Shift handoff checklist

Leave the next manager with a clear understanding of the shift, outstanding issues, and what needs to happen next.

Date _____ Location _____

Service period ◯ Breakfast ◯ Brunch ◯ Lunch ◯ Dinner ◯ Other _____

Manager(s) on duty _____

1. Service Summary

What happened this shift that the next manager should understand?

2. Guests & Team

Guest Experience & Follow-Up

Important guests, service recoveries, complaints requiring follow-up, notable feedback.
Do not include unnecessary sensitive guest data in print.

Staff Recognition & Concerns

3. Carry Forward to Next Shift

Issue / Next action	Owner	Due

4. Closing Controls (if applicable)

Expected cash deposit ($) _____ Deposit made? ◯ Yes ◯ No ◯ N/A

Completed by _____ Time _____