

FROM OPERATOR TO OWNER

The Complete Systems Roadmap for QSR Operators

A FREE GUIDE BY SUITOR SYSTEMS

Most QSR operators are great at running a shift. Very few are running a business. The difference isn't talent. It's systems. This guide outlines every foundational document you need to build a business that can run without you in it.

PHASE 1

Get Your Operations in Order

Stop relying on memory. Start running every shift the same way.

→ Daily Opening Procedures

A step-by-step checklist that ensures every shift starts the same way, every time regardless of who's opening.

→ Daily Closing Procedures

Everything that needs to happen before the doors lock. No guesswork, no forgotten tasks.

→ Daily Side Work Checklist

The recurring tasks that keep your store running smoothly between rushes.

→ Shift Position Chart

Assigns every person a role and station for every daypart. Eliminates confusion and idle time.

→ Internal Cleaning Inspection

A scored inspection tool to hold your team accountable to cleanliness standards daily.

→ Phone Script & Upselling Guide

Turns every phone order into a sales opportunity with a consistent, branded experience.

PHASE 2

Build Your Team

Hire right the first time. Every bad hire costs you money and time you don't have.

→ Hourly Job Descriptions

Clear expectations for every hourly role, so applicants know what they're signing up for, and you have a baseline to hold them to.

→ Phone Pre-Screen Script

Filter out the wrong candidates before they ever walk through the door.

→ Interview Questions

Structured, behavior-based questions that reveal character, work ethic and cultural fit.

→ **Offer Letter Template**

A professional offer letter that sets the tone from day one.

→ **Rejection Templates**

Handle declined candidates with professionalism. Your brand is being evaluated even then.

→ **Recruiting & Onboarding Overview**

A master roadmap connecting your hiring pipeline to your onboarding process.

PHASE 3

Onboard & Train with Intention

The first 10 days determine whether someone stays or goes.

→ **New Hire Paperwork Checklist**

Every document a new employee needs to complete, in the right order.

→ **New Hire Onboarding Checklist**

A structured first-week experience, so new hires feel prepared, not thrown in.

→ **Uniform Standards**

Sets the visual standard for your team and removes the guesswork around dress code.

→ **10-Day Crew Training Plan**

A day-by-day training schedule that gets new crew members productive faster.

→ **Driver Training Guide**

Covers safety, delivery expectations and customer interaction standards for your delivery team.

→ **Manager Training Guide**

Prepares shift leaders and managers to lead people, not just complete tasks.

PHASE 4

Read & Manage Your Numbers

You cannot grow what you cannot measure.

→ **Morning Numbers**

A daily snapshot tool that tells you exactly where you stand before the day gets away from you.

→ **Read Your Numbers**

Teaches your managers to interpret key financial metrics, not just report them.

→ **Schedule Building Guide**

A framework for building labor-efficient schedules that hit your targets without burning out your team.

→ **Labor Scheduling Guide**

Pairs with your financial targets to ensure every schedule is built with profit in mind.

PHASE 5

Manage Performance & Hold Standards

Hope is not a management strategy. Documentation is.

→ **30-Day Check-In**

A structured conversation at the one-month mark that catches problems before they become patterns.

→ **90-Day Performance Review**

A formal review that evaluates performance, sets expectations and opens the door to advancement conversations.

→ **Verbal Warning Form**

Documents the first step in your discipline process, so nothing is ever 'just a conversation.'

→ **Written Warning Form**

A formal written record that protects you legally and makes expectations crystal clear.

→ **Final Warning Form**

The last documented step before termination. Serious, professional and legally sound.

→ **Performance Improvement Plan (PIP)**

Gives struggling employees a real path to success or a clear record that you tried.

→ **Employee Disciplinary Report**

A master log of all disciplinary actions for a given employee.

PHASE 6

Build Your Leadership Layer

You can't scale yourself. You have to scale your leaders.

→ **GM Job Description**

Defines what great general management looks like in your organization.

→ **AGM Job Description**

Creates a clear development path and role definition for your second-in-command.

→ **GM Scorecard**

A performance measurement tool that tells you, and your GM, exactly how they're doing.

→ **Weekly GM Review**

A structured weekly check-in that keeps your GMs accountable and your finger on the pulse.

→ **Area Supervisor Job Description**

Defines the role that sits above the GM. Critical when you're growing beyond two locations.

→ **Area Supervisor Daily Operations Guide**

A field guide for your area supervisor to drive consistency across multiple locations.

→ **Org Chart & Roles**

A visual map of your entire organization. Who reports to whom and what everyone owns.

PHASE 7

Protect the Guest Relationship

One bad experience shared online costs you ten new customers.

→ **Guest Recovery SOP**

A step-by-step process for handling complaints that turns upset guests into loyal ones.

→ **Guest Feedback & Complaint Log**

Tracks every complaint, so you can spot patterns and fix root causes, not just symptoms.

PHASE 8

Run an Owner-Ready Business

When your business can operate without you in it, you're an owner. Until then, you're an operator.

→ **Employee Handbook**

Sets the cultural and legal foundation of your business. Every employee receives one. Every policy lives here.

→ **Employee Separation Checklist**

Ensures every departure, voluntary or not, is handled completely and compliantly.

→ **Exit Interview Form**

Captures honest feedback from departing employees. Your best source of organizational truth.

READY TO BUILD YOUR SYSTEM?

Every operating standard in this guide is available as a fully customizable Word template branded to your business, ready to use on day one.

www.suitor.systems