



RESTAURANT PERFORMANCE AUDITS

HIERARCHY OF INCIDENTS

Our professionally trained audit team doesn't just look at theft—we also monitor operational issues and instances of loss as each of these behaviors contribute to overall restaurant loss. In order to achieve sustainable cost reduction and performance improvement, you must address all three.

OPERATIONAL ISSUES
Cash Handling
Large Bill Authentication
Keys
Manager's Cards
Employee Misconduct
Poor Customer Experience
Sanitation
Cell Phone
Calculator
Back Door after dark
Back Door propped open
Uncrushed Boxes
Uniform
Employee Behavior
Speed of Service Manipulation
Improper Employee Meal Protocol

LOSS INCIDENTS
Suspicious Refund
Possible Sweet-hearting
Discount Abuse

THEFT INCIDENTS
Cash Theft
No Ring
Under-Ringing: Delete
Under Ring: Low Total
Under Ring: Coupon/Discount
Under Ring: Refund
Sweet-hearting
Food Theft
Falsified Refunds



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OPERATIONAL STANDARDS

Envysion's loss prevention specialists review daily exception reports from each restaurant location with the intent of uncovering incidents of theft and loss that directly impact our client's profitability. We aim to deter theft and assist our clients in establishing a culture of honesty in their restaurants. To this end, loss prevention specialists also flag incidents in violation of the following operational standards unless otherwise specified by our client.

- 1. EMPLOYEE MEAL:** Only one employee discount per employee per shift; a crew member may not transact his own order; crew meals must be rung by manager on duty and only at the front counter; employees may not receive discounted meals at the DT.
- 2. POS:** All orders must be rung at the POS where the order is taken (no DT orders tendered at FC or vice versa); a receipt should be given to the customer with each order; refund receipts should be stapled to original, signed by manager, and placed either in the till or in a file near the POS; each drawer should be assigned to only one cashier; no calculators should be used/present near the POS.
- 3. MANAGER'S CARD/KEYS:** Manager's card/keys should be kept and used only by a manager; manager's card/keys should not be left on the counter or in the cash drawer; manager's keys should not be used to tender orders.
- 4. AUTHENTICATION OF LARGE BILLS:** \$50 and higher should be authenticated by watermark, pen, or authentication safe and placed under the cash drawer or in a safe.
- 5. PCI COMPLIANCE:** Cell phones should not be near the POS, especially if connected to credit card transactions; credit cards should remain visible to the customer.
- 6. BEHAVIOR:** Orders should not be tendered while wearing food service gloves; ice scoop should be used; ice cream and tea dispensers should be covered; shoes must be worn by all employees, food/drink should not be consumed while working; product should be shielded from sneezing and coughing; appropriate hand washing practices should be followed.
- 7. UNIFORMS:** Shirts must be tucked; visors/hats must be worn by non-managers; no outerwear may be worn over uniforms except approved jackets (typically solid black) at the DT during cold weather.

