

Four-Year U.S. & Canada Holiday Planner

Use this page and your previous records to track and plan your holiday business.

2010	2011	2012	2013
<p>January</p> <p>F-1 New Year's Day M-18 Martin Luther King, Jr. Day</p> <p>February</p> <p>Tu-2 Groundhog Day F-12 Lincoln's Birthday Su-14 Valentine's Day M-15 Presidents' Day Tu-16 Mardi Gras (Shrove Tuesday) W-17 Ash Wednesday M-22 Washington's Birthday</p> <p>March</p> <p>M-8 <i>Commonwealth Day (CAN)</i> W-17 St. Patrick's Day Su-28 Palm Sunday Tu-30 Passover begins</p> <p>April</p> <p>F-2 Good Friday Su-4 Easter Sunday W-21 Administrative Professionals Day</p> <p>May</p> <p>W-5 Cinco de Mayo Su-9 Mother's Day M-24 <i>Victoria Day (CAN)</i> M-31 Memorial Day observed</p> <p>June</p> <p>M-14 Flag Day Su-20 Father's Day</p> <p>July</p> <p>Th-1 <i>Canada Day</i> Su-4 Independence Day</p> <p>August</p> <p>None</p> <p>September</p> <p>M-6 Labor Day Th-9 Rosh Hashanah begins Sa-18 Yom Kippur</p> <p>October</p> <p>M-11 Columbus Day M-11 <i>Thanksgiving (CAN)</i> Sa-16 Boss's Day Su-31 Halloween</p> <p>November</p> <p>Tu-2 Election Day Th-11 Veterans Day Th-11 <i>Remembrance Day (CAN)</i> Th-25 Thanksgiving Day</p> <p>December</p> <p>Th-2 Hanukkah begins Sa-25 Christmas Su-26 <i>Boxing Day (CAN)</i> Su-26 Kwanzaa begins</p>	<p>January</p> <p>Sa-1 New Year's Day M-17 Martin Luther King, Jr. Day</p> <p>February</p> <p>W-2 Groundhog Day Sa-12 Lincoln's Birthday M-14 Valentine's Day M-21 Presidents' Day Tu-22 Washington's Birthday</p> <p>March</p> <p>Tu-8 Mardi Gras (Shrove Tuesday) W-9 Ash Wednesday M-14 <i>Commonwealth Day (CAN)</i> Th-17 St. Patrick's Day</p> <p>April</p> <p>Su-17 Palm Sunday Tu-19 Passover begins F-22 Good Friday Su-24 Easter Sunday W-27 Administrative Professionals Day</p> <p>May</p> <p>Th-5 Cinco de Mayo Su-8 Mother's Day M-23 <i>Victoria Day (CAN)</i> M-30 Memorial Day observed</p> <p>June</p> <p>Tu-14 Flag Day Su-19 Father's Day</p> <p>July</p> <p>F-1 <i>Canada Day</i> M-4 Independence Day</p> <p>August</p> <p>None</p> <p>September</p> <p>M-5 Labor Day Th-29 Rosh Hashanah begins</p> <p>October</p> <p>Sa-8 Yom Kippur M-10 Columbus Day M-10 <i>Thanksgiving (CAN)</i> Su-16 Boss's Day M-31 Halloween</p> <p>November</p> <p>Tu-8 Election Day F-11 Veterans Day F-11 <i>Remembrance Day (CAN)</i> Th-24 Thanksgiving Day</p> <p>December</p> <p>W-21 Hanukkah begins Su-25 Christmas M-26 <i>Boxing Day (CAN)</i> M-26 Kwanzaa begins</p>	<p>January</p> <p>Su-1 New Year's Day M-16 Martin Luther King, Jr. Day</p> <p>February</p> <p>Th-2 Groundhog Day Su-12 Lincoln's Birthday Tu-14 Valentine's Day M-20 Presidents' Day Tu-21 Mardi Gras (Shrove Tuesday) W-22 Ash Wednesday W-22 Washington's Birthday</p> <p>March</p> <p>M-12 <i>Commonwealth Day (CAN)</i> Sa-17 St. Patrick's Day</p> <p>April</p> <p>Su-1 Palm Sunday F-6 Good Friday Sa-7 Passover begins Su-8 Easter Sunday W-25 Administrative Professionals Day</p> <p>May</p> <p>Sa-5 Cinco de Mayo Su-13 Mother's Day M-21 <i>Victoria Day (CAN)</i> M-28 Memorial Day observed</p> <p>June</p> <p>Th-14 Flag Day Su-17 Father's Day</p> <p>July</p> <p>M-2 <i>Canada Day</i> W-4 Independence Day</p> <p>August</p> <p>None</p> <p>September</p> <p>M-3 Labor Day M-17 Rosh Hashanah begins W-26 Yom Kippur</p> <p>October</p> <p>M-8 Columbus Day M-8 <i>Thanksgiving (CAN)</i> Tu-16 Boss's Day W-31 Halloween</p> <p>November</p> <p>Tu-6 Election Day Su-11 Veterans Day Su-11 <i>Remembrance Day (CAN)</i> Th-22 Thanksgiving Day</p> <p>December</p> <p>Su-9 Hanukkah begins Tu-25 Christmas W-26 <i>Boxing Day (CAN)</i> W-26 Kwanzaa begins</p>	<p>January</p> <p>Tu-1 New Year's Day M-21 Martin Luther King, Jr. Day</p> <p>February</p> <p>Sa-2 Groundhog Day Tu-12 Lincoln's Birthday/ Mardi Gras (Shrove Tuesday) W-13 Ash Wednesday Th-14 Valentine's Day M-18 Presidents' Day F-22 Washington's Birthday</p> <p>March</p> <p>M-11 <i>Commonwealth Day (CAN)</i> Su-17 St. Patrick's Day Su-24 Palm Sunday Tu-26 Passover begins F-29 Good Friday Su-31 Easter Sunday</p> <p>April</p> <p>W-24 Administrative Professionals Day</p> <p>May</p> <p>Su-5 Cinco de Mayo Su-12 Mother's Day M-20 <i>Victoria Day (CAN)</i> M-27 Memorial Day observed</p> <p>June</p> <p>F-14 Flag Day Su-16 Father's Day</p> <p>July</p> <p>M-1 <i>Canada Day</i> Th-4 Independence Day</p> <p>August</p> <p>None</p> <p>September</p> <p>M-2 Labor Day Th-5 Rosh Hashanah begins Sa-14 Yom Kippur</p> <p>October</p> <p>M-14 Columbus Day M-14 <i>Thanksgiving (CAN)</i> W-16 Boss's Day Th-31 Halloween</p> <p>November</p> <p>Tu-5 Election Day M-11 Veterans Day M-11 <i>Remembrance Day (CAN)</i> Th-28 Thanksgiving Day Th-28 Hanukkah begins</p> <p>December</p> <p>W-25 Christmas Th-26 <i>Boxing Day (CAN)</i> Th-26 Kwanzaa begins</p>



2012 Annual Calendar

January

M	Tu	W	Th	F	Sa	Su
						①
2	3	4	5	6	7	8
9	10	11	12	13	14	15
⑬	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

New Year's Day **Su-1**
 Epiphany **F-6**
 Martin Luther King, Jr. Day **M-16**

February

M	Tu	W	Th	F	Sa	Su
		1	2	3	4	⑤
6	7	8	9	10	11	12
13	⑭	15	16	17	18	19
⑳	21	22	23	24	25	26
27	28	29				

Groundhog Day **Th-2**
 Super Bowl XLVI **Su-5**
 Lincoln's Birthday **Su-12**
 Valentine's Day **Tu-14**
 Presidents' Day **M-20**
 Mardi Gras (Shrove Tuesday) **Tu-21**
 Ash Wednesday **W-22**
 Washington's Birthday **W-22**

March

M	Tu	W	Th	F	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
⑫	13	14	15	16	⑰	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Commonwealth Day (Canada) **M-12**
 St. Patrick's Day **Sa-17**
 Spring Begins **Tu-20**

April

M	Tu	W	Th	F	Sa	Su
						1
2	3	4	5	6	⑦	⑧
9	10	11	12	13	14	15
⑬	17	18	19	20	21	22
23	24	⑳	26	27	28	29
30						

April Fools' Day **Su-1**
 Palm Sunday **Su-1**
 Good Friday **F-6**
 Passover Begins **Sa-7**
 Easter Sunday **Su-8**
 Tax Day **M-16**
 Administrative Professionals Day **W-25**

May

M	Tu	W	Th	F	Sa	Su
	1	2	3	4	⑤	6
7	8	9	10	11	12	⑬
14	15	16	17	18	19	20
⑳	22	23	24	25	26	27
⑳	29	30	31			

Cinco de Mayo **Sa-5**
 Mother's Day **Su-13**
 Armed Forces Day **Sa-19**
 Victoria Day (Canada) **M-21**
 Whit Sunday (Pentecost) **Su-27**
 Memorial Day (observed) **M-28**

June

M	Tu	W	Th	F	Sa	Su
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	⑰
18	19	20	21	22	23	24
25	26	27	28	29	30	

Trinity Sunday **Su-3**
 Children's Day **Su-10**
 Flag Day **Th-14**
 Father's Day **Su-17**
 Summer Begins **W-20**

July

M	Tu	W	Th	F	Sa	Su
						1
②	3	④	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Canada Day **M-2**
 Independence Day **W-4**

August

M	Tu	W	Th	F	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Local schools and colleges begin this month. Watch for turnover. Plan for September labor and staffing changes.

September

M	Tu	W	Th	F	Sa	Su
					1	2
③	4	5	6	7	8	⑨
10	11	12	13	14	15	⑰
⑱	18	19	20	21	22	23
24	25	⑳	27	28	29	30

Labor Day **M-3**
 Grandparents' Day **Su-9**
 Independence Day (Mexico) **Su-16**
 Rosh Hashanah Begins **M-17**
 Autumn Begins **Sa-22**
 Yom Kippur **W-26**

October

M	Tu	W	Th	F	Sa	Su
1	2	3	4	5	6	7
⑧	9	10	11	12	13	14
15	⑬	17	18	19	20	21
22	23	24	25	26	27	28
29	30	⑳				

Columbus Day (observed) **M-8**
 Thanksgiving Day (Canada) **M-8**
 National Boss Day **Tu-16**
 Halloween **W-31**

November

M	Tu	W	Th	F	Sa	Su
			1	2	3	4
5	⑥	7	8	9	10	⑪
12	13	14	15	16	17	18
19	20	21	⑳	㉑	24	25
26	27	28	29	30		

General Election Day **Tu-6**
 Veterans Day **Su-11**
 Remembrance Day (Canada) **Su-11**
 Thanksgiving Day **Th-22**
 Biggest Retail Shopping Day **F-23**

December

M	Tu	W	Th	F	Sa	Su
					1	2
3	4	5	6	7	8	⑨
10	11	12	13	14	15	16
17	18	19	20	21	22	23
⑳	㉑	㉒	27	28	29	30
31						

Advent Begins **Su-2**
 Hanukkah Begins **Su-9**
 Winter Begins **Sa-22**
 Christmas Eve **M-24**
 Christmas Day **Tu-25**
 2nd Biggest Retail Shopping Day **W-26**
 Boxing Day (Canada) **W-26**
 Kwanzaa Begins **W-26**
 New Year's Eve **M-31**

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KEY:

○ = Holidays
 □ = Days that may affect your business



December 2011

M	Tu	W	Th	F	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2012

M	Tu	W	Th	F	Sa	Su
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29				

January 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						New Year's Day 1/365 1
2/364 2	3/363 3	4/362 4	5/361 5	Epiphany 6/360 6	7/359 7	8/358 8
9/357 9	10/356 10	11/355 11	12/354 12	13/353 13	14/352 14	15/351 15
Martin Luther King Jr. Day 16/350 16	17/349 17	18/348 18	19/347 19	20/346 20	21/345 21	22/344 22
23/343 23	24/342 24	25/341 25	26/340 26	27/339 27	28/338 28	29/337 29
30/336 30	31/335 31					

Notes

SAMPLE



Scoring: (left column)	4 pts. – Outstanding
	3 pts. – Above Average
	2 pts. – Satisfactory
	-1 pt. – Unsatisfactory

Hospitality Plus

Use this form to conduct a self-audit on your store. This will ensure that you are staying on top of key elements that will keep your guests satisfied, making them want to return again and again.

Store # _____ Manager on Duty _____ Date _____ Time _____ a.m./p.m.

Greeting	Comments
_____ Friendly & Sincere	_____
_____ Proper Tone: Not Rushed/Impatient	_____
_____ Takes Order (Or Name/Request) Properly	_____
_____ Looks Directly At Guest	_____
_____ Pleasant Smile	_____
_____ Opens Door (if applicable)	_____
_____ Subtotal	_____

Appearance, Facility	Comments
_____ Parking Lot	_____
_____ Lights	_____
_____ Landscape	_____
_____ Windows	_____
_____ Lobby	_____
_____ Floors	_____
_____ Walls	_____
_____ Rest Rooms	_____
_____ Décor	_____
_____ Tables & Chairs Level	_____
_____ Security & Safety	_____
_____ Music Level	_____
_____ Wait Stations	_____
_____ Kitchen Line	_____
_____ Office	_____
_____ Dishroom	_____
_____ Subtotal	_____

Atmosphere/People	Comments
_____ Friendly—Positive—Upbeat—Energetic	_____
_____ Courtesy & Respect Shown To Guests, Vendors, and Other Employees	_____
_____ “Please” & “Thank You” Used	_____
_____ Teamwork Happening	_____
_____ Smiles	_____
_____ Subtotal	_____

Guest Contact by Managers and Staff	Comments
_____ Managers & Employees Interacting	_____
_____ Does Quality Checks, Pre-Busses	_____
_____ Ask Specific Questions Of Guests’ Food & Experience	_____
_____ Smiles	_____
_____ Exceeds Guests’ Expectations	_____
_____ Subtotal	_____

Appearance, Staff	Comments
_____ All Employees In Correct Uniforms, Neat & Clean	_____
_____ Hands & Nails Clean, Proper Grooming	_____
_____ Smiles/Energy	_____
_____ Hair Properly Restrained, Neat & Clean	_____
_____ Proper Jewelry	_____
_____ Subtotal	_____

Good, Ongoing Sanitation Practices	Comments
_____ Floors Clean	_____
_____ Hands Washed As Needed	_____
_____ Booster/High Chairs Cleaned & In Good Repair	_____
_____ Rest Rooms Clean & Maintained	_____
_____ Sanitation Solution Used For Cleaning Towels	_____
_____ Gloves Used As Necessary	_____
_____ Subtotal	_____

Goodbye Given Upon Departure	Comments
_____ Thanks Guest/Friendly & Sincere	_____
_____ Invites Return	_____
_____ “Have A Nice Day/Evening”	_____
_____ Opens Doors	_____
_____ Exceeds Guests’ Expectations	_____
_____ Subtotal	_____

_____ **Grand Total** (Total Points Possible: 192*)
 _____ **Overall Percentage**

Grand Total Divided by Total Points = Overall Percentage
 *Subtract 4 pts. for each item that does not apply to your location

90% & Above	Excellent Execution In All Areas
80–89%	Good Level Of Execution
70–79%	Fair Execution – Going Through Motions, No Impact, No “Wow”
Below 70%	Not Being Observed, Not Happening Or Some Behaviors Being Observed Need Immediate Improvement

