, and ice machines working. | ☐ | ☐ | ☐ | |
| Registers, card readers, and fuel pumps working. | ☐ | ☐ | ☐ | |
| Open repair requests and their status passed on. | ☐ | ☐ | ☐ | |
| Any equipment out of service tagged and the team told. | ☐ | ☐ | ☐ | |
| Other: _____ | ☐ | ☐ | ☐ | |

**Instructions:** *Name every open repair: what is broken, who was called, and when they are coming. A broken unit that is not handed over gets reported twice or not at all.*

### *7. Staff and Breaks*

| TASK | DONE | PROBLEM | N/A | NOTES |
|---|---|---|---|---|
| Incoming staff clocked in and at their stations. | ☐ | ☐ | ☐ | |
| All outgoing staff breaks taken and recorded. | ☐ | ☐ | ☐ | |
| No-shows and late arrivals written down; cover arranged. | ☐ | ☐ | ☐ | |
| Staff on the next shift told of today's priorities. | ☐ | ☐ | ☐ | |
| Any injury or incident reported and written up. | ☐ | ☐ | ☐ | |
| Other: _____ | ☐ | ☐ | ☐ | |

**Instructions:** *Check that every break was taken before staff leave — missed breaks are easier to fix today than in a payroll dispute. Tell the incoming team what matters for their shift.*

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### *8. Open Issues Handed Over*

| # | ISSUE | WHO OWNS IT | BY WHEN | DONE |
|---|---|---|---|---|
| 1 | | | | ☐ |
| 2 | | | | ☐ |
| 3 | | | | ☐ |
| 4 | | | | ☐ |
| 5 | | | | ☐ |
| 6 | | | | ☐ |
| 7 | | | | ☐ |
| 8 | | | | ☐ |

**Instructions:** *Every Problem ticked above goes here, plus anything else the incoming lead needs to follow up: a guest callback, a missing delivery, a repair visit. One owner and one time for each.*

### *9. Sign-Off*

| ROLE | NAME | SIGNATURE | TIME |
|---|---|---|---|
| Outgoing lead | | | |
| Incoming lead | | | |

*By signing, the incoming lead confirms they walked the store, counted the cash, and accept the open issues listed above.*

*Manager review (next business day)*: ..... *Date*: .....

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