

Restaurant Performance Gap Scorecard

Same Operating Expectations. Different Results.

What's Driving the Gap?

The Restaurant Performance Gap Scorecard helps executive leadership consider where expectations, operating systems, and location execution may be disconnected.

Examine Seven Key Operating Elements

Rate each element based on what's consistently demonstrated across your restaurant group—not simply what policies or procedures require.

RATING SCALE

- 1 Significant gap 2 Frequent inconsistency 3 Inconsistent across locations or circumstances
4 Generally consistent 5 Consistently demonstrated and repeatable

1

Leadership Follow-Through

When operating concerns are addressed in leadership meetings, responsibilities are assigned, corrective actions are completed, and follow-through is verified.

RATING

☐ ☐ ☐ ☐ ☐
1 2 3 4 5

Notes / evidence

2

Operating Standards

Core operating standards are interpreted and executed consistently across locations, managers, and shifts.

RATING

☐ ☐ ☐ ☐ ☐
1 2 3 4 5

Notes / evidence

3

Guest Experience

Guests receive a consistently reliable experience across our restaurants, regardless of location, shift, or manager.

RATING

☐ ☐ ☐ ☐ ☐
1 2 3 4 5

Notes / evidence

4

Labor and Operating Discipline

Management examines labor variances in relation to staffing, scheduling, workflow, preparation, rework, and execution—not simply the labor percentage.

RATING

☐ ☐ ☐ ☐ ☐
1 2 3 4 5

Notes / evidence

Seven Operating Elements | Continued

Use the same 1–5 rating scale shown on page one.

5

Profit Visibility

Managers use timely financial and operating information to identify and address controllable performance concerns during the week.

RATING

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Notes / evidence

6

Management Accountability

Recurring operating problems have clear ownership, decision authority, and follow-through that prevents the same problems from repeatedly going unresolved.

RATING

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Notes / evidence

7

Growth Readiness

Our current operating systems, leadership structure, and management practices can support additional locations without multiplying inconsistent execution.

RATING

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Notes / evidence

Now review the financial perspective

[P4 Performance Dashboard](#)calculator.thinkp4.com →

Your P&L provides the financial results. P4's Restaurant Performance Dashboard can help you examine how revenue, food costs, labor, and operating expenses relate to profitability.

When Further Investigation Matters

These resources are not a formal diagnosis and do not establish root cause or financial loss. The objective is to encourage a 360-degree view of the situation before assuming a solution. If performance variation is material, recurring, or affecting progress, an Executive Insight Call can help determine what next step is warranted.

Book an Executive Insight Callcalendly.com/sandra-thinkp4hello@thinkp4.com

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