

PROVIDER CHANGE / TRANSITION PLANNING

Switching Dining Providers: A Practical Transition Checklist

A dining-provider transition needs clear ownership of people, facilities, systems, inventory, and service continuity. Build the schedule around your actual agreement, operational dependencies, and decision process rather than a generic launch timeline.

01 Establish the constraints.

Identify the agreement owner, relevant dates, decision authorities, access requirements, and any construction or system dependencies. Ask your internal procurement and legal teams to determine the contract obligations that apply. This checklist organizes operational questions; it does not interpret your agreement.

02 Make one handover register.

Workstream	What to document	Readiness evidence
People	Staffing responsibilities, recruitment, access, training, relief, and communication owners.	Named coverage plan and completed required preparation.
Equipment	Ownership, condition, access, repairs, warranties, and replacement responsibilities.	Reviewed inventory and agreed actions.
Food and supplies	Inventory treatment, receiving arrangements, suppliers, storage, and opening stock.	Confirmed ordering and receiving plan.
Systems	Point of sale, ordering, network access, payment settlement, and reporting.	Documented test results and support contacts.
Service	Menus, hours, guest communication, special requirements, and escalation.	Approved operating plan and launch contacts.

03 Resolve ownership before scheduling work.

For each dependency, record one accountable owner, the decision required, the target date, and how completion will be demonstrated. A list of tasks without decision owners leaves gaps between organizations.

04 Rehearse a normal day and a difficult one.

Walk through receiving, production or delivery, ordering, service, payment, cleanup, and reporting. Then ask what happens when a delivery is late, a system is unavailable, or attendance differs from the plan. Assign the person who decides how service continues.

05 Agree on the early review.

Choose the measures and feedback you will review after launch. Match each measure to a clear definition, data source, and owner. Record issues and corrective actions in the same log so the team can distinguish a resolved launch problem from an ongoing pattern.

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Use the project brief to explain the intended service. Use this register to explain how the change will happen. Both belong in the provider conversation.

Put your next decision in focus.

Request a free project review at diningscope.com/contact/