

Supervisor Playbook — Field Ops

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)

Role Purpose

Traveling supervisor ensures standards across Oklahoma Markets (5 Units).

Weekly Route

Mon–Fri route; dwell targets; coverage swaps

Emergency coverage plan

Audit Checklist per Visit

- HACCP logs complete and correct
- Ticket-time report reviewed; coaching delivered
- Cash variance within tolerance; logs signed
- PARs met; waste log reviewed; ordering accuracy
- FOH/BOH cleanliness pass; corrective actions

Reporting

Weekly summary to board file; red issues same-day escalation