

RESTAURANT / OPERATOR Sample Operator — 1234 E. Camelback Rd, Phoenix, AZ	REPORT PERIOD April 2026 Visits Completed: 2
CONSULTANT Chrystal Clay NorthStar Restaurant Consulting	VISIT TYPES Brand Standards Visit Food Safety Visit

PERFORMANCE SNAPSHOT

EVALUATION AREA	THIS MONTH	LAST MONTH	TREND
Food Safety & Sanitation	Strong	Developing	↑
Speed of Service	Developing	Needs Focus	↑
Brand Standards & Cleanliness	Strong	Strong	→
People & Team Observations	Developing	Developing	→
Guest Experience	Strong	Developing	↑
Product Quality & Accuracy	Needs Focus	Needs Focus	→

Rating Key: **Strong** = Consistently meeting/exceeding standards | **Developing** = On track, needs reinforcement | **Needs Focus** = Immediate attention required

OVERALL VISIT SUMMARY

April was a month of real progress for this location. The team showed strong ownership of food safety practices and delivered noticeably improved guest interactions compared to March. Speed of service continues to trend in the right direction, though order accuracy at the production line remains the primary area requiring focused attention. The manager on duty during both visits demonstrated strong floor presence and a clear commitment to team coaching — that leadership energy is showing up in results.

STRENGTHS OBSERVED

The following behaviors and practices stood out positively during April visits:

- Food safety logs were current, accurate, and signed at all stations during both visits — a significant improvement from last month's gaps
- Drive-through team demonstrated strong communication rhythm between order-taker and production during the lunch rush on April 8th
- Manager on duty proactively coached a new crew member on proper hand-washing technique before the food safety visit began — excellent floor awareness
- Lobby and restroom cleanliness were consistently maintained across both visits with no follow-up needed
- Guest greeting consistency at the front counter improved noticeably — nearly every transaction opened with a warm, on-brand welcome

AREAS OF OPPORTUNITY

The following areas were identified as growth opportunities during April visits:

- Product accuracy at the bagging station — 3 out of 8 observed transactions during Visit 2 (April 22) contained a missing or incorrect item. Root cause appears to be a breakdown in the verbal confirmation step between production and bagging. This is the single highest-priority focus for May.
- Sanitizer bucket concentration at the drive-through prep station tested below brand standard during Visit 1. The team was coached on the spot and corrective action was taken immediately. A verification check at the start of each shift is recommended until consistency is established.
- Speed of service during non-peak hours is slower than during peak — crew appears to disengage when traffic slows. A brief conversation about maintaining urgency across all day-parts could close this gap quickly.

ACTION PLAN — FOCUS FOR MAY

FOCUS AREA	RECOMMENDED ACTION	OWNER	TARGET DATE
Order Accuracy	Implement a verbal confirmation step at bagging — 'confirm before you close the bag.' Add to the pre-shift huddle daily for 3 weeks.	Shift Manager	May 1
Sanitizer Compliance	Add sanitizer concentration check to opening and mid-shift checklist. MOD to verify and initial daily.	GM / MOD	May 1
Off-Peak Urgency	Discuss 'same energy, every hour' in next crew meeting. Recognize crew members who maintain pace during slow periods.	GM	May 15

VISIT LOG

DATE	VISIT TYPE	DURATION	KEY FOCUS AREAS
April 8, 2026	Brand Standards	~35 min	Drive-through flow, guest greeting, lobby & restroom cleanliness, service pace
April 22, 2026	Food Safety	~75 min	Temp logs, hand-washing compliance, sanitizer concentration, food handling & storage, product accuracy observation

CONSULTANT NOTES

This location has a noticeably positive team culture — crew members interact well with each other and with guests. The GM has done real work building that environment and it shows in the day-to-day energy on the floor. The April improvement in food safety is a direct result of a team huddle the GM held after last month's summary report — that kind of responsiveness is exactly what drives sustainable results. I want to specifically recognize crew member Maria R. who was observed handling a guest complaint with exceptional composure and professionalism during Visit 1 — the guest left visibly satisfied. Recognize this team member at your next crew meeting. Looking forward to building on April's momentum in May.

NORTHSTAR RESTAURANT CONSULTING

PEOPLE DRIVEN. OPS FOCUSED. BRAND ALIGNED.

MONTHLY PERFORMANCE SUMMARY

SAMPLE REPORT | CONFIDENTIAL

This report is prepared exclusively for the above-named operator as part of NorthStar Restaurant Consulting's developmental support program.

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No Grades. Just Growth.