

Pre-Close Procedures

Pre-close activities are those activities which prepare the store to be closed prior to actually closing. ALWAYS DEMONSTRATE that a customer who comes in 15 minutes prior to close, is just as important to Charley's as the customer who visits during the busiest hour of the day. Customers should never have to wait or feel rushed while pre-closing activities are being completed. You do not want to give the customer the impression that you are closing. The customer is always our first priority. Customers who arrive during pre-closing times should be given the same high quality service that our daytime customers receive.

NOTE: Always use the Pre-close Checklist to ensure all items have been addressed. Pre-close activities should not begin more than 1 ½ hours before close, depending upon sales volume.

Front Line/Drive Thru Pre-close Activities:

- Restock the condiment stand and rotate and fill the ketchup pump.
- Change the vegetable and mayonnaise pans. All items at the topping and grill stations must be rotated into clean pans.
- Clean and fill dressing bottles. Break the bacteria cycle weekly.
- Clean register, and soda machine.
- Clean and fill all seasoning shakers.
- Clean and restock the meat, vegetable and topping stations.
- Sweep and mop under and behind all equipment. Only pull out and clean under one piece of equipment at a time.
- Wipe down all walls.

Back Room Pre-close Activities:

- Sweep out and mop the walk in cooler and freezer.
- All dishes are washed, rinsed, and sanitized.
- All prep tables, shelves, and equipment clean.
- Steak and chicken have been pulled from the freezer to the cooler.
- All walls and baseboards wiped down and cleaned.
- All trash cans and boxes are taken to the dumpster.
- Trash cans are cleaned inside and out, handles too.
- All kitchen floors are swept, scrubbed, and mopped.

Dining Room Pre-close Activities:

- Clean the restrooms and fixtures.
- Clean and restock the condiment stand.

- Clean all tables, table bases, chairs, and chair rails.
- DO NOT put chairs on top of tables while still open.
- Clean the trash hutch inside and out.
- Clean doors.
- Clean and rotate the ketchup pump.
- Sweep floors move and sweep under all table and chairs. Do not sweep or mop near customers.

Closing Procedures

Proper closing procedures prepare the restaurant for a smooth opening the following day. You should always leave the restaurant in the same condition that you would expect it to look, if you were to open the following day. Closing the store involves cleaning activities, but also involves turning off and maintaining equipment, as well as ensuring food products are properly stored in order to maintain food safety.

NOTE: Always use the Pre-Close and Closing Checklist to ensure all items have been corrected before leaving the store at night.

Front Line Closing Activities:

- Cover all cheese, meats, cooking vegetables, and other food items with plastic wrap or a lid.
- Turn off the fryer and fry warmer. Begin to filter the oil.
- Turn off the grill and clean with a grill pad and screen.
- Clean fryer and grill area in the following order:
 - Wipe off grease with paper towel
 - Wipe whole area with soapy towel
 - Wipe with clean towel
- Take all remaining utensils, pans, and dishes to the dish sink.
- Empty grease traps from the grill and clean with a paper towel before washing.
- Remove the cheese sauce from the warmer. Use an ice-bath to chill the cheese by placing the insert pan into a half-sized pan of ice. This will help lower the temperature of the cheese sauce more quickly as it passes through the middle of the temperature danger zone (70 F-120 F). Microorganisms, which can cause food borne illness, grow fastest in the middle of this range.
- Empty the water from the cheese warmer, and wipe out any residue or build up. Place the spacers and 1" of water back into the warmers.
- Wipe all counter tops with a soapy towel, and then with a clean damp towel.
- Wipe down the drink station, and pour one gallon of hot water through the soda fountain drain.
- Sweep, deck, squeegee, and mop all front floors.

Back Room Closing Activities

- Wash, rinse, and sanitize all dishes.
- Put all dishes back in their place.
- Empty and clean all trash cans.
- Scrub all stainless steel sinks, inside and out.

- Sweep, deck, squeegee, and mop all floors. Rinse and ring out all mops. Discard the dirty mop water before leaving for the day.

Dining Room Closing Activities:

- Clean tables and chairs.
- Empty and clean trash cans and receptacle.
- Wipe counters.
- Deck, squeegee, and mop all floors.
- Stock all condiments in the condiment stand.