

Your opening priorities, in writing.

Sample review. Not a client result. This store and all findings are fictional.

One new restaurant, 21 days from opening

Review: 30-minute call with an operations lead. Checkout, payments, internet, orders and kitchen printing.

Basis: Example call notes and an opening schedule. No site visit or live tests. Vendor claims have not been checked.

Where to focus first

The team has an opening date and a list of vendors. Test results and one owner for the opening checks are still needed. Start with internet and payments. Then test the orders and shared vendor tasks. This first review is not an approval to open.

What looks ready

The team can name its opening date and its checkout, payments and internet vendors. That is a useful start. Delivery dates, test results and named owners still need a check.

Readiness snapshot

Area	Initial status	Evidence or next check
Backup internet	Needs evidence	Outage test and approved steps to keep selling; priority 1
Payment setup	Needs evidence	Store account checked and real payment tested; priority 2
Selling without internet	Needs evidence	Approved payment limits and steps when internet returns; priority 1
Store Wi-Fi	Not assessed	Signal test after shelves and gear are in place
Connected systems	Needs evidence	Each order route tested from start to finish; priority 3
Printers at busy times	Needs evidence	Test results at a busy pace; priority 3
If launch fails	Needs owner	Who decides, backup steps and time to decide; priority 5
Money reaching the bank	Needs evidence	Finance checks that money reaches the bank on time; priority 2
Support after opening	Needs owner	Names, support hours and who to call next; priority 5

Needs evidence = no proof of a pass yet. Not assessed = not checked. Neither means the system is known to be broken.

Check internet and payments first.

Priority 1 · Check first

Prove checkout works when the internet goes down.

Status: Possible risk. Test results are still needed.

What the example review has: The plan lists a backup connection. No outage test results have been shared. Steps for payments without internet still need the provider's approval.

Why it matters: Checkout and card payments may stop if the main internet fails. A backup device alone does not prove the store can sell.

Who follows up: Internet, checkout and payments providers. The opening owner brings them together.

Target in this example: 14 days before opening.

Next action: Plan an outage test with the providers. Test a sale, an order and a receipt on the agreed backup. If you use payments without internet, follow the approved steps. Then bring the main internet back.

What counts as complete: Record the test result, time to switch and what happens when the main internet returns. Write down any limits on selling. If offline payments are allowed, get the limits approved by the provider. Check that each payment is sent only once when service returns.

Question to send the vendor: Can you show the outage test result and the exact steps staff should follow?

Priority 2 · Check first

Check that payments use this store's account and reach the bank.

Status: Possible risk. Account and payment records are still needed.

What the example review has: The team says the card machines have arrived. The store account has not been checked. A real-payment result and a record of money reaching the bank have not been shared.

Why it matters: A card machine can be on and still fail to take a payment. It may also use the wrong store account. Catch that before customers arrive.

Who follows up: Payments provider and finance, with the checkout vendor.

Target in this example: 14 days before opening. Check bank arrival on the provider's timetable.

Next action: Ask the provider to check the store account on each card machine. Follow its approved steps for a small real payment. Test a refund or void if the provider supports it.

What counts as complete: Record which store account each card machine uses and the successful payment result. Finance checks that the money reaches the right account on time and resolves any gap. Keep full card and bank details out of the shared tracker.

Question to send the vendor: What proves each card machine uses the right store account? Who checks that the money arrives?

Test service. Check shared tasks.

Priority 3 · Before the rehearsal

Test orders and printers at a busy pace.

Status: Possible risk. The team has only described one test ticket.

What the example review has: One test ticket worked. Results for a busy rehearsal and every order route have not been shared.

Why it matters: Lost, late or wrongly routed orders can stop good service even if checkout works. One ticket cannot show every problem at a busy time.

Who follows up: Store manager and checkout or ordering vendor.

Target in this example: 7 days before opening.

Next action: Agree how many orders to test and how fast they must arrive. Test every order route to the right kitchen station, screen or printer. Include changed and cancelled orders. Test how to recover a failed order.

What counts as complete: Match the orders sent with the orders received. Check that none are missing, doubled or sent to the wrong place. Check that each arrives within the agreed time. Record how failed or changed orders were handled. Retest any fix.

Question to send the vendor: Can the team trace every order and show what it does with a failed or changed ticket?

Priority 4 · Start now

Give each shared vendor task one owner and a due date.

Status: Gap in the plan. Named owners are missing.

What the example review has: The plan names vendor firms but not one owner for each shared task. It does not show what must happen first for site access, internet, installs and training.

Why it matters: A vendor can finish its work while a shared task stays open. Late site access, gear or internet can push installs and tests into opening week.

Who follows up: Operations or project manager, with the contractor, installer and tech vendors.

Target in this example: Name owners and tasks within 2 working days. Check shared tasks 10 days before opening.

Next action: Name one owner for each shared task. Confirm firm dates for site access, gear, internet, installs, tests and staff training. Write down what each vendor needs from the one before it.

What counts as complete: Each task has an owner, a due date, a list of what must happen first and proof it is done. Any missed or unconfirmed date has a next step and a contact to call for help. The opening owner keeps the shared list up to date.

Question to send the vendor: Who owns the whole task? What must happen first? What proves it is done?

Agree the launch decision and support.

Priority 5 · Before the rehearsal

Agree who can pause the launch and who answers a support call.

Status: Gap in the plan. Launch rules and support hours are missing.

What the example review has: The plan has no written record of who makes the launch decision or which checks must pass. Backup steps and the support list for opening weekend are also missing.

Why it matters: Staff may face a payment or order failure and not know who to call or whether to keep selling. A late decision leaves less time to use the backup plan.

Who follows up: Operations leader, store manager and each support vendor.

Target in this example: 7 days before opening. Final check 1 day before opening.

Next action: Name who makes the opening decision. Agree the checks that must pass and when to call for help if a test fails. Get backup steps approved by the providers. Confirm support names and hours for opening weekend.

What counts as complete: Staff have the decision rules, call list and backup steps. Contacts and support hours are confirmed. Key checks have results. The operations leader writes down the final opening decision.

Question to send the vendor: If payments or orders fail on opening morning, who decides the next step? Who can help right away?

What happens next, and when

Target in this example	Action and owner
Within 2 working days	Name the opening owner. Confirm vendor dates and book the tests. Owner: Operations or project manager
14 days before opening	Finish the internet and real-payment tests. Finance checks when the money should reach the bank. Owner: Network, payments and checkout providers; finance
10 days before opening	Check that teams can enter the site, gear has arrived and installs are done. Owner: Project manager, construction and installer
7 days before opening	Rehearse orders, staff backup steps and the calls for vendor support. Owner: Store manager and support vendors
1 day before opening	Check open issues and key test results. Write down the opening decision. Owner: Operations leader and opening owner

Name a person, set a date and add a test-result link in the tracker. Mark an item done when the agreed check passes. Confirm all dates with your vendors.

The business case and your next step.

This example store plans to sell \$30,000 a week. That puts about \$4,286 a day in sales at risk. Assume 50% is left after direct costs. Each day of delay avoided would keep about \$2,143 before the fee.

Example: \$30,000 in weekly sales per store, 50% left after direct costs and a \$12,500 Buildout fee.

Delay avoided	Sales left after direct costs	After Buildout fee	ROI
One store, 3 days avoided	\$6,429	-\$6,071	-49%
One store, 1 week avoided	\$15,000	\$2,500	20%
Two stores, 1 week each avoided	\$30,000	\$17,500	140%

Break-even: about 5.8 days of delay avoided at one store would cover the fee with these numbers. If 40% of sales is left after direct costs, one week avoided leaves \$12,000. That is \$500 short of the fee, or a -4% return.

Count the delay once. Several issues can put the same date at risk. Do not add \$30,000 for each issue or count the same sales twice. The review is free. These examples show the return on the paid Buildout.

This assumes you avoid the full delay and would lose those sales for good. It leaves out fix costs, extra work, travel and ongoing support. It also leaves out savings from less rework or lower costs while you wait. These are estimates, not savings achieved or promised.

Choose the next step from the findings

Use the list to brief your vendors and finish the checks. Choose a Buildout if your team needs a process it can use again, with clear checks, owners and shared tasks. If you have that process, use the review to improve it. Ongoing support is your choice.

What the free review gives you

Get a list of what to check first, who should act and what to do next. See which test results are still needed. Your write-up is based on the call and the records shared.

What the Buildout adds

Get a checklist to use again, a fuller issue list, vendor questions and an opening-day plan with times. It is built for your systems. Includes a team handover and a check-in 30 days later. Two weeks, \$12,500. Help to make fixes or run the work is separate.

The free review points to the first checks based on the call and records shared. It does not approve the store to open, test every system or manage fixes. The list and dates can change as your plan, vendor advice and test results change.

Get your own opening priorities

Free, 30 minutes. Get the key issues in writing the next business day. You keep the list.

Book a free opening review · Sample and tracker · ROI calculator

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