

Restaurant opening and closing procedure

Manual | 12 steps | 3 roles | Created Sep 2, 2026 | Updated Sep 2, 2026 | v1

How the opening and closing shift leads run a restaurant's daily open and close, covering food safety, cash, and security.

TRIGGER

At the start and end of each trading day, performed by the manager on duty.

12 STEPS

1 Opening Manager unlocks, disarms the alarm, and checks the premises for overnight issues: leaks, pest signs, failed equipment, forced entry.

- Walk it before anything else is switched on. Finding a fridge failure now is a supplier call; finding it at service is a day of lost stock.

2 Kitchen Lead records the temperature of every refrigerator and freezer and logs the reading with the time.

- Log the actual number, not a tick. A tick tells an inspector nothing and tells you nothing about a unit drifting over weeks.

All within range: Go to step 4: Kitchen Lead checks deliveries against the order and the required temperature on arrival, rejecting anything outside spec.

A unit is out of range: Go to step 3: Kitchen Lead isolates affected stock, records what was affected, and escalates to the Opening Manager for a disposal or transfer decision.

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- Do not serve from a unit that failed until someone has decided in writing. Record the decision and who made it.

Resolved, unit back in range: Go to step 4: Kitchen Lead checks deliveries against the order and the required temperature on arrival, rejecting anything outside spec.

Stock disposed: Go to step 4: Kitchen Lead checks deliveries against the order and the required temperature on arrival, rejecting anything outside spec.

4 Kitchen Lead checks deliveries against the order and the required temperature on arrival, rejecting anything outside spec.

- Check on arrival, in front of the driver. Accepting first and checking later means the problem is now yours.

5 Opening Manager counts the float, records the opening figure, and confirms it against the expected amount.

- Float correct: Go to step 6: Opening Manager confirms the front of house is service-ready: cleaning complete, tables set, allergen information current, hand-wash stations stocked.

Discrepancy: Go to step 12: Closing Manager records the cash discrepancy with the amount, the shift, and who was on till, and escalates per the cash-handling policy.

6

Opening Manager confirms the front of house is service-ready: cleaning complete, tables set, allergen information current, hand-wash stations stocked.

7

Kitchen Lead confirms prep is complete against the day's forecast and records anything short.

8

Closing Manager records closing temperatures for every refrigerated unit.

The closing reading is what tells you whether a unit struggled during service. Skipping it loses the more useful of the two readings.

All within range: Go to step 9: Kitchen Lead completes the close-down clean against the cleaning schedule and signs the record.

Out of range: Go to step 3: Kitchen Lead isolates affected stock, records what was affected, and escalates to the Opening Manager for a disposal or transfer decision.

9

Kitchen Lead completes the close-down clean against the cleaning schedule and signs the record.

Signed against a named schedule, not from memory. The schedule is the part an inspector reads.

10

Closing Manager reconciles takings against the till report, records any variance, and secures the cash.

Reconciles: Go to step 11: Closing Manager switches off and secures equipment per the shutdown list, sets the alarm, and locks up.

Variance beyond tolerance: Go to step 12: Closing Manager records the cash discrepancy with the amount, the shift, and who was on till, and escalates per the cash-handling policy.

11

Closing Manager switches off and secures equipment per the shutdown list, sets the alarm, and locks up.

A written shutdown list, because the item that gets forgotten is the one that causes an overnight incident.

Closed: Ends the procedure

12

Closing Manager records the cash discrepancy with the amount, the shift, and who was on till, and escalates per the cash-handling policy.

Record every discrepancy including small ones. A pattern is only visible if the small ones were written down.

Escalated and recorded: Go to step 11: Closing Manager switches off and secures equipment per the shutdown list, sets the alarm, and locks up.

ROLES INVOLVED

Opening Manager

Kitchen Lead

Closing Manager

REVIEW CADENCE

Quarterly, and immediately after any inspection, equipment change, or menu change that alters prep or storage.

Name the person accountable for this procedure before you put it into use.

CHANGE THESE BEFORE YOU USE IT

- Replace the temperature ranges with the ones your food safety regime requires. This template deliberately states none, because they vary by jurisdiction and by product.
- Attach your actual cleaning schedule and equipment shutdown list. Those two lists are what make steps 9 and 11 followable.
- Set your own cash variance tolerance in step 10 in writing, before you need it.
- If you hold a licence with specific conditions, add the checks those conditions require as explicit steps.
- This is a starting point, not food safety or licensing advice. Have it reviewed against the rules that actually apply to you.

This is a free starting point from sendabrief.com, not compliance advice. It is written to be adapted.

Source: <https://sendabrief.com/templates/restaurant-opening-and-closing>