

Whackadoo's Brewpub

Shift Report

Time 3.45p
 Date 7/10/2013

Lead Greta

2	Complaints
0	Compliments

Working	Position
Mary Jane	Sec 1
Susie Q	" 2
Jimmy S	" 3
Jennifer	" 4
John Doe	Bus

Issues (took more than 5 min to address or required the manager to address)

Issue #1	Mary Jane - table 3 at lunch rush -customer complained that the this was their 3rd visit and the 3rd time we messed the order. Asked to speak to the manager.
Resolution	Manager talked to table. Apologized. Offered free round of drinks. Guests satisfied.
Issue #2	John Doe - bussing table during lunch rush - accidentally dropped bus tray, splashed on a customer.
Resolution	Apologized to customer - gave free dessert. Talked to John about being sure not to overload the tray and to be really careful when passing customers.
Issue #3	N/A
Resolution	N/A

Set-up / Prep

Came in, floor not mopped or swept from last night.

Important for Next Shift

Ticket printer #3 not working
 Table #4 sec 2 really wobbly, customer spilled a drink
 Someone needs to wrap silverware - getting low

Comments / Notes

Ticket printer #3 not working - again. Told GM at 2.30p. Can we PLEASE get a new one?