

Sample Surface Assurance

An illustrative outside-in evidence brief for a multi-location hospitality portfolio. It records what a customer could see on agreed public pages, identifies differences for owner review, and preserves a dated trail without deciding whether any difference is wrong.

REVIEW MODE	EVIDENCE CUTOFF	DECISION OWNER
Public pages only No credentials or transactions	September 4, 2026 ET Visible wording at review time	Customer confirms intent, policy and remediation

OWNER REVIEW REQUIRED - NO LEGAL CONCLUSION

The observed pages use different rates, conditions, and explanations. Those differences may be intentional because menus, locations, and audiences differ. Surface Assurance logs the evidence and routes the question; it does not certify compliance or replace customer, legal, accounting, or operations review.

Illustrative public-surface register

SURFACE	OBSERVED PUBLIC WORDING	MONITOR TREATMENT
Paperfish South Beach Lunch	Mandatory 20% service charge; page says it is distributed to the service team and restaurant operations.	Baseline as a distinct location/menu surface; route only if the owner expects another rule.
Paperfish Entrees	Mandatory 18% service charge with a distribution explanation.	Record 18%/20% portfolio variance; do not assume the pages should match.
Cafe Americano Brickell regular	Mandatory 18% service charge with a distribution explanation.	Track by location and menu type; preserve exact source URL and cutoff.
Cafe Americano Collins desserts	Mandatory 20% service charge with a distribution explanation.	Route the rate difference for intent confirmation; no defect conclusion.
Havana 1957 Pembroke Pines	For parties of six or more, a suggested 18% service charge is automatically added.	Track the party-size condition and wording separately from all-bill language.
Barsecco Happy hour	Mandatory 18% service charge with a distribution explanation.	Maintain as an additional concept baseline and alert on visible wording change.
Evidence control	Each observation retains the public URL, page label, visible wording, review timestamp, and reviewer note. A later change is compared to the prior baseline; absence of change is also logged.	
Escalation control	Only a material visible change or an unexplained cross-surface difference is routed. The customer determines whether the difference is intended and what action, if any, is appropriate.	

From visible difference to owner decision

A useful monitor does more than produce screenshots. It distinguishes source evidence from interpretation, maintains a change history, and gives the right owner a short list of decisions without silently rewriting customer policy.

Illustrative variance register

OBSERVED DIMENSION	EXAMPLE IN THIS SAMPLE	OWNER REVIEW QUESTION
Rate	18% and 20% appear across public pages.	Is each rate correct for its location, menu, and effective period?
Condition	Some wording applies broadly; one page specifies parties of six or more.	Is the party-size condition intended and accurately represented?
Characterization	Pages use "mandatory" or "suggested" while also describing automatic addition.	Does the chosen wording match the customer's approved policy and explanation?
Purpose statement	Several pages explain distribution to the service team and restaurant operations.	Which explanation is approved for each surface, and who owns future edits?

30-day Surface Assurance pilot - \$750

Included	Baseline of up to 20 agreed public URLs across up to five concepts or locations; weekly outside-in rechecks; dated change log; concise exception routing; owner decision register; and month-end evidence handoff.
Customer provides	Approved URL list, named decision owner, intended policy or source of truth, priority surfaces, and timely confirmation of whether a flagged difference is intentional.
Not included	Legal or regulatory advice; compliance certification; private systems; POS, receipt, booking, or payment-flow testing; credentialed access; policy drafting; remediation; content publishing; or direct customer contact.
Change protocol	Business Ready Works records and routes public evidence. The customer authorizes and performs changes, or separately engages qualified counsel, accounting, operations, or technical professionals when judgment is required.

Sample source trail

Paperfish South Beach lunch	paperfishsushi.com/launch-south-beach/
Paperfish entrees	paperfishsushi.com/entress/
Cafe Americano Brickell	cafeamericano.com/brickell/brickell-menu/brickell-regular-menu/
Cafe Americano Collins	cafeamericano.com/collins-ave/collins-ave-menu/collins-ave-desserts-menu/
Havana 1957 Pembroke Pines	havana1957.com/menu/pembroke-pines/
Barsecco happy hour	barsecco.com/happy-hour-menu/

Illustrative sample only. Public wording can change after the evidence cutoff. Business Ready Works does not represent that any listed surface is erroneous, unlawful, or inconsistent with the owner's policy.