

THE GRAVITY SYSTEM | GRV-LP
THE GRAVITY RESTAURANT LEADERSHIP SYSTEM

The Gravity Cash Controls & Loss Prevention System

A complete operating system for cash custody, deposits, payment exceptions, voids, comps, discounts, refunds, gift cards, inventory leakage signals, investigation boundaries, and corrective action.

OPERATING MANUAL

GRV-LP01-GRV-LP30 | Complete Elite Release | Founding Year Free Access

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1. Central Purpose

Purpose: Controls the moments where money, payment authority, transaction exceptions, inventory leakage, and manager judgment can silently erode profit, trust, and accountability.

Truth: Where are cash, payments, discounts, refunds, voids, comps, deposits, inventory signals, and exception decisions actually moving?

Cost: What do weak custody, vague authority, missing documentation, unreviewed patterns, or reactive accusations cost the restaurant?

System: Create documented custody, exception authority, review thresholds, pattern analysis, restricted investigations, corrective action, and recurring controls.

Elite operating standard: every repeated problem must move from opinion to evidence, from evidence to decision, and from decision to verified practice.

2. What This System Controls

- Owner and review cadence
- Operating records and source evidence
- Approval thresholds and decision authority
- Routine checks and exception handling
- Corrective action and renewal rhythm
- Handoffs to adjacent Gravity systems
- Approved local customization without uncontrolled duplicate versions
- Management review that turns facts into visible action

3. Architecture and Boundaries

GRV-LP uses 30 stable tool IDs across six operating areas. The system controls its own records and does not replace another system's source authority.

Tool range	Operating area
GRV-LP01-GRV-LP05	Governance, Roles & Authority
GRV-LP06-GRV-LP10	Cash Handling & Deposit Control
GRV-LP11-GRV-LP15	Payment, POS & Exception Control
GRV-LP16-GRV-LP20	Leakage Detection & Inventory Signals
GRV-LP21-GRV-LP25	Investigation Boundaries & Corrective Action
GRV-LP26-GRV-LP30	Scorecards, Review & Renewal

Boundary Rules

Performance & Profitability: GRV-P measures leakage and profit effect. GRV-LP owns custody, exception evidence, authorization, investigation boundaries, and prevention controls.

Manager Development: GRV-M develops judgment and authority. GRV-LP controls financial exception behavior and documentation standards.

HR / Employee Relations: GRV-HR owns employment-process fairness and corrective-action process. GRV-LP supplies evidence without bypassing qualified HR/legal review.

4. Governance, Roles and Authority

Role	Authority
Owner / Executive Sponsor	Approves system use, major thresholds, investments, and renewal decisions.
GM / System Owner	Owns the weekly/monthly operating rhythm, evidence quality, action closure, and escalation.
Department Manager	Maintains assigned tools, completes reviews on frequency, and corrects failed checks.
Qualified Reviewer	Reviews sensitive, legal, safety, employment, financial, privacy, or technical matters when required.

Authority rule: no tool is live until an owner, frequency, evidence location, and review path are known.

5. Operating Rhythm

Cadence	Required behavior
Daily	Complete front-line checks, record exceptions, protect service and guest/staff safety.
Weekly	Review open records, failed controls, repeated patterns, and highest-value corrections.
Monthly	Update scorecard, measure trends, review owner decisions, and close or escalate actions.
Quarterly	Re-rank risk/priority, update roles, retire outdated forms, and reset the 90-day plan.
Annual	Renew standards, validate source authority, and decide capital/strategy priorities.

6. Data, Records and Evidence Standards

- Use one approved current version of every tool.
- Name the source report, owner, date, limitation, and decision.
- Do not overwrite completed records; archive them in a controlled location.
- Do not use estimates as final evidence without labeling them as preliminary.
- When the record touches law, safety, health, privacy, payroll, or employment action, use qualified review.
- Retire obsolete drafts when a new version is approved.

7. Tool Directory by Operating Area

1. Governance, Roles & Authority

ID	Tool	Owner	Frequency	Operating purpose
GRV-LP01	Cash-Control Responsibility Map	Owner / GM	At setup; quarterly	Names custody roles, reviewer roles, approval thresholds, deposit owners, and separation-of-duty expectations.
GRV-LP02	Register, Safe & Deposit Access Register	GM / Finance Owner	At setup; on change	Controls who has access to drawers, safe, keys, codes, deposit bags, and payment devices.
GRV-LP03	Financial Exception Authority Matrix	Owner / GM	Quarterly	Defines who may approve discounts, comps, voids, refunds, paid-outs, deposits, overrides, and unusual exceptions.
GRV-LP04	Loss Prevention Risk Priority Review	Owner / GM	Quarterly	Ranks loss risks by likelihood, dollar impact, trust impact, repeat pattern, and control weakness.
GRV-LP05	Restricted Investigation Boundary Notice	Owner / GM	At setup; on incident	Sets rules for fair, lawful, evidence-based review without unsafe accusations, privacy violations, or retaliation.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

2. Cash Handling & Deposit Control

ID	Tool	Owner	Frequency	Operating purpose
GRV-LP06	Cash Drawer Opening Control	Shift Manager	Each cash shift	Records starting bank, drawer assignment, employee acceptance, variance policy, and manager verification.
GRV-LP07	Cash Drawer Closeout & Variance Log	Shift Manager	Each cash shift	Documents closeout count, POS expected cash, variance, reason, recount, owner, and follow-up.
GRV-LP08	Safe Count & Transfer Log	Manager on Duty	Daily; per transfer	Controls cash movement between drawers, safe, deposits, paid-outs, and manager custody.
GRV-LP09	Deposit Preparation & Handoff Record	Closing Manager	Per deposit	Documents deposit amount, supporting report, preparer, verifier, bag number, handoff, and exception note.
GRV-LP10	Deposit Confirmation & Bank Variance Review	GM / Finance Owner	Per deposit; weekly	Matches prepared deposits to bank confirmation and investigates variances through controlled steps.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

3. Payment, POS & Exception Control

ID	Tool	Owner	Frequency	Operating purpose
GRV-LP11	Discount Authorization Log	Manager on Duty	Daily	Records discount reason, authority, employee, amount, check, guest context, and review status.
GRV-LP12	Comp Authorization & Recovery Record	Manager on Duty	Per comp	Separates legitimate guest recovery from uncontrolled free product and verifies manager authority.
GRV-LP13	Void and Deleted Item Review	GM / Manager	Daily; weekly pattern	Reviews voids/deletions by reason, employee, manager, timing, item, check, and repeat pattern.
GRV-LP14	Refund and Chargeback Control Log	GM / Finance Owner	Per refund/chargeback	Captures refund reason, channel, approval, evidence, guest contact, follow-up, and financial effect.
GRV-LP15	Paid-Out and Petty Cash Control Record	GM / Finance Owner	Per transaction	Documents paid-outs, petty cash use, receipt, approval, reimbursement, and reconciliation.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

4. Leakage Detection & Inventory Signals

ID	Tool	Owner	Frequency	Operating purpose
GRV-LP16	Gift Card & House Account Control Log	GM / Finance Owner	Weekly	Reviews activations, redemptions, manual adjustments, balance exceptions, and unusual account activity.
GRV-LP17	Manager Override Review	Owner / GM	Weekly	Reviews manager overrides by type, amount, employee, approval pattern, and repeated exception reason.
GRV-LP18	POS Role Permission Audit	GM / POS Owner	Monthly; on role change	Verifies POS permissions match approved roles and removes access when duties change.
GRV-LP19	Online Ordering / Delivery Settlement Check	GM / Finance Owner	Weekly	Compares platform deposits, fees, refunds, cancellations, and missing orders against approved reports.
GRV-LP20	Cashless Payment Device & Tip Integrity Check	GM	Weekly	Reviews device custody, tip flows, batch settlement, tamper concerns, and guest-payment issues.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

5. Investigation Boundaries & Corrective Action

ID	Tool	Owner	Frequency	Operating purpose
GRV-LP21	High-Risk Item Usage Signal Review	Kitchen / Bar Manager	Weekly	Compares usage, transfers, waste, comps, voids, and sales patterns for high-risk products.
GRV-LP22	Inventory Shrink Signal Worksheet	Inventory Owner	Monthly	Identifies unexplained variance signals without accusing employees before evidence supports a path.
GRV-LP23	Bar, Beverage & Controlled Product Exception Review	Bar Manager / GM	Weekly	Reviews pours, comps, spillage, waste, transfers, tabs, voids, and inventory discrepancies.
GRV-LP24	Camera / Evidence Preservation Request	GM / Owner	Per incident	Documents when evidence must be preserved, who may access it, why, and how it is protected.
GRV-LP25	Pattern Review & Escalation Decision	Owner / GM	Per material pattern	Decides whether a pattern requires retraining, process correction, access change, audit, or qualified investigation.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

6. Scorecards, Review & Renewal

ID	Tool	Owner	Frequency	Operating purpose
GRV-LP26	Loss-Event Incident Record	GM / Owner	Per incident	Records facts, timeline, witnesses, amount, evidence, immediate control, and next authorized step.
GRV-LP27	Corrective Action and Control Repair Log	GM / HR / Owner	Per confirmed failure	Corrects the control failure and routes employee action through approved employment process.
GRV-LP28	Weekly Exception Review Meeting	GM / Managers	Weekly	Reviews discounts, comps, voids, refunds, variances, deposits, open actions, and recurring weaknesses.
GRV-LP29	Monthly Loss Prevention Scorecard	Owner / GM	Monthly	Scores exception rates, variances, open actions, access controls, repeat patterns, and control maturity.
GRV-LP30	90-Day Loss Prevention Improvement Plan	Owner / GM	Quarterly	Turns the highest loss risks into a sequenced 90-day plan with owners, safeguards, and verification.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

8. 90-Day Installation Plan

Phase	Management focus
Days 1-30 Stabilize	Launch the most visible controls, assign owners, clean up source records, and stop unmanaged exceptions.
Days 31-60 Standardize	Train managers, set evidence rules, connect handoffs, and begin weekly review discipline.
Days 61-90 Scale	Use scorecards, analyze patterns, close corrective action, and approve the next 90-day improvement plan.

9. Dashboard and Scorecard Measures

- Open actions
- Overdue actions
- High-priority failures
- Control completion rate
- Corrective-action closure rate
- Owner review current
- Next 90-day priority
- Evidence missing or stale
- Repeat failure count
- Qualified review required

10. Corrective Action Standard

1. Define the failure in one sentence.
2. Name the source and evidence limitation.
3. Identify whether the cause is standard, training, capacity, equipment, authority, process, behavior, or outside dependency.
4. Assign one owner and one due date.
5. Verify with evidence before closing.
6. Update the system if the same failure returns.

11. Source and Professional Review Notice

This system organizes management records and decisions. It does not replace legal, employment, payroll, tax, accounting, engineering, safety, fire, food-code, accessibility, privacy, payment-card, insurance, public-health, or other qualified professional review. Use current federal, state, local, tribal, territorial, platform, lender, insurer, and contract requirements where applicable.

Official Source References

Reference	URL
U.S. Department of Labor Restaurant Employment Toolkit	https://www.dol.gov/agencies/whd/compliance-assistance/toolkits/restaurant
FTC Business Guidance	https://www.ftc.gov/business-guidance
PCI Security Standards Council	https://www.pcisecuritystandards.org/

Final operating standard: face the truth, measure the cost, build the system, and verify the result before expanding the work.