

GP HOSPITALITY PARTNERS

KPI CADENCE TEMPLATE

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THE PHILOSOPHY — WHY THIS EXISTS

Most operators have access to all of this data. The numbers are in the POS. The schedules are in the system. The guest scores come in every week. The problem isn't access — it's attention.

When a manager reports on KPIs proactively — without being asked — it tells you something far more valuable than the number itself: it tells you they are thinking strategically. They are managing the business, not just working in it.

This template is not a report card. It is a communication tool. It trains your managers to look at the business through your eyes. Over time, it develops the ownership thinking that makes them worth keeping — and worth promoting.

GREG'S NOTE

The first time a manager sends you their weekly KPI summary without you asking, you will know the framework is working. That is the moment you stop being the person chasing results and start being the person developing leaders. Don't rush it. Install the habit first.

THE FIVE CATEGORIES — WHAT TO TRACK AND WHY

These five categories cover what matters most across any multi-unit restaurant operation. The cadence column tells you how frequently managers should be reporting on each metric.

KPI CATEGORY	WHY IT MATTERS	DAILY	WEEKLY	MONTHLY
Sales	Tracks revenue trend and gives managers context for labor and cost decisions. A manager who watches sales daily is a manager who stops making excuses.	Sales vs. prior day	Sales vs. prior week + YOY	Monthly total + trend
Labor — Scheduled vs. Actual	This is where ownership thinking shows up first. The gap between scheduled and actual labor is a manager decision, not a system problem. Own it.	Scheduled vs. actual hours	Labor % vs. target	Monthly labor % + variance
Guest Satisfaction	Scores lag reality by days or weeks. A manager who watches scores proactively catches problems before they compound. Reactive managers wait for corporate to tell them.	Review check + response	Score summary + trend	Full score review + action plan
Coaching & Counseling	Discipline and development activity is a leading indicator of team health. If a manager isn't documenting coaching conversations, they aren't having	—	Coaching log summary	C&C activity + follow-up status

	them.			
Repair & Maintenance	A manager who reports maintenance issues proactively is protecting the guest experience and the P&L. Deferred maintenance becomes expensive fast.	Open issues check	Open + resolved summary	Monthly maintenance log review

HOW TO IMPLEMENT THIS WITH YOUR TEAM

Don't hand this template to your managers cold. Walk them through it first. Here's the sequence that works:

WK 1	Walk through the template together. Explain the why behind each category — especially coaching and maintenance. Set the expectation that you want their weekly summary every Monday morning.
WK 2	They submit their first weekly summary. Review it together. Don't just look at the numbers — ask them what the numbers mean. "Your labor was 2 points over. What happened and what did you do about it?"
WK 3	Add the daily check-in habit. At the end of each shift, managers take 5 minutes to update their daily log. Tie it to their end-of-shift checklist.
MO 2	Run the first monthly review. This is a 30-minute sit-down where you go through the full month together. Ask them to come prepared with one win, one challenge, and one thing they'd do differently.

KPI TRACKING SHEET

Manager: _____ Location: _____ Period: _____

DAILY LOG — Complete at end of each shift

METRIC	TARGET	MON	TUE	WED	THU	FRI	SAT
Daily Sales	\$ _____						
Sales vs. Prior Day	+ / - %						
Scheduled Hours	_____ hrs						
Actual Hours	_____ hrs						
Labor Variance	+ / - hrs						
Guest Review Check	Reviewed Y/N						
Open Maint. Issues	# open						

WEEKLY SUMMARY — Submit every Monday by 9am

METRIC	THIS WEEK	PRIOR WEEK
Weekly Sales Total		
Sales vs. Prior Week		
Sales YOY %		
Total Scheduled Hours		
Total Actual Hours		
Labor % of Sales		
Labor % vs. Target		
Guest Satisfaction Score		
# New Reviews This Week		
Avg Rating This Week		
# Coaching Conversations		
# Open Maintenance Issues		
# Resolved Maintenance Issues		
Manager's Weekly Commentary — One win. One challenge. One thing you'd do differently.		

COACHING & COUNSELING LOG — Weekly

TEAM MEMBER	TOPIC / BEHAVIOR ADDRESSED	DATE	FOLLOW-UP REQUIRED

REPAIR & MAINTENANCE LOG — Weekly

ISSUE DESCRIPTION	DATE LOGGED	PRIORITY	DATE RESOLVED	ACTION TAKEN
		High / Med / Low		
		High / Med / Low		
		High / Med / Low		
		High / Med / Low		
		High / Med / Low		
		High / Med / Low		

MONTHLY REVIEW

Manager: _____ Location: _____ Month: _____

MONTHLY SCORECARD

METRIC	TARGET	ACTUAL	VARIANCE
Monthly Sales Total			
Sales vs. Prior Month			
Sales YOY %			
Total Labor Hours			
Labor % of Sales			
Labor % vs. Budget			
Avg Guest Satisfaction Score			
Total Guest Reviews			
Avg Rating			
# Coaching Conversations			
# Disciplinary Actions			
# Open Maintenance Issues			
# Resolved Maintenance Issues			
Avg Days to Resolve Maintenance			

MONTHLY MANAGER NARRATIVE

What was your biggest win this month?

What was your biggest challenge? What did you do about it?

What is one thing you would do differently?

What do you need from me to perform better next month?

What is one team member who stood out this month and why?

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