

# 2011 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	16
⑬	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

New Year's Day  
Epiphany  
Martin Luther King, Jr. Day

**Sa-1**  
**Th-6**  
**M-17**

## 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
⑳	22	23	24	25	26	27
28						

Groundhog Day  
Super Bowl XLV  
Lincoln's Birthday  
Valentine's Day  
Presidents' Day  
Washington's Birthday

**W-2**  
**Su-6**  
**Sa-12**  
**M-14**  
**M-21**  
**Tu-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			

Mardi Gras (Shrove Tuesday)  
Ash Wednesday  
Commonwealth Day (Canada)  
St. Patrick's Day  
Spring Begins

**Tu-8**  
**W-9**  
**M-14**  
**Th-17**  
**Su-20**

## April

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	⑱	20	21	22	23	⑳
25	26	⑳	28	29	30	

April Fools' Day  
Tax Day  
Palm Sunday  
Passover Begins  
Good Friday  
Easter Sunday  
Administrative Professionals Day

**F-1**  
**F-15**  
**Su-17**  
**Tu-19**  
**F-22**  
**Su-24**  
**W-27**

## 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	21	22
⑳	24	25	26	27	28	29
⑳	31					

Cinco de Mayo  
Mother's Day  
Armed Forces Day  
Victoria Day (Canada)  
Memorial Day (observed)

**Th-5**  
**Su-8**  
**Sa-21**  
**M-23**  
**M-30**

## 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	⑱
20	21	22	23	24	25	26
27	28	29	30			

Children's Day  
Whit Sunday (Pentecost)  
Flag Day  
Trinity Sunday  
Father's Day  
Summer Begins

**Su-12**  
**Su-12**  
**Tu-14**  
**Su-19**  
**Su-19**  
**Tu-21**

## 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  
Independence Day

**F-1**  
**M-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	⑯	17	18
19	20	21	22	23	24	25
26	27	28	⑳	30		

Labor Day  
Grandparents' Day  
Independence Day (Mexico)  
Autumn Begins  
Rosh Hashanah Begins

**M-5**  
**Su-11**  
**F-16**  
**F-23**  
**Th-29**

## October

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

Yom Kippur  
Columbus Day (observed)  
Thanksgiving Day (Canada)  
National Boss Day  
Halloween

**Sa-8**  
**M-10**  
**M-10**  
**Su-16**  
**M-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	22	23	⑳	㉑	26	27
28	29	30				

General Election Day  
Veterans Day  
Remembrance Day (Canada)  
Thanksgiving Day  
Biggest Retail Shopping Day  
Advent Begins

**Tu-8**  
**F-11**  
**F-11**  
**Th-24**  
**F-25**  
**Su-27**

## 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	⑳	22	23	㉒	㉓
⑳	27	28	29	30	⑳	

Hanukkah Begins  
Winter Begins  
Christmas Eve  
Christmas Day  
2nd Biggest Retail Shopping Day  
Boxing Day (Canada)  
Kwanzaa Begins  
New Year's Eve

**W-21**  
**W-21**  
**Sa-24**  
**Su-25**  
**M-26**  
**M-26**  
**M-26**  
**Sa-31**

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### KEY:

○ = Holidays  
□ = Days that may affect your business



# April 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
				April Fools' Day		
				1	2	3
4	5	6	7	8	9	10
				Tax Day		Palm Sunday
11	12	13	14	15	16	17
	Passover Begins			Good Friday		Easter Sunday
18	19	20	21	22	23	24
		Administrative Professionals Day				
25	26	27	28	29	30	

# May 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
			Cinco de Mayo			Mother's Day
2	3	4	5	6	7	8
9	10	11	12	13	14	15
					Armed Forces Day	
16	17	18	19	20	21	22
Victoria Day (CAN)						
23	24	25	26	27	28	29
Memorial Day (observed)						
30	31					

# June 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
						Children's Day Whit Sunday (Pentecost)
6	7	8	9	10	11	12
	Flag Day					Father's Day Trinity Sunday
13	14	15	16	17	18	19
	Summer Begins					
20	21	22	23	24	25	26
27	28	29	30			



# Monthly Planning Objectives

**Objective:**

Date of Completion: \_\_\_\_\_ Completed By: \_\_\_\_\_

Description: \_\_\_\_\_

Plan of Action: \_\_\_\_\_ Date: \_\_\_\_\_

**Objective:**

Date of Completion: \_\_\_\_\_ Completed By: \_\_\_\_\_

Description: \_\_\_\_\_

Plan of Action: \_\_\_\_\_ Date: \_\_\_\_\_

**Objective:**

Date of Completion: \_\_\_\_\_ Completed By: \_\_\_\_\_

Description: \_\_\_\_\_

Plan of Action: \_\_\_\_\_ Date: \_\_\_\_\_

**Objective:**

Date of Completion: \_\_\_\_\_ Completed By: \_\_\_\_\_

Description: \_\_\_\_\_

Plan of Action: \_\_\_\_\_ Date: \_\_\_\_\_







# Weekly Action Plan

Week of: \_\_\_\_\_

## Next Weeks Goals

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) \_\_\_\_\_
- 5) \_\_\_\_\_
- 6) \_\_\_\_\_

Action to be Taken	Assigned to	Completion Date
1) _____		
2) _____		
3) _____		
4) _____		
5) _____		
6) _____		

## Staffing Needs

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Major Projects in Progress

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Upcoming Events

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Meetings/Banquets Scheduled

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# Weekly Action Plan

## Notes

Lined area for notes with a large diagonal watermark reading 'SAMPLE'.





<b>Scoring:</b> (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



# Four-Year U.S. & Canada Holiday Planner

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

2009	2010	2011	2012
<b>January</b> Th-1 New Year's Day M-19 Martin Luther King, Jr. Day <b>February</b> M-2 Groundhog Day Th-12 Lincoln's Birthday Sa-14 Valentine's Day M-16 Presidents' Day Su-22 Washington's Birthday Tu-24 Mardi Gras (Shrove Tuesday) W-25 Ash Wednesday <b>March</b> M-9 <i>Commonwealth Day (CAN)</i> Tu-17 St. Patrick's Day <b>April</b> Su-5 Palm Sunday Th-9 Passover begins F-10 Good Friday Su-12 Easter Sunday W-22 Administrative Professionals Day <b>May</b> Tu-5 Cinco de Mayo Su-10 Mother's Day M-18 <i>Victoria Day (CAN)</i> M-25 Memorial Day observed <b>June</b> Su-14 Flag Day Su-21 Father's Day <b>July</b> W-1 <i>Canada Day</i> Sa-4 Independence Day <b>August</b> None <b>September</b> M-7 Labor Day Sa-19 Rosh Hashanah begins M-28 Yom Kippur <b>October</b> M-12 Columbus Day M-12 <i>Thanksgiving (CAN)</i> F-16 Boss's Day Sa-31 Halloween <b>November</b> Tu-3 Election Day W-11 Veterans Day W-11 <i>Remembrance Day (CAN)</i> Th-26 Thanksgiving Day <b>December</b> Sa-12 Hanukkah begins F-25 Christmas Sa-26 <i>Boxing Day (CAN)</i> Sa-26 Kwanzaa begins	<b>January</b> F-1 New Year's Day M-18 Martin Luther King, Jr. Day <b>February</b> 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 <b>March</b> M-8 <i>Commonwealth Day (CAN)</i> W-17 St. Patrick's Day Su-28 Palm Sunday Tu-30 Passover begins <b>April</b> F-2 Good Friday Su-4 Easter Sunday W-21 Administrative Professionals Day <b>May</b> W-5 Cinco de Mayo Su-9 Mother's Day M-24 <i>Victoria Day (CAN)</i> M-31 Memorial Day observed <b>June</b> M-14 Flag Day Su-20 Father's Day <b>July</b> Th-1 <i>Canada Day</i> Su-4 Independence Day <b>August</b> None <b>September</b> M-6 Labor Day Th-9 Rosh Hashanah begins Sa-18 Yom Kippur <b>October</b> M-11 Columbus Day M-11 <i>Thanksgiving (CAN)</i> Sa-16 Boss's Day Su-31 Halloween <b>November</b> Tu-2 Election Day Th-11 Veterans Day Th-11 <i>Remembrance Day (CAN)</i> Th-25 Thanksgiving Day <b>December</b> Th-2 Hanukkah begins Sa-25 Christmas Su-26 <i>Boxing Day (CAN)</i> Su-26 Kwanzaa begins	<b>January</b> Sa-1 New Year's Day M-17 Martin Luther King, Jr. Day <b>February</b> W-2 Groundhog Day Sa-12 Lincoln's Birthday M-14 Valentine's Day M-21 Presidents' Day Tu-22 Washington's Birthday <b>March</b> Tu-8 Mardi Gras (Shrove Tuesday) W-9 Ash Wednesday M-14 <i>Commonwealth Day (CAN)</i> Th-17 St. Patrick's Day <b>April</b> Su-17 Palm Sunday Tu-19 Passover begins F-22 Good Friday Su-24 Easter Sunday W-27 Administrative Professionals Day <b>May</b> Th-5 Cinco de Mayo Su-8 Mother's Day M-23 <i>Victoria Day (CAN)</i> M-30 Memorial Day observed <b>June</b> Tu-14 Flag Day Su-19 Father's Day <b>July</b> F-1 <i>Canada Day</i> M-4 Independence Day <b>August</b> None <b>September</b> M-5 Labor Day Th-29 Rosh Hashanah begins <b>October</b> Sa-8 Yom Kippur M-10 Columbus Day M-10 <i>Thanksgiving (CAN)</i> Su-16 Boss's Day M-31 Halloween <b>November</b> Tu-8 Election Day F-11 Veterans Day F-11 <i>Remembrance Day (CAN)</i> Th-24 Thanksgiving Day <b>December</b> W-21 Hanukkah begins Su-25 Christmas M-26 <i>Boxing Day (CAN)</i> M-26 Kwanzaa begins	<b>January</b> Su-1 New Year's Day M-16 Martin Luther King, Jr. Day <b>February</b> 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 <b>March</b> M-12 <i>Commonwealth Day (CAN)</i> Sa-17 St. Patrick's Day <b>April</b> Su-1 Palm Sunday F-6 Good Friday Sa-7 Passover begins Su-8 Easter Sunday W-25 Administrative Professionals Day <b>May</b> Sa-5 Cinco de Mayo Su-13 Mother's Day M-21 <i>Victoria Day (CAN)</i> M-28 Memorial Day observed <b>June</b> Th-14 Flag Day Su-17 Father's Day <b>July</b> M-2 <i>Canada Day</i> W-4 Independence Day <b>August</b> None <b>September</b> M-3 Labor Day M-17 Rosh Hashanah begins W-26 Yom Kippur <b>October</b> M-8 Columbus Day M-8 <i>Thanksgiving (CAN)</i> Tu-16 Boss's Day W-31 Halloween <b>November</b> Tu-6 Election Day Su-11 Veterans Day Su-11 <i>Remembrance Day (CAN)</i> Th-22 Thanksgiving Day <b>December</b> Su-9 Hanukkah begins Tu-25 Christmas W-26 <i>Boxing Day (CAN)</i> W-26 Kwanzaa begins

