Worked example - a fictional opening routine. Replace the steps with your own.

Flow chart planner

Process: Opening the cafe each morning Owner: Jo Green

Starts when The first team member arrives **Ends when** The doors open at 8:00

No.	Step	Who	How long	Question? (Yes / No)	Next step
1	Unlock and switch off the alarm	Opener	2 min		2
2	Turn on ovens, coffee machine and lights	Opener	5 min		3
3	Check the fridge temperature log	Opener	3 min	Is it in range? No: tell the manager	4
4	Put out cakes and fill the display	Kitchen	15 min		5
5	Count the float and set up the till	Front of house	5 min	Float correct? No: recount	6
6	Wipe tables and put out menus	Front of house	10 min		7
7	Unlock the front door at 8:00	Opener	1 min		End

Notes and problems to solve

Fridge log is often forgotten - move the clipboard next to the coffee machine.