



Restaurant Operations Inspection

Restaurant Location: _____

Date: _____

<u>Summary</u>	Available Points	Actual Points	+ / - Points	Percentage Scored
1 Exterior and Back Door Area	83	0	83	0.00%
2 Foyer - Restrooms	82	0	82	0.00%
3 Kitchen	382	0	382	0.00%
4 Dining Area	157	0	157	0.00%
5 Service and Culture	122	0	122	0.00%
6 Management	174	0	174	0.00%
	1000	0	1000	0.00%

Additional Comments



Any area score below 85%, should be re-inspected within 15 days.

GM _____

Date: _____



Restaurant Operations Inspection

Restaurant Location:

0

Date:

1/0/00

Exterior and Back Door Area		83 Available Points	0	Target Date For Compliance	Critical Item Re-Inspect
Manager Responsible					
5	<input type="checkbox"/>	Front door unlocked at 2:45pm (or appropriate opening time). Locked at appropriate closing time. Comments:			
2	<input type="checkbox"/>	Exterior building lights positioned correctly, on from 2:30pm to 11:30pm (sun-thurs) and 2:30pm to 12:30am (fri-sat) and no burnt bulbs. Comments:			
2	<input type="checkbox"/>	All exterior neon's on from 2:30pm to 11:30pm (sun-thu) and 2:30pm to 12:30am (fri-sat) and in working order. Comments:			
2	<input type="checkbox"/>	Exterior sign(s) and pole sign on two hours prior to dusk, off at closing. Comments:			
2	<input type="checkbox"/>	Exterior parking lot lights on one hour prior to dusk and off one hour after close, no burnt bulbs. Comments:			
2	<input type="checkbox"/>	Flags (if applicable) in good shape- no tears and not faded - Flag lights on from 2:30pm to 11:30pm (sun-thurs) and 2:30pm to 12:30am (fri-sat) and no burnt bulbs. Comments:			
5	<input type="checkbox"/>	Parking lot and all walk ways swept daily- no debris, cigarette butts, peanut shells or stains. Comments:			
5	<input type="checkbox"/>	Parking lot asphalt/pavement and striping in great condition. No potholes. Comments:			
2	<input type="checkbox"/>	Curbs and appropriate Curbside To Go Pick Up areas are painted and signs in good condition. Comments:			
2	<input type="checkbox"/>	Landscaping clean of all debris and peanut shells, flowers fresh, no weeds. Comments:			
2	<input type="checkbox"/>	Exterior music at proper levels. Comments:			
2	<input type="checkbox"/>	Wait benches clean in good repair. Comments:			
2	<input type="checkbox"/>	Ash can/trash canisters emptied and clean. Comments:			
2	<input type="checkbox"/>	Doors and windows spotless, including ledges, kick plates, and door jams. Comments:			
2	<input type="checkbox"/>	Thresholds cleaned and polished. Comments:			
2	<input type="checkbox"/>	Entry way concrete at front doors clean and scrubbed - NO gum or grime build up. Comments:			
5	<input type="checkbox"/>	Entry way concrete at back door clean and scrubbed - NO grease or grime build up. Comments:			
10	<input type="checkbox"/>	Back Door locked and alarmed at all times. Manager present when opened. Never opened after 9:00pm Sun-Thu and 10:00pm Fri-Sat. Team members enter through the back door prior to opening. Comments:			
2	<input type="checkbox"/>	All boxes broken down, stacked neatly and not in view of the guest. Comments:			
5	<input type="checkbox"/>	Grease bins clean and in good condition- no grease on the ground. Lid closed. No leaks. Comments:			
5	<input type="checkbox"/>	All garbage in dumpster- no debris on the ground. Dumpster lids closed. No leaks. No flies. Comments:			
2	<input type="checkbox"/>	Patio/ outdoor dining area lights working, no burnt bulbs. Comments:			
2	<input type="checkbox"/>	Patio/ outdoor dining area clean and organized- all tables in good repair, no visible concrete stains. Comments:			
2	<input type="checkbox"/>	Patio/outdoor dining area umbrellas all up or down, clean and in good condition (if applicable). Comments:			
2	<input type="checkbox"/>	Patio/outdoor dining area heaters on when temperature are chilly. Heaters chained and secured. Comments:			
2	<input type="checkbox"/>	Patio/outdoor dining area set-up, staffed and open when not raining or inclement weather. Comments:			
5	<input type="checkbox"/>	Exterior of building in good condition- no rotted wood, chipped paint, holes, missing bricks, lettering on windows in good condition, etc. Comments:			



Restaurant Operations Inspection

Restaurant Location: 0 Date: 1/0/00

Foyer - Entrance Area- Host/Hostess	82 Available Points	0	Target Date For Compliance	Critical Item Re-Inspect
Manager Responsible				
2 <input type="checkbox"/> Foyer and lobby benches, ledges and glass clean. <small>Comments:</small>				
2 <input type="checkbox"/> All lights working and no burnt out bulbs. Light covers clean, not broken or cracked. <small>Comments:</small>				
5 <input type="checkbox"/> Team member or manager visible and present in the host area at all times. <small>Comments:</small>				
5 <input type="checkbox"/> Warm and friendly greets and invite backs at the front door - Big Hi's, Bye's, and Thank You's. <small>Comments:</small>				
2 <input type="checkbox"/> Doors opened for the guest when possible by all team members. <small>Comments:</small>				
2 <input type="checkbox"/> Only one person is behind the Host stand and ONLY when on a wait. <small>Comments:</small>				
2 <input type="checkbox"/> Restrooms checklist in use. Cleanliness validated every fifteen minutes (timer used). <small>Comments:</small>				
2 <input type="checkbox"/> Playing cards stocked, clean and in good repair. <small>Comments:</small>				
2 <input type="checkbox"/> Peanut barrel/container always full of fresh peanuts and free of excess dust. <small>Comments:</small>				
2 <input type="checkbox"/> Display case full, neat, and creatively stocked with retail merchandise. <small>Comments:</small>				
2 <input type="checkbox"/> Special board in good condition and filled out properly. <small>Comments:</small>				
5 <input type="checkbox"/> Menus clean, in good condition and is current version. <small>Comments:</small>				
5 <input type="checkbox"/> Hosts organized and operating well. <small>Comments:</small>				
5 <input type="checkbox"/> If on a wait, accurate quote times and process is being followed. <small>Comments:</small>				
3 <input type="checkbox"/> Call ahead seating procedures properly followed- no reservations taken. <small>Comments:</small>				
5 <input type="checkbox"/> Guest led to the table correctly with walk and talk and with special attention paid to children, guest handed menu after sat, feature of the day mentioned and server's name mentioned. <small>Comments:</small>				
Restroom Area				
5 <input type="checkbox"/> Restrooms fully stocked (paper towel, soap, toilet paper, lined trash can, lined feminine hygiene container). <small>Comments:</small>				
2 <input type="checkbox"/> Mirrors and countertops clean and dry. No water spots on mirror. Faucets and fixtures clean with no hard water residue. <small>Comments:</small>				
2 <input type="checkbox"/> Walls, floors, baseboards and corners clean. <small>Comments:</small>				
2 <input type="checkbox"/> No backup paper supplies visible to guests. <small>Comments:</small>				
2 <input type="checkbox"/> All toilet paper holders, paper towel dispensers and/or hand dryers in good repair. <small>Comments:</small>				
2 <input type="checkbox"/> Toilets and urinals clean. Toilet seats secured. Base of toilets clean. All stainless polished. <small>Comments:</small>				
2 <input type="checkbox"/> All urinals have urinal screens and urinal block/cake. <small>Comments:</small>				
2 <input type="checkbox"/> Partitions are clean and in good repair with no graffiti. Doors have working locks. Hooks are available, hung at eye level and not broken. <small>Comments:</small>				
2 <input type="checkbox"/> All lights working and no burnt out bulbs. Light covers clean, not broken or cracked. <small>Comments:</small>				
2 <input type="checkbox"/> No dust accumulation in vents, lights or décor. <small>Comments:</small>				
2 <input type="checkbox"/> Restroom has no odor, smells fresh. If using an air freshener it is not overpowering. <small>Comments:</small>				
2 <input type="checkbox"/> Doors and kick plates clean <small>Comments:</small>				
2 <input type="checkbox"/> All pictures are clean with spot lights focused on them. TVs in good working order (if applicable). <small>Comments:</small>				
2 <input type="checkbox"/> Baby changing station clean, stocked with liners and wipes, and safety belt in good repair. <small>Comments:</small>				
82				



Restaurant Operations Inspection

Restaurant Location: 0 Date: 1/0/00

Kitchen		382 Available Points	0	Target Date For Compliance	Critical Item Re-Inspect
Manager Responsible					
2	<input type="checkbox"/> All lights working and no burnt out bulbs. Light covers clean, not broken or cracked. <small>Comments:</small>				
50	<input type="checkbox"/> No visible signs or evidence of pests/rodents/birds within facility. Doors to the outside are rodent proof. <small>Comments:</small>				
10	<input type="checkbox"/> All areas (walls, floors, baseboards, under and behind equipment, storage rooms, shelves, ceiling tiles) organized and clean with no dust or grease buildup. Clean as you go enforced. <small>Comments:</small>				
5	<input type="checkbox"/> All POS printers clean, maintained and working. Stocked with 3 rolls of paper. <small>Comments:</small>				
5	<input type="checkbox"/> Mop sink is clean, neat and organized. No leaks. <small>Comments:</small>				
5	<input type="checkbox"/> All equipment is clean and in good working order. Stainless polished. Gaskets clean and in good repair. <small>Comments:</small>				
5	<input type="checkbox"/> All small equipment is clean and in good working order- lettuce chopper, lemon wedger, dicer, can opener, slicer, mixer, etc. <small>Comments:</small>				
20	<input type="checkbox"/> Dish washing machine meets specifications to properly clean and sanitize dishware, utensils, etc. Proper chemicals stocked and in use, 8 second run on flatware presoak and added to hot water, presoak water disposed of only when dirty, dish water changed every 2 hours. 3 compartment sink properly set up and operated correctly when in use. Chlorine (pH) test strips readily available. <small>Comments:</small>				
10	<input type="checkbox"/> Working containers holding poisonous or toxic materials are labeled with the common name of the product. All cleaning utensils (brooms, dust pans, mops) and cleaning chemicals properly stored. <small>Comments:</small>				
5	<input type="checkbox"/> Ice machine and storage bins clean and maintained. No mold/debris build up. Only food grade ice buckets used, never sat on floor. Ice scoops used to dispense ice, scoops stored in holders. <small>Comments:</small>				
5	<input type="checkbox"/> Hand sinks properly stocked with hot/cold running water, paper towels, soap, and a trash can. Hand washing signs posted. <small>Comments:</small>				
2	<input type="checkbox"/> Exhaust hoods are clean and polished, all light bulbs with covers, no burnt bulbs. <small>Comments:</small>				
2	<input type="checkbox"/> Exhaust hoods are professionally cleaned and serviced on a monthly basis. <small>Comments:</small>				
2	<input type="checkbox"/> Fryers are clean, filled with clean filtered or fresh oil, rotated properly, and filtered twice a day. Oil test kit readily available. Dumped twice a week when needed. <small>Comments:</small>				
5	<input type="checkbox"/> Walk-ins and reach in coolers fresh, clean, organized, labeled and rotated. All product neat and fronted. All product within shelf life. <small>Comments:</small>				
10	<input type="checkbox"/> All coolers at appropriate temperature and with food grade thermometers present and working properly. Walk-in and food storage coolers at 36-38°F. Meat room walk-in at 36°F or below. Freezer at 0-10°F. <small>Comments:</small>				
10	<input type="checkbox"/> Products are covered, labeled and properly dated. All food within shelf life. No cross-contamination. All product stored a minimum of 6 inches above the floor. <small>Comments:</small>				
10	<input type="checkbox"/> Sanitation standards are practiced at all times. Towels in buckets, no open containers, handwashing procedures followed, team members in proper uniform with non slip shoes, hats, clean aprons, gloves, no eating or drinking in workstations, etc. <small>Comments:</small>				
5	<input type="checkbox"/> Managers check in all product according to standards. <small>Comments:</small>				
10	<input type="checkbox"/> Only approved products and vendors are used. <small>Comments:</small>				
10	<input type="checkbox"/> Recipes followed 100% - recipe and prep books out during all prepping of items. <small>Comments:</small>				
5	<input type="checkbox"/> Scales used at all times.				
5	<input type="checkbox"/> Salads are served with ice cold plates. <small>Comments:</small>				
5	<input type="checkbox"/> Yeast rolls properly proofed, cooked fresh every 15 minutes, golden brown. <small>Comments:</small>				
5	<input type="checkbox"/> All steaks are grilled and seasoned properly and cooked to the proper temperature. <small>Comments:</small>				
5	<input type="checkbox"/> Prime rib seasoned and cooked properly. Scale in use for accurate measurements. <small>Comments:</small>				
5	<input type="checkbox"/> Side items at proper hold times and temperature. Potatoes baked hot and served fresh within 1 hour hold time. Fries seasoned properly and cooked to order. <small>Comments:</small>				

5	<input type="checkbox"/> Picture perfect plate presentations served to the guest. Proper garnish. Proper plate. Comments:		
5	<input type="checkbox"/> Opening manager began opening checklist. History of opening and closing checklists completed fully and not pencil whipped. Comments:		
10	<input type="checkbox"/> Prep sheet is completed with on hands, build to pars and prep 911 needs. Comments:		
10	<input type="checkbox"/> Line check is done at 10:00am (when applicable) and 3:00pm daily. Comments:		
35	<input type="checkbox"/> All hot line product held at above 140°F and all cold line products held at below 41°F. Test an item from the following areas and record the item name and temperature. 5 pts for each temperature within the guidelines.		
	<input type="checkbox"/> Grill Product Cooler		
	<input type="checkbox"/> Flat Top Product Cooler		
	<input type="checkbox"/> Fry Product Cooler		
	<input type="checkbox"/> Expo Line Cooler		
	<input type="checkbox"/> Salad Product Cooler		
	<input type="checkbox"/> Hot Well		
	<input type="checkbox"/> Expo App Cooler		
	Comments:		
5	<input type="checkbox"/> Sanitizer and waste buckets are available and in use in all positions of the kitchen. Comments:		
10	<input type="checkbox"/> Sanitizer solution clean and at acceptable strength, 150-400ppm. Quat test kit is readily available. Comments:		
10	<input type="checkbox"/> All meat room safety standards are being followed (knock before entering, cutting gloves worn, hierarchy of stored foods, sanitizer bucket, clean equipment and knives, product being cut/pattied put on ice baths if non-refrigerated meat rooms). Comments:		
5	<input type="checkbox"/> Meat room door is always shut and locked when meat cutter is not working. Comments:		
10	<input type="checkbox"/> All meat room items properly labeled, dated, and rotated. No steaks out of shelf life. Manager initials on each label validating steak cuts. Comments:		
10	<input type="checkbox"/> Meat room admin reports completed daily (count sheets, cut/par sheets, yield sheets). Comments:		
30	<input type="checkbox"/> All steak weights within 1/2 of an ounce on all cuts. Weigh 3 random steaks of each cut and record below. One point given for every weight within specifications.		
	<input type="checkbox"/> Sirloins	8 Ounce	
		10 Ounce	
		14 Ounce	
	<input type="checkbox"/> Filets	6 Ounce Bacon Wrapped	
		9 Ounce	
	<input type="checkbox"/> Ribeye	14 Ounce	
	<input type="checkbox"/> Shortloin	16 Ounce	
		20 Ounce	
	<input type="checkbox"/> Pork	14 Ounce Porterhouse Chop	
		8 Ounce Boneless Chop	
	Comments:		
2	<input type="checkbox"/> All seafood iced down properly with drainage grates. Comments:		
5	<input type="checkbox"/> Chicken accepted at no more than 7 days from kill/pack date. Comments:		
5	<input type="checkbox"/> CFS and Pork Steak double cubed and Chicken Fried Chicken single cubed. Comments:		
5	<input type="checkbox"/> Fajita beef, chicken and pork properly marinated, jaccarded and labeled (24 hours in marinade and 3 days to use). Comments:		
2	<input type="checkbox"/> Small wares (plates, glassware, pots, pans, utensils, etc) are kept at adequate levels, in good condition. Comments:		
382			



Restaurant Operations Inspection

Restaurant Location: 0 Date: 1/0/00

Dining/Bar Area	157 Available Points	0	Target Date For Compliance	Critical Item Re-Inspect
Manager Responsible				
<u>5</u> <input type="checkbox"/> Floors cleaned daily. Swept, scrubbed, and washed properly. No dirt or peanut oil build up. Comments:				
<u>2</u> <input type="checkbox"/> Floors clean, free of paper and debris- peanut shells only. Comments:				
<u>2</u> <input type="checkbox"/> Windows and ledges clean. Comments:				
<u>2</u> <input type="checkbox"/> Blinds down, angled properly at 45° - free of dust and build up. Comments:				
<u>5</u> <input type="checkbox"/> All lights on appropriate level for the time of day. All fixtures focused in correct position. Comments:				
<u>2</u> <input type="checkbox"/> Proper bulbs in all fixtures. No burnt out bulbs. Comments:				
<u>5</u> <input type="checkbox"/> Neons on and in good repair. Comments:				
<u>5</u> <input type="checkbox"/> Music at appropriate volume for time of day and amount of guests in the building. Comments:				
<u>5</u> <input type="checkbox"/> All POS terminals and printers clean, maintained and working. Stocked with 3 rolls of paper. Comments:				
<u>5</u> <input type="checkbox"/> Service stations- no clutter, no dirty dishes, neat and organized; noise kept to a minimum. No personal items or outside food/drink stored in these areas. Comments:				
<u>2</u> <input type="checkbox"/> Creamers iced. Coffee filters covered. Tea urns are covered with lids. Lemons stocked on ice. Straws, iced tea spoons, coffee spoons, sugar syrup, kids cups, to go cup with lids all stocked neatly. Comments:				
<u>2</u> <input type="checkbox"/> Coffee and iced tea are fresh. Sweet tea made to recipe. Comments:				
<u>2</u> <input type="checkbox"/> Coffee and tea urns broken down, washed with hot water, and left to air dry once a week. Comments:				
<u>2</u> <input type="checkbox"/> Coke tower clean, no mold. Nozzles and diffusers broke down and washed in hot water nightly. (Not soaked or reassembled). Comments:				
<u>5</u> <input type="checkbox"/> High chairs and booster seats are clean and in good repair. No missing straps or clips. Adequate amount for volume of restaurant. Comments:				
<u>5</u> <input type="checkbox"/> Tables and chairs in good repair- properly leveled, no visible carvings, no torn vinyl. Table covers (if applicable) are all aligned to the same level, \$1 bill length down from tabletop. Comments:				
<u>5</u> <input type="checkbox"/> Booth backs and seats in good repair. No torn vinyl. No peanuts or trash between the wall and the booth. Comments:				
<u>2</u> <input type="checkbox"/> Peanut bucket is clean, no rust, full of fresh peanuts. Comments:				
<u>2</u> <input type="checkbox"/> Tabletop condiments are clean and properly set up Comments:				
<u>5</u> <input type="checkbox"/> Silverware wraps are clean, rolled correctly and placed neatly on table. Validate by unrolling 5 random sets. Comments:				
<u>2</u> <input type="checkbox"/> All tabletops are set up according to Tabletop Set Up Diagram. Comments:				

5	<input type="checkbox"/> All tabletop point of sale material is current and looks new. Comments:		
5	<input type="checkbox"/> Bar area is clean with no clutter on back bar. No presence of fruit flies. No sour smell. Comments:		
2	<input type="checkbox"/> Bar top set up accordingly. Peanut buckets clean, no rust and full of fresh peanuts. Bar menus available (if applicable). Comments:		
2	<input type="checkbox"/> All bottles are polished, labels facing outward, and all pour spouts flagged in the same direction. Comments:		
2	<input type="checkbox"/> Frozen drink machine (if applicable) is clean and stocked, filters clean. Comments:		
2	<input type="checkbox"/> Bar blender cleaned nightly. Comments:		
2	<input type="checkbox"/> Bar gun and holster clean, no mold. Broke down and washed in hot water nightly. (Not soaked or reassembled). Comments:		
5	<input type="checkbox"/> All bar equipment is clean and in good working order. Stainless polished. Gaskets clean and in good repair. Comments:		
5	<input type="checkbox"/> All bar coolers at appropriate temperature and with food grade thermometers present and working properly. Comments:		
5	<input type="checkbox"/> Beer bottle wells (if applicable) are clean, stocked and iced correctly. (No mold under the ice plate) Comments:		
10	<input type="checkbox"/> Drink recipes followed strictly, using approved products only. Comments:		
5	<input type="checkbox"/> Order signature drink(s), ensure correct ingredients, measurements, glassware, and garnish is used. Comments:		
2	<input type="checkbox"/> Bar garnishes and juices are fresh, labeled, and dated. Comments:		
2	<input type="checkbox"/> Wine bottles are properly dated and stored with vac-u-vins. Comments:		
5	<input type="checkbox"/> Jiggers used at all times Comments:		
2	<input type="checkbox"/> Guest at bar always has a tab in front of them with their name and the bartender's name on it. Comments:		
10	<input type="checkbox"/> Proper I.D. procedures in use. Anyone under the age of 30 properly carded. Comments:		
5	<input type="checkbox"/> No verbal calls for drinks, no drinks made without a ticket. Comments:		
2	<input type="checkbox"/> Bar book is being used for communication, spilled drinks, opening and closing checklists and employee meal log sheet. Comments:		
2	<input type="checkbox"/> TVs on for sporting events, news events or approved bar promotions only. Comments:		
5	<input type="checkbox"/> Garage door to outdoor seating area/patio must remain pad locked until 10:45am (if applicable). Comments:		
157			



Restaurant Operations Inspection

Restaurant Location: 0

Date: 1/0/00

Service - Culture	122 Available Points	0	Target Date For Compliance	Critical Item Re-Inspect
Manager Responsible				
<p><u>5</u> <input type="checkbox"/> All team members and managers have natural smiles and warm attitude toward guests and co-workers.</p> <p>Comments:</p>				
<p><u>5</u> <input type="checkbox"/> Smoking is prohibited during volume and must be approved by management.</p> <p>Comments:</p>				
<p><u>5</u> <input type="checkbox"/> Cell phones are never to be used during the team member's shift unless in the case of an emergency or while in a safe zone deemed by management.</p> <p>Comments:</p>				
<p><u>5</u> <input type="checkbox"/> Phone is answered within 2 rings. A proper salutation is used when answering the phone, name is given.</p> <p>Comments:</p>				
<p><u>5</u> <input type="checkbox"/> A guest is never asked "Who is calling?" Each guest should feel equally important.</p> <p>Comments:</p>				
<p><u>5</u> <input type="checkbox"/> Proper uniforms enforced, clean and crisp appearances with non-slip shoes.</p> <p>Comments:</p>				
<p><u>11</u> <input type="checkbox"/> Server Lunch (if applicable) and Dinner Steps of Service are followed and used 100% of the time</p> <p>Comments:</p>				
<p><input type="checkbox"/> Server acknowledges guests within 30 seconds and writes name on table.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Server suggestively sells starter and drink. Entrée order taken at lunch if guest is ready (if applicable).</p> <p>Comments:</p>				
<p><input type="checkbox"/> Server delivers drinks within 3 minutes.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Server suggestively sells throughout the entrée order using descriptive words and positive head nods.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Server gives description of steak temperatures to guest (if applicable).</p> <p>Comments:</p>				
<p><input type="checkbox"/> Salad, cold salad plates and rolls delivered within 3 minutes?</p> <p>Comments:</p>				
<p><input type="checkbox"/> Entrée orders delivered within standard allowable times.</p> <p>Comments:</p>				
<p><input type="checkbox"/> First taste call back within 2 minute after food is received with table maintained, pre-bussed and drinks refilled.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Desserts and after dinner drinks offered. Delivered within 3 minutes.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Check presented. Check presented at first taste call back during lunch service.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Payment processed and returned within 3 minutes. Guest name used upon delivery. Sincere thank you's given and invites to return.</p> <p>Comments:</p>				
<p><u>11</u> <input type="checkbox"/> Bartender Lunch and Dinner Steps of Service are followed and used 100% of the time</p> <p>Comments:</p>				
<p><input type="checkbox"/> Bartender acknowledges guests within 5-15 seconds with coasters.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Bartender suggestively sells starter and drink. Entrée order taken at lunch if guest is ready.</p> <p>Comments:</p>				
<p><input type="checkbox"/> Bartender delivers drink within 90 seconds.</p> <p>Comments:</p>				

<input type="checkbox"/>	Bartender suggestively sells throughout the entrée order using descriptive words and positive head nods.		
Comments:			
<input type="checkbox"/>	Bartender gives description of steak temperatures to guest (if applicable).		
Comments:			
<input type="checkbox"/>	Salad, cold salad plates and rolls delivered within 3 minutes?		
Comments:			
<input type="checkbox"/>	Entrée orders delivered within standard allowable times.		
Comments:			
<input type="checkbox"/>	First taste call back within 2 minute after food is received with bar top maintained, pre-bussed and drinks refilled.		
Comments:			
<input type="checkbox"/>	Desserts and after dinner drinks offered. Delivered within 3 minutes.		
Comments:			
<input type="checkbox"/>	Check presented. Check presented at first taste call back during lunch service.		
Comments:			
<input type="checkbox"/>	Payment processed and returned within 3 minutes. Guest name used upon delivery. Sincere thank you's given and invites to return.		
Comments:			
<input checked="" type="checkbox"/>	Servers/Bartenders/To Go write orders on order pad, does not try to remember the order.		
Comments:			
<input checked="" type="checkbox"/>	Server/Bartenders/To Go ring in orders immediately.		
Comments:			
<input checked="" type="checkbox"/>	Team members acknowledge all guests within 3 feet.		
Comments:			
<input checked="" type="checkbox"/>	Teamwork is a common practice - first available server runs food. Food never sits in window more then 30 seconds.		
Comments:			
<input checked="" type="checkbox"/>	Team member escorts guest to restrooms when giving direction.		
Comments:			
<input checked="" type="checkbox"/>	Server section size is a standard of no more than 3 tables.		
Comments:			
<input checked="" type="checkbox"/>	Busser alert, organized, and pro-active to guest and server needs.		
Comments:			
<input checked="" type="checkbox"/>	Busser properly cleans and resets tables/booths, picks up trash off floor, wipe seats and pushes in chairs.		
Comments:			
<input checked="" type="checkbox"/>	To Go person is friendly and uses proper phone etiquette while taking to go order.		
Comments:			
<input checked="" type="checkbox"/>	To Go order is taken following all suggestive selling techniques and repeated back to guest.		
Comments:			
<input checked="" type="checkbox"/>	To Go person informs the caller of the total bill amount and provides an estimated pick up time.		
Comments:			
<input checked="" type="checkbox"/>	To Go orders presented to guest, all boxes labeled, all items packed correctly, and accurate.		
Comments:			
<input checked="" type="checkbox"/>	Team member break/eating area is in a designated area.		
Comments:			
<input checked="" type="checkbox"/>	All off duty team members eating in house are completely out of uniform and sitting at a table or booth while being waited on by a server.		
Comments:			
<u>122</u>			



Restaurant Operations Inspection

Restaurant Location: 0 Date: 1/0/00

Management	174 Available Points	0	Target Date For Compliance	Critical Item Re-Inspect
Manager Responsible/Signature				
<u>5</u> <input type="checkbox"/> Manager(s) on duty sets an upbeat, fast, friendly pace at all times. Comments:				
<u>10</u> <input type="checkbox"/> Has a professional appearance- big smiles, non-slip shoes, pressed pants and shirt. Comments:				
<u>5</u> <input type="checkbox"/> Manager is interactive and visible to the guest at all times. Comments:				
<u>10</u> <input type="checkbox"/> Management positioning is in place. Comments:				
<u>10</u> <input type="checkbox"/> Management treats everyone with courtesy, honesty and respect (saying thank you, please, calling each other by name, and honest feedback). Comments:				
<u>2</u> <input type="checkbox"/> Manager meetings are conducted weekly. Comments:				
<u>10</u> <input type="checkbox"/> Managers handle all complaints by personally visiting the table and delivers any priority checks. Comments:				
<u>20</u> <input type="checkbox"/> Minimally two keys are identified and in development at all times Comments:				
<u>10</u> <input type="checkbox"/> GM hires all team members and signs off on each members prior to graduation. Comments:				
<u>10</u> <input type="checkbox"/> GM or Training Manager conducts organized team member orientations. Comments:				
<u>5</u> <input type="checkbox"/> Cody's standards of postional training (study guides, classroom and follow shifts) are followed. Comments:				
<u>2</u> <input type="checkbox"/> Manager is visiting with new hires everyday of training, discussing what has been learned. Comments:				
<u>10</u> <input type="checkbox"/> The GM is involved in all of the restaurant's training of team members. Comments:				
<u>5</u> <input type="checkbox"/> All daily checklists completed in detail without exception. Comments:				
<u>10</u> <input type="checkbox"/> Pre-meals take place for both shifts that are motivational, educational and inspirational. Comments:				
<u>10</u> <input type="checkbox"/> Schedules are fair for all managers, GM works mostly mid shifts and closes a minimum of once a week. Comments:				
<u>10</u> <input type="checkbox"/> All managers are Florida Safe Serve Certified Comments:				
<u>10</u> <input type="checkbox"/> All team members are Florida Safe Serve Certified Comments:				
<u>20</u> <input type="checkbox"/> Does the restaurant meet or exceed the following measurements of company guidelines (5 pts each): <input type="checkbox"/> Maintaining positive sales growth <input type="checkbox"/> Consistently achieving or below budgeted food goals. <input type="checkbox"/> Consistently achieving or below budgeted labor goals. <input type="checkbox"/> High health department scores. Comments:				
174				



Restaurant Operations Inspection

Restaurant Location: 0

Date: 1/0/00

Trip Photos	Date	<u>1/0/00</u>
	Score	0.00%



Restaurant Operations Inspection

Restaurant Location: 0

Date: 1/0/00

Trip Photos	Date	<u>1/0/00</u>
	Score	0.00%



Restaurant Operations Inspection

Restaurant Location: 0

Date: 1/0/00

Trip Photos	Date	<u>1/0/00</u>
	Score	0.00%



Restaurant Operations Inspection

Restaurant Location: 0

Date: 1/0/00

Trip Photos	Date	<u>1/0/00</u>
	Score	0.00%