LEE G	LEE GARDEN				Lee Garden Pre-Opening Timelin Checklist		
WEEKS	ITEM/TASK	RESPONSIBILITY	SUPPLIER	FOLLOW-UP	DATE STARTED	DATE COMPLETE	
	Franchisee signs Agreement Welcome to the Lee Garden Family - Introduction sent to all franchisees, staff	Franchisor					
START	Franchise Fee paid to Franchisor	FRANCHISEE					
40	Send Operational Manuals to "NEW" franchise	Franchisor					
40	Site Search and selection	FRANCHISEE					
	Site Reviewed and approved	Franchisor					
40	Lease negotiated for location - refer to Leasing information in Management Manual - copy of signed lease to Franchisor	FRANCHISEE					
	Order business license GST & PST numbers - supply numbers to Head Office for reference	FRANCHISEE					
-	Insert Yellow Page ad	FRANCHISEE					
22.2	Assess training needs, put together training team and schedule training	Franchisor					
	Preliminary drawings prepared from concept drawings	Architect	Eve Rose Interiors				
	Preliminary drawings reviewed and approved	Franchisor					
- 2	Architectural drawings created that meet city requirements	Architect					
c	Architectural drawings approved	Franchisor					
	Issue drawings for tender	FRANCHISEE					
	Final approval of budget and General Contractor from Franchisor	FRANCHISEE					
	Apply for all applicable building permits, licenses, etc.	FRANCHISEE/ GENERAL CONTRACTOR					
	Franchisee training starts	Franchisor					
	Meeting with construction team to discuss buildout requirements	FRANCHISEE/ Franchisor					
	Start construction and restaurant buildout	General Contractor					

6<u>.</u>1 **Pre-Opening Critical Timeline Checklist**

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SCHEDULES

LEE GARDEN

				Lee Garden Pre-Opening Timeline Checklist		
WEEKS OUT		RESPONSIBILITY	SUPPLIER	FOLLOW-UP	DATE STARTED	DATE COMPLETED
	Put equipment, smallwares up for tender	FRANCHISEE	Russell Foods/ Hotel Equipment & Supplies			
τ.,	Contact store signage supplier to get quotation for signage	FRANCHISEE				
	Order POS software	FRANCHISEE				
	Apply for liquor license, business license	FRANCHISEE				
	Order business utilities - Gas, Water, Power	FRANCHISEE				
	Order telephone lines - 1 - debit machine - 1- telephone - 1- high speed internet (cable or ADSL)	FRANCHISEE				
	Open bank account	FRANCHISEE				
	Order company cheques from bank	FRANCHISEE				
	INSURANCE - Lee Garden Restaurants added as Third Party. Copy of policy to be submitted to Head Office	FRANCHISEE				
	Apply for Visa, Mastercard, American Express and franchisor card merchant numbers	FRANCHISEE				
1.5	Electronic Fund Transfer form to be filled out and submitted	FRANCHISEE				
	Order Equipment, smallwares, furniture	FRANCHISEE	Russell Foods/ Hotel Equipment & Supplies			
	Receive final sign approval from Franchisor	FRANCHISEE				
	Order signage	FRANCHISEE				
	Sound system, cable, TV, satellite ordered	FRANCHISEE				
	Order submitted for business cards, letterhead, menus and other printed material	FRANCHISEE				
	Finalize management team for restaurant	FRANCHISEE				
	Ads run for recruitment of employees	FRANCHISEE				
	Arrangements made for deliveries of supplies and equipment	FRANCHISEE				

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	LEE GARDEN			Lee Garden Pre-Opening Timeline Checklist		
WEEKS		RESPONSIBILITY	SUPPLIER	FOLLOW-UP	DATE STARTED	DATE COMPLETED
-	Order store opening flyers	FRANCHISEE				
	Organize opening team accomodation if required	Franchisor				
± 7	Opening team team meeting and training schedule finalized	Franchisor				
	Set up garbage and oil removal	FRANCHISEE				
	Janitor, cleaning services contract put in place	FRANCHISEE				
-	Hiring of staff in conjunction with Franchisor support team	FRANCHISEE				
- 5	Have internet access services installed - high speed internet (cable or ADSL)	FRANCHISEE				
	Setup Lee Garden email account	Franchisor				
1	Setup for access and password to Lee Garden webpage and secure site	Franchisor				
	Iniitial staff orientation/ meeting	Franchisor				
1.1	Instalation of POS and configuration	FRANCHISEE				
	Install phone lines	FRANCHISEE				
	Set target opening date for store	Franchisor				
	PRE-MARKETING TO BEGIN - refer to Operations Manual for specifics - submit plan for follow up marketing post opening	FRANCHISEE				
	Research Competition in area/ pricing	FRANCHISEE				
-13	Meet with accounting professional to request opening balance sheet and advice regarding shareholders loans/tax implications	FRANCHISEE				
	Permanent signage installer	FRANCHISEE				
	Setup POS training	Franchisor				
	Opening training team arrives and staff training begins	Franchisor				
-	Set up of restaurant - equipment all functioning graphics in place, etc.	Franchisor				
	Place initital food and liquor opening inventory order	FRANCHISEE	Various- See opening inventory			
	First Aid training	FRANCHISEE				
	Food Safe training	FRANCHISEE				
	Alarm, locks and security put in place	FRANCHISEE				
	Health inspection	FRANCHISEE				





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			Lee Garden Pre-Opening Timeline Checklist			
WEEKS OUT		RESPONSIBILITY	SUPPLIER	FOLLOW-UP	DATE STARTED	DATE COMPLETED
	Liquor inspection	FRANCHISEE				ja an
	Building inspection	FRANCHISEE				
	Mechanical inspection	FRANCHISEE				
	Fire inspection	FRANCHISEE				
	Testing of kitchen equipment	Franchisor				
	Walk through with general contractor and Franchisee	Franchisor				
	Create deficiencies list	Franchisor				
	Staff cleaning	FRANCHISEE				
	Restaurant final set-up of kitchen, dining room and bar	FRANCHISEE				
	Food and beverage receiving	Kitchen Manager				
	Dry runs with family, trades, staff	Training Team	1			
	Final clean	Training Team				
	Operations review/ assessment - Approval To Open Letter received	Franchisor				1
Ó	OPENING					
2	Support follow up	Franchisor				



6.2 Pre-approved Advertising Formats



Flyer



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Soup	37 Pravers with Black Bean Sauce 12.	95 T7. Lee Chow Men. 7.95 Tag tradin or War with Asker and Sam provide. 7.95	Fantastic for B	Deluxe for 4
1 Hot and Sour Soup" (Small)	Children	Tap modes of that wit the wit and but chinks		
2. Hol and Sour Soup" (Large) 8.25	Chicken	Fried Rice	\$65.95	\$44.95
Bean rand, streaded chicker, barrhoo shmit, wradher separations and whited	41. Pineapple Chicken (12) 81		T. D. H. H. D. L.	P
egg in het weeger bestil. 3. Waar Wortion (Servall) 5.95	42. Lemon Chicken 9) Flort of clicken, ange Mull with komm saunt	95 S2 Mushroom Fried Rice	Egg Rolls with Plum Sauce	
Wer Worken (Small) 3.93 4. Wer Worken (Large) 995	43. Cashew Olicken 84		Deep Fried Prawns	Prieappie Chicken Balls
 Wier Workton (Large) 995 Tang low Warkston (Largence) Adjusting supressing to Moder 	Older, Labora Alt, water cheritati, comp cantil, and satisfaments, its Field	84. Cartonese Fried Rice 8.95	Beef & Vegetables	Deep Fried Prawns
intern. Springer 'coulder' of Marriage Story and informate leads desired, M.H.() work	together is a tange succe.	85 Steamed Bice (16 ce.) 1 50	Sweet & Sour Pork	Beet & Vegetables
and kinder chicken, serviced with sourced Datenal organization. Tenant 9 a. alread a must be fixed.	44. Curry Dicken [®] 93 Dicken with asserted vegetation, sile Real with curry assis	95 86. Yangchow Fried Rice 8.95	Crispy Ginger Beel	Sweet & Sour Pork
5. Hong Kong Special Wonton South 2.95	45. Kung Po Chicken with Pearats" 99			
	fander chicken with green peppers, medirusms, water chemican and cavery eli-	72	Chicken Chow Mein	Chicken Fried Rice
Appetizers	The oth Southase Isan sace, sepret will crurkly parents	Hot & Spicy Dish Very Spicy Dish	Chicken Fried Rice	
11 Vistnamese Soring Rolls (6)* 5.95	46. Chicken Chop Sary. Bipmotial 49.12	No substitutions	Fortunes Cookies	1
Minced pork wageed with his speed deep their to crean limitan, served with speek latest	47. Chicken Tertyaki 8.5		the ments around	
12. Shandhai Dumolinos (6) 550	Tenter itsiken, ontes if ingges its theil with our gestal lapanese Terbulf sour		1	
 Shangkai Utempings (6) 5.50 Minori pork and weptable dumpings, our heal and served attraut are 	Pork			
tinger	C1 House Cally Dire	at	Basic for 2	
13. Homemade Jambo Egg Rolls 250	52. Sweet & Sour Perk Benergins 4.0		Basicror 2	Yum-Yumfor
14. Deep Fried Wonton (16)	53. BBQ Pork & Mixed Vegetables 81		\$24.95	\$24.95
14. Deep med Woman (16). Therease D. AHI 15. Garlic Ribs (15). 795	54. Mu Shu Park (Dicken" 123		964.00	
15. Garticrobs (15)	Straddwid pork or chadlen and vegetables knowl with this Sh basics and angle (b)	ASSAULT -	EquiRolls with Plum Sauce	Imperial Rolls
	picte of Reidard Fancale	- 125	Pineapple Chicken Balls	Chicken Chow Mein
17 Imperial Spring Rolts (6) 495	Beef		a construction of the second second	
18. Green Onion Cake 2.95		www.leewok.com	Garlic Ribs	Sweet & Sour Pork
19. Beef Satay (4) 795 Tools feel cates pilled on a damag samed with only cate case.	61. Crispy Ginger Beet"	95	Beef & Vegetables	Veggie Tertyaki
	62. Szechuari Berf** 95	15	Oriental Fried Rice	Steamed Rice
Vegetarian	Bed, wouldars, water cheatisms with well with Stee heart beam search attract on a b			
21. Buddha Delight 795 9ir hull helt vigstalles mutte the Buddha	plan .	1 · · · ·	E CALL A	IEV
22. Vegetables Teriyaki Biperciani 6.40	63. Mongolan Beef			and the second se
Sit field equation with lances lapances (crise) Sect.	interview modes.		Delight for 2	Classic for 1
23. Spicy 8 Vegetables** 795	64. Beef, Peapods & Mustroorrs			
Starting best grows with Starchure had bear susce	65. Beef with Broccoll & Mushrooms	95 Dissuir cand comments or combactions about our fixed or	\$24.95	\$10.95
24. Mixed Vegetables with Garlic 795	66. Beef and Vegetables 81	95 service to car Master Chel and Owner, Chiu Lau at 195 service to car Master Chel and Owner, Chiu Lau at		Egg Roll with Plum Sauc
25 Mahson Egg Foo Yung 850	67. Beel and Black Bean Sauce 11.5	95 leegarden/1 chiulau.com	Egg Rolls with Plum Sauce	
Seafood	68. Beef Kebobs 121	95	Garlic Rbs	Pineapple Chicken Bala
31. Princess Praema*	Tender beef index gelled on a desser served with year cheirs of permit same in committees a		Deep Fried Prawns	Dry Hbs
Topy property with residencers, water cherdrate & catery all thad with our	Contra and		Beef & Vicoetables	Beet & Vegetables
special utilit sauce, tropped with crunicity promote	Noodles (Chow-Mein)			Steamed Rice
32. Dragon and Phoenix in a Next. 12.95	71. Mored Vegetables Chaw Mein 75	95	Oriental Fried Rice	
Oalters and divings are sealed will essared impetialies invest	72. Chicken Chow Mein 8	ILEE GARDEN	Non	
33. Sealood Stri Fry 13.95 Drives output and and any state of the state output	73. Cantonese Chow Metr. 91	95 ELL CANDEN	Hot 'n' Fast Deliv	ITV AND
ABO	74. Prawins Clove Mean	15	Mention Special when	
34. Deep Fried Prawns (12) 9.95	75. Singipore Noodles* Bysensial 6.18	No.1 IN CHINESE FOOD	ordering dishes	and a second second second
35 Prawns with Mixed Vegetables 10.95	76. Shanghai Fried Noodles	5 Serving Edmonton		
36. California Prawns11.95	Straided (Scian Or hou with this mode)	the best Chinese Food for 23 years	on Special	
			-	
Major credit cards accented on delive	Prices subject to change without no	otice. Book FUNCTIONS at LEE GARDEN Io	CATERING Se	aldelieve available
				The available.
WEST	- 6404-162 St. (Happy Hour Pub everyda	y 11 a.m - 7 p.m). SOUTH - 317 Woodvale Ro	bad	

Brochure, front and back





6.3 Tell Us What You Think! Comment Cards

Location	Date & Time		
Your Comments			
Your Name	City		
Phone Number			

Lee Garden strives for excellent customer service. Thank you for taking the time to provide us with your comments and to help us achieve this goal.





6.4 **Guest Feedback Form**

Use this form to call guests from the information provided on the comment cards or business cards. During each call fill out this form with the details of the guest's feedback. Use the information from the card (business or comment card) for their name and address.

Date of call:
Guest's name:
Date of guest's visit:
Guest's address:
Guest's comments:
Date of call:
Guest's name:
Date of guest's visit:
Guest's address:
Guest's comments:

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6.5 Employee Application Form

Employee Application

Personal Information

NameAddress	 -
PhoneE-mail	
What languages do you speak? List your hobbies. What languages do you speak? Community Activities or Clubs	
Education	
Secondary School Attended	

Past Employment

Dates: From - To	Company	Position	Phone

May we talk to your present employer? _____ if yes, name of contact. _____

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References

Business References:		
 Name and Position 	· · · · · · · · · · · · · · · · · · ·	
Your Relationship		
Phone Number		
2. Name and Position		
Your Relationship		
Phone Number		
Personal References: (no family)		
1. Name		
Phone Number		
2. Name		
Phone Number		

Applicant's Certification and Agreement

I hereby certify that the answers given and the statements made in this employment application are true and correct. I hereby authorize all my present and previous employers and my business and personal references to furnish Lee Garden Restaurants any information, verbal or written, concerning my present or past employment, my personal character, and my habits. I also authorize Lee Garden to verify the information within this application is true.

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Signature of Applicant

Date

Page 2 of 2





6.6 Interview Questions Form

Date:

Applicant's Name:

Position applied for:

The following are some sample questions. Ask the questions that are most appropriate to the position being applied for and that will allow you to best profile the applicant.

- 1) Why do you want to work at Lee Garden?
- 2) What are some of your strengths or best qualities?
- 3) Have you ever worked in a restaurant environment? Tell me about that experience.
- 4) Are you currently in school? Do you have any commitments that would prevent you from working certain shifts?

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- 5) What are your future goals?
- 6) Why did you leave your last job?
- 7) Have you ever been fired from a job? If so, why?
- 8) How do you handle stressful situations?





- 9) What does great customer service mean to you?
- 10) Tell me about a time when you had great customer service.
- 11) What types of experiences have you had in dealing with irate customers?
- 12) Customers frequently create a great deal of pressure. What has been your experience in this area?
- 13) When have you gotten your feelings hurt at work?
- 14) Do you prefer to have a job in which you have well laid-out tasks and responsibilities, or one in which your work changes on a frequent basis?
- 15) How would your current co-workers or class mates describe you? Happy-go-lucky, or as being reserved and quiet?

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16) What are some things that motivate you?





- 17) Can you give me an example of when you came up with a clever way of motivating someone?
- 18) Describe to me the ideal working environment, from your perspective. Describe the ideal manager.
- 19) Sooner or later everyone makes mistakes. What was the most significant mistake you made and explain why you made it. What did you learn from it?
- 20) Tell me about what it means to you to work as a team? Can you describe a past situation where you worked within a team?
- 21) Describe how you determine your priorities.
- 22) Describe a healthy staff meeting that you have been involved in?
- 23) Describe an unhealthy staff meeting that you have been involved in? What did you do.

During the interview try to observe these traits/characteristics in the applicant:

Happy/outgoing attitude?	Appropriate appearance?

Made eye contact?_____ Communication skills?_____

Will they fit in with the rest of the staff?_____





6.7 Host/Hostess Training Checklist

Employee's name:

The employee has provided management with the following:

_____Social insurance number _____Payroll forms

_____Signed employment contract

The employee has received instruction and training and is now comfortable with the following:

Host Stand

Reservation book	Taking reservations
Reservation book	laking reservat

_____Answering phone _____Restaurant address

_____Directions to restaurant _____Greeting guests

_____Managing the flow of guests

<u>Restaurant</u>

- _____Table numbers
- _____Signature menu items



Server's sections



6.8 Busser Training Checklist

Employee's name:_____

The employee has provided management with the following:

_____Social insurance number _____Payroll forms

_____Signed employment contract

The employee has received instruction and training and is now comfortable with the following:

Product Knowledge	
Signature menu items	
Daily Functions	
Table numbers	Table settings
Coffee machine	Glass washer
Mise en place	Carrying multiple plates
Dish pit	Restocking bathroom
Opening Duties	
Table setting	Refilling salt & pepper
Coffee station	Mise en place station
Brewing green tea	
Closing Duties	
Coffee station	Polishing cutlery
Polishing glassware	Taking out garbage
Restocking (napkins, chopsticks, t	ea, sugar etc)





6.9 Server Training Checklist

Employee's name:	
The employee has provided manageme	ent with the following:
Social insurance number	Serving it Right number
Signed employment contract	Payroll forms
The employee has received instruction comfortable with the following:	and training and is now
Product Knowledge	
Signature menu items	Basic ingredients
Portion sizes	Food presentation
Alcohol selection	
Daily Functions	
Point of sale system	Authorizing credit cards
Table/seat numbers	Serving standards
Ordering food/drink	Collecting food/drink
Coffee machine	Glass washer
Mise en place	Carrying multiple plates
Opening Duties	
Table setting	Refilling salt & pepper
Coffee station	Mise en place station
Brewing green tea	
Closing Duties	
Coffee station	Cashing out
Polishing cutlery	Polishing glassware

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Char

6.10 Bartender Training Ch	necklist
Employee's name:	
The employee has provided manager	ment with the following:
Social insurance number	Serving it Right number
Signed employment contract	Payroll forms
The employee has received instruction comfortable with the following:	on and training and is now
Product Knowledge	
Signature menu items	Basic ingredients
Portion sizes	Food presentation
Alcohol selection	Popular drink recipes
Daily Functions	
Point of sale system	Authorizing credit cards
Coffee machine	Glass washer
Changing pop canisters	Changing beer kegs
Using spillage sheet	
Opening Duties	
Cutting garnishes	Filling ice well
Refilling (straws, coasters)	
<u>Closing Duties</u>	
Polishing glassware	Restocking bar
Cleaning pop gun	Cleaning procedures
Cashing out	Doing inventory

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6.11 Expeditor Training Checklist

Employee's name:_____

The employee has provided management with the following:

_____Social insurance number _____Payroll forms

Signed employment contract

The employee has received instruction and training and is now comfortable with the following:

 Product Knowledge

 _____Signature menu items
 _____Basic ingredients

 _____Portion sizes
 _____Food presentation

 Daily Functions
 ______Serving standards

 _____Table/seat numbers
 _____Serving standards

 _____Collecting food/drink
 ______Mise en place

 _____Table settings
 ______Server sections







6.12 Cook Training Checklist

Employee's name:	
The employee has provided management	nt with the following:
Social insurance number	Payroll forms
Signed employment contract	Food Safe certificate
The employee has received instruction a comfortable with the following:	nd training and is now
Product Knowledge	
Menu items	Ingredients
Portion sizes	Cooking times
Food presentation	
Equipment	
Grill	Deep fryer
Oven	Wok
Duties	
Opening procedures	Line prep
Equipment usage	Rotating stock
Closing procedure	Cleaning procedures







6.13 Dishwasher Training Checklist

Employee's name:_____

The employee has provided management with the following:

_____Social insurance number _____Payroll forms

_____Signed employment contract

The employee has received instruction and training and is now comfortable with the following:

<u>Equipment</u>

_____Starting dishwasher _____Draining dishwasher

____Operating dishwasher _____Troubleshooting

Daily Functions

- _____Pre-soaking dishes _____Pots and pans
- _____Special cleaning instructions _____Cleaning inspection
- _____Location of clean dishes & cutlery





6.14 Front-of-House Trainee Test

Date:

Trainee's Name:

Manager:

- 1) What is the main focus of your job?
- 2) The most important person in the restaurant is?
- 3) What are 3 out of the 6 company values?
- 4) If there is an angry guest shouting at you, how will you handle the situation? What will you do?
- 5) What is the address of the restaurant? What are the opening and closing hours?
- 6) List 3 signature dishes and the key ingredients in each one:
 - I)

II)

III)

7) Walk around the restaurant; identify the table number and the seat positions at each table.





6.15	Back-of-House Trainee Test
Date:	
Trainee's Name:	
Manager:	

- 1) What are 3 out of the 6 company values?
- 2) What is the address of the restaurant? What are the opening and closing hours?
- 3) List the ingredients & cooking steps to make _____:
- 4) List the ingredients & cooking steps to make _____:
- 5) List the ingredients & cooking steps to make _____:
- 6) How often does the Grill get cleaned?
- 7) Describe the process for rotating stock:
- 8) Which prepared items get labelled?





6.16 Wasted/Spoiled Food Form

Date	Staff	Item & quantity





6.17 Alcohol Inventory

			MON	TUE	WED	THU	FRI	SAT	SUN
		Blue					F		
	L	Budweiser							
в	С	Canadian							
E	AL	Coors Light							
E		Kokanne							
R		Corona							
	P	Heineken						1	
	R T	Tsing Tao							
		B&G Cuvee							
	RE	Beaujolais						1	
W I	D	Wolf Blass Green							
N E		Lorch							
		Piesporter							
_		Sake							
L		Barcardi							
I Q		Dark Rum							
U		Gin							
0		Kahlua							
R		Rye					-		
		Vodka							
	1	TOTAL							

LEE GARDEN ALCOHOL INVENTORY - SOUTH

Form: DS2







6.18 Bar Spillage

Date	Bartender	Item (quantity)	Comments







6.19 Bar Weekly Summary

Date		_ To_					_	
	MON	TUE	WED	THU	FRI	SAT	SUN	TOTAL
Beer Balance								
Beer Purchase +								
Total =								
Name of Happy Hour Shift								
Cooler								
Cases								
Total								
Beer Used								
Ring Out/Computer								
Over/Short								
Name of PM Shift								
Cooler								
Cases								
Total								
Beer Used								
Ring Out/Computer								
Over/Short								
Hi Ball								
Shooter								
Premium								
Cocktails								
Total								



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6.20 Full Liquor – Weekly Summary

Date _____ To____ MON WED THU SAT SUN TUE FRI TOTAL Full Balance Full Purchase TOTAL Cooler Cabinet Rack TOTAL Ring Out Over/Short Usage Promotion Liquor Gun TOTAL USAGE





6.21 Daily Time Sheet

EMPLOYEE	MON	TUE	WED	THU	FRI	SAT	SUN	TOTAL
						JAI	301	
	/	/	/	/	/	/	/	
10.00	/	/	/	/	/	/	/	
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	/	/	/	/	/	/	/	

LEE GARDEN - TIME SCHEDULE







6.22 Cashing Out Report

	NAME					DATE	
READING			-		GST =		
PROMOTION							
LESS :	CREDIT CARDS			5			
	EXGAS						
	AUTO				_		
	PURCHASE						
	тот	AL C	CASH				
						-	
	_	x	100	-			
	_	x	50	-			
		x	20	-			
	_	x	10	-			
	_	x	5	-			
	_	x	2	-			
		x	1	=	-		
	_						





6.23 Weekly Working Hours Form

SUMMARY OF WORKING HOURS FOR PAYROLL

Location ____

EMPLOYEE	WK 1	WK 2	WK 3	SUB TOTAL	HOURS OF STAT. HOLI.	TOTAL
				A-MAR		
				1.1		
	1.1.1			AL		
	1.1.1.1					
				These 1		
			1997 (S.O.)	die str		
	+			1.1		
				Without In-		
						-
				1		
				221		
				14		
				Chine State		
				-		







6.24 Monthly Recap Report

Monthly Recap Report

Location			
Month of			
Monthly Total Sales		А.	\$
Total Labor Costs B.	\$		
Labor Percentage B/A X100	%		
Total Product Purchases C.	\$		
Costs of Goods Sold Percentage C/AX100	%		

Please fax this monthly report to Lee Garden head office no later than the 10^{th} of the month for the previous month. This report provides us with key measurements to monitor the restaurants success.

