

Operations Manual Template — 5-Store Standard

Template • 2025-10-06 • SYNC_KEY: LDRP-2.3-20250925-IE

Brand: Multi-Unit QSR Brand • Scope: Multi-Store (5 units), no trucks • Markets: Oklahoma Markets (5 Units)

Brand Profile (Fill First)

Brand Name: Multi-Unit QSR Brand

Tagline: {{Tagline}}

Primary/Secondary/Accent Colors (HEX): {{Primary}} / {{Secondary}} / {{Accent}}

Logo/Wordmark Link: {{LogoURL}}

Non-Negotiables

Food Safety (HACCP logs, temp checks)

Clean • Full • Fresh • Accurate • Fast • Friendly

Cash Controls & Variance tolerance

Brand Standards (colors, signage, uniforms)

Ready-to-Open Checklist (Daily)

- Grill/flat-top heat check; sanitizer buckets set
- Temp logs complete (patty/chicken/holding)
- Prep per PAR (buns/patties/cheese/produce)
- Drawer start bank counted; Safe drop log ready
- POS test order; printers aligned

Station SOPs

Grill — temps, dwell, flip, contamination rules

Fry — oil temp, cycles, salt windows, allergen separation

Build — assembly order, portion, wrap/bag, label

Expo/Window — ticket-time targets, remake flow

Drive-Thru — accuracy, upsell, headset etiquette (if applicable)

Dish/Pit — 3-comp sink SOP, sanitizer tests, close list

Cash Controls & Admin

Drawer log open/close; variance

Safe drop SOP; dual verification

Deposits; weekly admin checklist

Incident reporting; escalation tree

Multi-Unit Consistency Rules

One standard, five stores: changes are versioned and pushed to all units

Single source of truth: ARK paths; superseded docs archived

Acceptance gating for any process change (BUILD binary pass)

KPI Mandate

Ticket Time \leq target | COGS \leq goal | Labor \leq goal | Waste \leq 1.5%

Appendix A — HACCP

Cooling logs; cook/hold temps; corrective actions; thermometer calibration

Appendix B — Forms

Drawer Log • Safe Drop Log • Variance Sheet • Cleaning Schedules