

How to hire a  
QSR and  
Fast Casual  
Restaurant Builder



*Use this 10-point checklist to ensure that you hire a capable builder and get a remarkable project experience.*

THE **DAGIT**  
GROUP

QSR and Fast Casual facility construction projects don't always look complicated but take it from the professionals - they can be.

Scheduling, quality control, building codes, material procurement and many more issues can all add up to make for a complicated project. But not for a builder with the right kind of experience. Expertise and the right kind of experience should be something you demand from the construction team you hire.

This **10-point Checklist** can help you select the right company for your upcoming construction, renovation, or remodel project.

Use this 10-point checklist to ensure that you hire a capable builder and get a remarkable project experience.



# 1. Does your builder have a strong work resume of QSR and Fast Casual restaurant experience?

A good builder will. New restaurant construction is a significant investment for your company and you deserve a builder with the expertise to protect your investment. So be sure to ask your prospective builders for a list of recently completed projects. Look beyond the glossy photos. Ask your builder to tell you about how they added value to the project, about challenges they encountered, and how they solved the problems. Most importantly, ask your builder for a list of references and be sure to call them.



# 2. Make sure your builder is well-versed in off-premise and drive-thru construction.

The drive-thru has become a priority consideration for QSR and fast casual facilities...and they are getting more elaborate; multiple drive-thru lanes, walk-up windows, and parking spots for curbside pickup along with mobile-order pick-up stations inside. With over 70% of sales going through the drive-thru, you can't leave this work up to amateurs. While some companies might promise the world, make sure that they will be able to deliver. Most importantly, ask about innovative ideas for minimizing disruption during a remodel or refresh.

**Read More about how to Keep the Drive-Thru open during Construction! >>**



### 3. **You're in the business of customer service – your builder should be too.**

We know you're in the business of Customer Service. But is your builder? This includes the obvious things – like on-time and on-budget construction delivery. But look beyond that. For example, during a remodel, make sure they have a process for ensuring a fast, efficient, and overall friendly experience for your customers during construction. Do they really understand logistics and how important it is to your operation? How do they handle land planning and permitting? How do they accommodate the restaurant logistics? Do they really understand the importance of safety and cleanliness? An experienced builder will have well-defined processes and can clearly explain their plan. This is a 'must-have' if you're going to get a facility completed with minimum disruption to your operations and customer service.



### 4. **Get to know your Builder's project approach.**

Every builder has a different project approach, different management style, and various problem-solving techniques. Ask your builder to talk about their philosophy and how they define success on a project. Listen closely as you talk to prospective builders about their past successes. Do they really understand your business? Do they only talk about themselves? Can they give examples of how they solved problems for their Customers? Ask your builder what 'on-time' completion means in the restaurant business. These questions will help you decide if the builder really understands the importance of your project to you and your business. Make sure your builder's approach starts with a clear vision for what a successful project means to you.



## 5. What does your builder do to develop relationships and trust?

Business is built on relationships and trust, and this is especially true in the construction business. So, when you talk to your Builder, ask about the percentage of their work that is with repeat customers. This will tell you a lot about their ability to build trust. As a QSR owner or operator, working with the same builder over and over again allows you to replicate the success with your builder's people, processes, and systems. Likewise, your builder can learn about your internal business requirements for things such as permitting, funding, bank approvals and quality.



## 6. Check out your Builder's reputation in the construction Industry.

Make sure your builder is capable of delivering exactly what they promised they would deliver. This starts with the relationship they have with their subcontractors and trades people. A quality builder will believe in treating subs like partners and taking pride in building quality buildings. So, take the time to interview some of the subcontractors they are working with. Talk to their clients – former and current. This is a big investment for you, and you deserve the right to do the background research. If they don't want to share this information, move on to another builder who will.

7.

## Does your builder have the right management tools and processes?

It takes diligent planning and proven processes to bring a project to a successful completion. During the building process, problems arise, and your builder needs to have a variety of pre-construction and construction phase project management systems. Ask about their project estimating, scheduling, purchasing, and quality control programs. No matter the size of your project, your money and your time are valuable, and you deserve to have them managed by a responsible builder. Ask to see copies of their reports, a typical project schedule, and two-week look-ahead schedule. Importantly, ask what the final project documentation will look like. A professional and capable builder will be proud of these tools and reports.



8.

## Discuss how your builder hands over the keys to your facility.

Everyone loves a grand opening! But, making this day a day of celebration instead of frustration requires diligent planning. During the last phase of construction, your builder should provide you all the knowledge and tools you need to effectively manage your new facility. Be sure to ask about your builder's handoff process before your construction begins. A good builder will have a handoff procedure that is well defined and refined. Ask about what the manuals and as-built drawings look like and how they train you and your team on the building systems. Most importantly, ask them to tell you how they will stand behind their work.



## 9. Ask your Builder about project warranties and guarantees.

A good builder will know that your project isn't finished until you sign off with 100% satisfaction on all aspects of your project. But dig a bit deeper here and ask about warranties and guarantees. Every facility will have a unique set of warranties for things such as equipment and materials but ask how your builder will stand behind their word and their work. Do they stick to the accuracy of their bids or estimates? What does the builder offer in the way of minor repairs after the project is complete? How do they define 'complete'? A good builder will stand behind their work.



## 10. How does your Builder manage schedule...or better yet... accelerate it?

In the restaurant business time is money. Many builders will tell you they understand the impact of downtime to you and your business, but how do they prove it? What unique processes do they use? What scheduling tools do they use? What is their track record in delivering facilities faster than their competition? If your builder really understands the value of time, they will be excited to tell you about their approach and how it can benefit you and your customers. You work hard every day to make your business a success and your builder should also.

**See the video >>**



When you hire a Builder, you don't just sign a contract for a new facility... it is so much more. You hire a team of professionals to help build your business. So, when you look for a Building Team you can trust to look out for you, your time, your money, and your business...look for a Remarkable One!

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### **10-Point Checklist: Hire a Remarkable Builder:**

- ☐ QSR and Fast Casual Restaurant Experience
- ☐ Off-Premise and Drive-Thru Construction Expertise
- ☐ Customer-centric construction planning
- ☐ Clearly defined project approach / Clear vision for success
- ☐ Repeat Work with customers / Past customer references
- ☐ Good reputation with industry subcontractors
- ☐ Professional-grade management tools and processes
- ☐ Well-defined project completion & turn-over processes
- ☐ Project warranties and guarantees
- ☐ History of on-time delivery & schedule acceleration tools

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