

CON
NEC
TED

2020/2021



**The right partners.
Every step of the way.**

RESTAURANTS + RETAIL + REAL ESTATE

**WHAT
NOW**

LOS ANGELES



FORWARD

Ask any seasoned, successful business owner the key to leading the market and you are sure to hear, "It takes a tribe of strategic partners to position your concept for success."

What Now Los Angeles spends each and every day interviewing, meeting with, and working directly with the partners that make great concepts successful.

We see all the good and unfortunately all of the bad.

Our Preferred Partners represent what we feel to be the very best at what they do, representing expertise, integrity, honesty, high-quality services and products, and simply all-around good people.

We are confident that these partners will help you be the best you can be.

Sincerely,

Caleb J. Spivak

Founder, What Now Media Group, Inc.

**WHAT
NOW**

LOS ANGELES

MASTER OPENING CHECKLIST

Site Selection, Concept & Brand

- Location
- Branding, Architecture, Design
- Construction

Financing

- Accounting
- Banking

Insurance

Utilities

- Electric
- Gas
- Water
- Sewer

Suppliers

- Equipment
- Flooring
- Beverage & Liquor Distributor
- Food Distributor
- Menu & Operations

Technology

- Financial Technology (FinTec) & Payroll
- Telephone & Internet
- Security Services
- Reservation Services
- Software

Maintenance & Outside Services

- Hood Cleaning, Oil Recycling & Grease Trap
- Waste Removal
- Janitorial
- Pest Services
- Valet
- Linen Service
- Landscaping

Staffing

Training

Operations

Promotion

- Print Services & Signage
- Photography
- Marketing
- Public Relations

Menu

Finals



Financing

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Accounting				
Register with All Gov't Agencies				
Obtain Fed Tax ID Number				
Bank Reconiliations				
Payroll System				
Banking				
Selection of Bank				
Construction Account				
Operational Account				
Payroll Account				
Lines of Credit				
Deposit Bags				

Site Selection, Concept & Brand

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Site Selection				
Concept & Brand				
Architecture				
Contract Design Documents				
Specification Book				
Digital Renderings				
Procurement and facilitating FF&E and Millwork Installations				
Consultations During Operations				

Utilities

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Sewer				
Procedures				
Drawings/Plans				
Inspection				
Permit Requirements				
Installation				
Gas				
Water				
Electric				

Suppliers & Supplies

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Vendor list for				
Food				
Coffee – Nespresso pg. 33				
Liquor				
Supplies				
Contact salespersons				
Credit applications on file				
List of references				
Inventory				
Initial/Pre-opening				
Replacement				
Par Stock & Ordering forms				

Insurance

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Insurance - Coopers Insurance, pg. 33				
Pre-Construction, During Construction, Ops				
Liquor Bond				
Liability				
Workman's Comp				

Suppliers

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Equipment, Software & Supplies – Edward Don & Company, pg. 33				
Collect all warranties for new equipment & send in cards				
Place all equipment information & Service Agents in a notebook for reference				
Food inventory				
Bar inventory				
Supplies inventory				
Hood/HVAC Equipment				
Kitchen Design & Equipment List				
Contractor				
Subcontractors				
Out-side Contractors				
Hand Wash Stations				
Soap/Sanitizer				
Towel dispensers				
Hand wash signs				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Equipment checkout (burn-in/calibration)				
Ice Machines				
Cooking Equipment				
Refrigeration equipment				
Kitchen Clock				
Anti-fatigue Mats				
Set up dish machine services				
Clean, organize & label all shelving				
Dry storage				
Walk-in				
Freezers				
Supply area				
Service area				
Chemical storage				
Bar storage				
Kitchen Utensils				
Produce list				
Obtain bids				
Place order				
Recieve order				
Small Wares Order				
Product list				
Obtain bids				
Place order				
Recieve order				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Tabletop selection				
Plateware				
Flatware				
Glassware				
Select wall covering				
Obtain bids				
Order				
Arrange delivery				
Accept per order				
Select tables				
Obtain bids				
Order				
Arrange delivery				
Select chairs				
Obtain bids				
Order				
Arrange delivery				
Apply scotchguard protection				
High chairs & boosters				
Arrange delivery				
Select Floor Covering				
Obtain bids				
Order				
Arrange installation				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Beverage Station				
Cups				
Lids				
Holdings				
Sodas				
Dairy				
Canned juices				
Bev naps				
Straws				
Soda System				
Liquor Selection				
Well liquor selection				
Call liquor selection				
Premium liquor selection				
Beer Selection				
Draft system				
Wine Selection				
Supplier wine training program				
Wine list design				
Wine list publication				
Wine openers				
Wine buckets and stands				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Beverage & Liquor distributor				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Food distributor - Sysco, pg. 30				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
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Paper Products

Guest checks				
POS supplies				
Take out				
Bathroom				

Office Furniture

Desk				
Chair				
Filing cabinets				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
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Security Services

Robbery prevention				
Control of access during ops				
Control of access during const				
Double door safe				
Night drop				

Reservation Services

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Telephones				
Office line				
Fax line				
Catering line				
Kitchen line				
Reservations line				
Pay phone				
Telephone Equipment				
Obtain bids				
Order				
Arrange delivery				
Accept per order				
Telephone Service				
Procedures				
Drawing/Plans				
Inspection				
Permit Requirement				
Installation				
Cables & Wiring				
Burglar/fire alarm				
Music/public address				
Telephone lines (internal)				
POS & Computer lines				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Payroll				
Pre opening				
Management				
Hourly				
POS System				
Wiring				
Installation				
Training				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Computer System				
Monitor				
Printer				
Internet service				
Software				
Food ordering (from primary supplier)				
Office suite software				
Word processor				
Spreadsheet				
Presentation				
Publisher software				
Scheduling—use for employee time management, management schedules and catering events				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Keys				
Make list of keys needed in store				
Collect all keys upon installation				
Re-key just before opening				

Maintenance & Outside Services

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Outside Services				
Maintenance				
Janitorial				
Valet Parking				
Pest Control				
Plant Service				
Linen Service				
Hood/Flue Cleaning				
Carpet Cleaning				
Window Washing				
Primary Vendor Selection / Approved Vendor List				
Local contact with name number				
Establish credit, delivery schedule				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Waste Removal				
Solid waste				
Dumpster				
Compactor				
Janitorial				
Floor cleaner				
Spot remover				
Gum solvent				
Liquid hand soap				
Hand towel dispensers				
Paper towels				
Windex				
Squeegees				
Janitorial Equipment				
Wet floor signs				
Mops				
Buckets				
Vacuum				
Trash cans				
Dust pans				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Sewer Service				
Procedures				
Drawings/Plans				
Inspection				
Permit Requirements				
Installation				
Linen Service				
Hood/Flue Cleaning				
Carpet Cleaning				
Window Washing				
Parking Lot and Valet				
Number of Spaces				
Resurfacing				
Entrance/Exits				
Lighting for parking lot				
Control for pre-construction				
Control during construction				
Valet stand/key control				
Parking lot signage				
Handicap				
Reserved				
Valet				
Valet Services				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Linen Service				
Table top laundry (rental)				
Uniforms				
Uniform laundry (rental)				
Uniform order				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Landscaping				
Pre-construction				
During construction				
Maintenance				
Construction timetable				
Estimated time for each phase				
Estimated completion date				
Critical path				
Construction budget				
Sign requirements/restrictions				

Staffing

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Management Recruiting and Staffing - Martin Recruiting Partners, pg. 29				
Front and Back of House Staffing				
Projected list of employees needed for each area of operation				
Sources for recruiting				
Develop pay scales for all crew work groups				
Front desk				
Servers				
Wait assistants				
Bartenders				
Cooks				
Prep cooks				
Dishwashers				
Supervisors				
Managers				
Place employment ads in newspapers & schedule recruiting missions				
Review staffing manual for interviewing/hiring procedures. Establish target question list				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Employee Applications & Employee New Hire Kits				
English/Spanish				
I-9 Tax forms				
Health cards				
Server/bartender/entertainment permits				
Orientation				
Pre-opening/training schedule				
Operational schedule				
ServSafe training				
Uniform				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Establish Work Schedules				
Reports				
Food/beverage/covers/average check/sales mix				
Comparisons to budget				
Organizational charts by dept.				
Dining room				
Bar				
Kitchen				
Administration				
Employee applications				

Training

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Training				
Identify dates of training allowing for "dry run" or "soft opening" time				
Validate service sequences				
Develop bar opening checklist				
Develop kitchen-opening checklist & for all departments: open, close & managers				
Document & train management/staff				
Organize orientation materials				
Develop sidework schedules for all FOH				
Set up POS training for management & crew				
Wine & beer seminars for sales knowledge & over-consumption policy				
FOH menu descriptions for all items				
Plating & garnish guide for all items				
Set up training recipe manuals				
Select training team				
Set date for training team arrival				
Prepare master training calendar				
Set up training manuals & opening materials				
Set up general meeting & training session				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Organize any necessary management training such as:				
MSDS location				
Interviewing & hiring (legal vs. illegal questions, ADA, etc.)				
Restaurant standards & systems				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Human Resources				
Selection of manager				
Selection of pre-opening staff				
Organizational chart				
Evaluation of available managers				
Define manager job duties				
Interview of managers				
Interview of pre-opening staff				
Create management reports				
Evaluation of available chefs				
Evaluation of kitchen manager				
Employee performance evaluation				
Training program for employees				
Uniforms				
Dress code				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Employee Bulletin Board				
Required postings – OSHA, safety, minimum wage, etc.				
Wage & hour				
Workman’s comp				
Emergency hospital & doctor				

Operations

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Kitchen Operations/Service Operations				
Set-up sheets with pars				
Opening checklists				
Closing checklists				
Prep lists with pars				
Standardizes recipe book				
Freezer pull sheets				
Inventory forms				
Hours of Operation				
Estimated hours of operation				
Bar				
Restaurant				
Entertainment				
Opening				
Ongoing				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Operational Manuals				
Safety manual				
Financial manual				
Catering manual				
Kitchen manual				
Exhibition cooking manual				
Guest Music				
ASCAP/BMI arrangements				
Satellite music system				
Code Book				
Handicap regulations				
Ansul fire system requirements				
Exits				
Emergency lighting				
Security during operation				
Panic hardware requirements				
Fire inspector approval				
Sprinkler system requirements				
Smoke detectors/smoke eaters				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Signage – Tako Tyko Signs and Lighting, pg. 33				
Order Storefront Signage				
Sign Permitting & Installation				
On-Site Survey Analysis				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Graphic Design & Print Services – Creative Approach, pg. 28				
Logo				
Type/Font Style				
Colors				
Other Branding Guidelines				
Business Cards				
Menu Design				
Brochures & Folders				
Printed gift certificates				
Signs				
Stationary				
Letterhead				
Promotional Materials				
Banners				
Sign/Banner Installation				
Bulk Mailing				

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Photography				
Digital & Promotional Marketing				
Website				
Social media accounts				
Facebook				
Twitter				
Instagram				
Optimize website for local SEO				
Monitor review sites				
Contest & promotions schedule				
Business cards				
Build restaurant customer database				
Email marketing tool				
Public Relations				
Announcement Release				
Media Sneak Peek				
Ongoing PR Activities				

Menu

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Preliminary Menu Creation				
Children's menus				
Birthday favors				
Lunch				
Dinner				
Catering				
Brunch				
Banquet				
Pricing & Cost				
Menu pricing range				
Menu cost & portion guide				
Standard recipe binder				
Table Arrangement				
Section maps for host station				
Opening & closing sidework assignments				

Finals

TASK	TARGET COMPLETION DATE	URGENCY 1 (NOW) 3 (SOON)	PERSON OR PARTY RESPONSIBLE	COMPLETED Y/N
Place initial food order				
Place initial chemical supplies order				
Place initial paper goods order				



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ONE PLACE, ENDLESS POSSIBILITIES

The team at Creative Approach strives to offer fast, affordable and professional quality graphic design, printing, wide format solutions and social media marketing and management.

TIPS FROM THE TEAM

PRINTING

“Make sure your print-ready documents include high resolution images, including logos.”

- Jennifer Salierno, Project Manager

GRAPHIC DESIGN

“Trust your designer; trust the process. It’s more than what just look good. Graphic design is visually communicating to those who you want to engage with your product or services.”

- Julia Royal, Graphic Designer

Martin Recruiting Partners



HEATH CAMPBELL
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WHAT WE DO

We provide total client-oriented recruiting services and bring the message of your opportunity to focused, targeted candidates. Martin Recruiting Partners is your search partner and becomes an extension of your organization. Our philosophy is to know your business and culture so we can effectively provide productive, long-term leaders.

PARTNER QUICK 5

Start your search early—Finding the right leaders for your new business takes time and effort. Don't put it off.

Know what you want—Understand the values and characteristic traits you want out of a leader and develop a good job description.

Get the word out—Partner with industry experts such as other hospitality veterans, vendors, and recruiters to get the word out.

Thoroughly Interview—Fully interview and vet every candidate to make sure they are a match for your need.

Ignite a Fire—Let candidates know the benefit of coming to work for your business and get them excited about the possibility of going to work for your organization.

Sysco



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PARTNER QUICK 5

- Know your restaurant's performance daily with Sysco Proactive P&L software
- Stay on top of new and upcoming trends by scheduling a Business Review with Sysco's Chef Marcus
- Follow Chef Marcus' Blog at www.foodsourceatlanta.com/chefmarcus
- Videos, Recipes, and Solutions at www.syscofoodie.com
- Shop the largest selection of restaurant supplies and equipment: www.suppliesonthefly.com ::: more info at www.foodsourceatlanta.com/soif



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WHAT WE DO

Ecolab goes beyond pest control, putting our expertise to work every day to solve the industry's most complex pest challenges. Through our proactive people and innovative spirit, we protect you today, while advancing new and better solutions to protect you tomorrow.

PARTNER QUICK 5

We offer PEST ELIMINATION not PEST CONTROL

Ecolab Pest Elimination applies a 4 step process of Residual, Dust, Flush, and Bait. That's how we ELIMINATE! We also offer World Class Fumigation on all levels!

GUARANTEED Program

Ecolab offers guaranteed programs for any COMMERCIAL business and specializes in all areas of business including but not limited to Hospitality, Full Service Restaurants, Quick Service Restaurants, Food, and Beverage Manufacturing and Processing, Offices, Hospitals, Retail, Import/Export, Milling, ETC.

Trusted Partner

Consistent, Reliable Expertise and Service. Staff Training on pest detection and prevention. World-class customer care and technical support. 140 patents in pest technologies with our innovation.

Superior Solutions

We take a PROACTIVE approach in our solutions with unwavering standards. Targeted commercial programs to meet your unique needs. A preferred and most trusted partnership.

Consistent Communication

Onsite consultations, pest dashboards, and insights at your fingertips, emergency response, service reporting.

Quiet Advisory



QUIET ADVISORY

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WHAT WE DO

My name is David Dressler. I'm the founder of Quiet Advisory. I'm an executive coach and strategic advisor located in Los Angeles. I'm a thirty-year hospitality executive as well as the co-founder of Tender Greens, a purpose-driven, multi-unit fast-casual restaurant group I grew from inception to 30 restaurants and \$100 million in revenue. I love helping entrepreneurs and business leaders thoughtfully scale their brands, navigating the pain points of growth while protecting and enhancing the culture

that made them successful to begin with. I've never believed in a clear line between "work" and "home." As far as I can tell, happier at work means happier at home and happier at home means happier at work. I believe the best lives and organizations account for all the pieces of us -- our work, our families, our bodies, our communities, our most valuable and unique efforts and gifts mattering in some way.

PARTNER QUICK 5

HAVE A PURPOSE BEYOND MAKING MONEY

Whether you're connected to creating community, nurturing culinary talent, expressing food art or celebrating your heritage, distill what your business mission means to you and share it with your team. Hire people who appreciate and who will support your vision.

DON'T ALWAYS BE THE SMARTEST ONE IN THE ROOM

There are tasks you're good at and others that someone else can and would do better than you given the chance. Empower your people to up your company's game. They will be grateful for the opportunity and you'll be freed up to do more of what only you can do to build your brand and to learn what you need to learn to continue growing as a business leader.

BULLETPROOF YOUR SYSTEMS

Design smart standards, operating procedures and administrative systems that support the team spending more time serving your guests and less time in front of a computer. Be mindful of refining them as you grow so they continue to support keeping your best people in front of your guests.

HAVE A PLAN AND STICK TO IT

While it may seem like today's business climate makes it hard to plan for anything, it's a vital discipline to set goals for you and your business and to have a list of specific and prioritized tactics to get you to those goals. Doing this helps you stay on track, know what to say no to and, when regularly evaluated, gives you the power to pivot as needed.

ASK FOR HELP

It's incredibly courageous to start a company. It's really hard to build a meaningful brand. It's daunting to keep it special as it grows. Every founder and business leader deserves and should have an experienced and objective sounding board at every stage of growth. A mentor, a coach, an advisory board, a board of directors. People who have already been where you are seeking to go are often more than happy to share their wins and losses for your benefit. You just need to be courageous enough to ask.



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Notes & To-Do List

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**WHAT
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MEDIA GROUP



