



# REV Guidebook

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# **REV Program Overview**



In order to protect the Burger King® brand, the BK® Brand conducts regular visits known as Restaurant Excellence Visit (REV). This helps to improve performance and promote a stronger brand with better system-wide results.

These visits provide a transparent and disciplined process enforced through a clear and consistent set of rules. The framework for the criteria that restaurants are required to follow is outlined in the Guidebook below as well as in the Operations Manual.

After receiving a REV, review the results with your team and create an action plan for any items that need to be addressed. Also, recognize your team for standards that are well executed.



## **Recognition Certificates**

As a 'Thank You' to those Teams that demonstrate unrelenting commitment to the highest standards for our guests, Restaurants will receive a Recognition Certificate along with the emailed REV report. Please print the Certificate, congratulate your Team for a job well done, and post for your Team to see.

### **Certificate Criteria:**

- Gold
  - 100% Food Safety
  - 94% and above Brand Standards
- Platinum
  - 100% Food Safety
  - 100% Brand Standards
- Diamond
  - Repeat 100% Food Safety and 100% Brand Standards
  - Round over Round

*\*Does not apply to revisits*

## **Visit Timeframe**

- Visits may begin anytime between 6:30am-8:00pm
- New Restaurant openings:
  - Franchisee to Franchisee transfers – After 30 days of transfer
  - New Franchisee – 3-6 months after acquisition or opening



# Scoring

Category	Total Points
Guest Service	170
Food Quality	285
Training	20
Cleanliness	235
Maintenance	80
Shift Management	90
Brand Standards:	Total: 880
Food Safety:	Total: 100

Section	Threshold
Brand Standards	<60% will result in failure
Food Safety	<70% will result in failure
Zero Tolerance	Automatic Failure

## Additional points:

If a zero-tolerance question is marked the restaurant will automatically fail the REV and require a revisit.

A score of below 70% in the food safety section will result in a failure and require a revisit.

A Brand Standards score below 60% will result in a failure and require a revisit.

## REV Revisits

In the case of a failure, for any section, the restaurant will receive a revisit within 10-45 days from the failure date. If the revisit is failed, the restaurant will receive another revisit.



# Zero Tolerance

- Serious gas or electrical issues, which are deemed a danger to employees or the public. This includes no electricity.
- Only 1 member of staff/ management present in restaurant or no manager on shift (excluding absence due to bank run or restroom break) resulting in compromised safety of the team and Food Safety execution
- Employee(s) identified as having a serious illness which puts the public and/or other Team Members at risk
- No running water and no approved alternative source available (*water defined by FDA Food Code*)
- Temperature Logs are not present (e.g. no evidence of any cookouts or potentially hazardous food temperatures taken in the past 90 days)
- Pest infestation in the restaurant (Rodents, nesting birds, roaches, etc.):
  - Cockroaches
    - Two or more alive cockroaches
    - One alive and one or more dead cockroaches
    - Five or more dead cockroaches
  - Rodents
    - 1 or more alive or dead rodent found anywhere in the restaurant (Note: do not open traps to inspect interiors)
    - Evidence of gnawing on food and food packaging
    - 20 or more rodent droppings observed anywhere in the restaurant
    - Evidence of nesting materials
  - Any insects observed residing in food
  - Presence of maggots or larvae
- Backed up drains in the kitchen, or in restaurant if area cannot be safely cordoned off
- Refused entry to a Specialist attempting to conduct a REV



# Zero Tolerance

- Critical equipment not functioning properly:
  - Walk-in freezer/walk-in cooler: If temperature of 80% of products (maximum 10 products) is not within BK® temperature standards
  - Broiler: If broiler is not shut down until proper maintenance can be performed or if beef is cooked in an unapproved method
- Dish soap and sanitizer not available in the restaurant. Hand soap not available in the restaurant
- No working restroom available (defined as one functioning toilet and one functioning handwashing sink with running water) available on site
- Falsified ServSafe Certificate(s) observed

All refrigerated products should be held and received at maximum temperature of 4°C/40°F

Auditors will take temperatures between boxes/cartons/bags, but if the temperature is out of standard, they will open the box/carton/bag and take the temperature of the products inside

Auditors will take the temperature of 3 potentially hazardous foods (PHFs) in a refrigerated unit first. If any products are above 8°C/46°F the Zero Tolerance procedure is automatically activated in addition to the scoring of an FSC. An additional 7 products will be temped (these do not need to be a PHF) for a total of 10 products. Zero Tolerance will be confirmed if 80% of the temperatures taken are above 8°C/46°F

ZT Procedures activation involves taking temperature of an additional 7 products (PHF or Non-PHF) \*Please refer to the table on the next page\*



# Zero Tolerance

Scenarios if a Steritech Specialist observes a potentially hazardous food (PHF) temperature above 40°F:

Scenario	ZT Procedure Activated	ZT Procedure Outcome	Scoring Outcome
1 PHF between 4°C/40°F and 7°C/45°F	No	N/A	No Score
2 Or 3 PHF between 4°C/40°F and 7°C/45°F	No	N/A	Food Safety Critical
At least one PHF above 7°C/45°F	Yes	7 or fewer total products above 8°C/46°F	Food Safety Critical
	Yes	8 or more total products above 8°C/46°F	Zero Tolerance



# Minimum Operating Standards



The minimum acceptable standards on a routine REV and follow-up REV are as follows:

1. Brand Standards: 60 and above
2. Food Safety: 70 and above (3 or fewer Food Safety Criticals and no Zero Tolerance findings)

Any REV denoted as a “FAIL” on the report does not comply with the minimum acceptable standard.

## Consequences

If during a Restaurant Excellence Visit, a Restaurant fails (as outlined above), the following actions will be taken:

1. BK® Brand issues operational demand or default
2. Franchisee receives an unannounced follow-up REV within 45 days
  - Follow-up REV is passing score – No further action needed
  - Follow-up REV is failing score – Further action will be taken, see #3 below
3. Franchisee receives second revisit within 45 days. Default letters are sent out by BK® Brand Legal team
  - Second follow-up REV is passing score – No further action needed
  - Second follow-up REV is failing score – Further action will be taken by BK® Brand

The REV vendor will invoice Franchisees directly for all revisits. If the round changes while a Restaurant is still receiving a revisit (“revisit cycle”), the Restaurant will receive another visit in that next round to count as their normal visit once the revisit cycle has ended.



# Unapproved Equipment

## Fans and Portable Air Conditioners

Fans and portable air conditioners should not be used extensively, but can be acceptable if they meet the below criteria:

- No unit is blowing on exposed food or other prep processes, food prep areas/equipment
- No base/bottom of unit is above knee level
- No unit is blocking access to hand sinks
- No visible or blowing dust build-up (follow current air vent calibration to judge this) – cleaning frequency established to maintain cleanliness of fans
- No frayed or spliced wires are observed
- No unit or wire poses a trip hazard
- No A/C filter needs to be changed out (sticker to change filter shows past 'change by' date)

## Space Heaters

Any space heaters (radiant or forced air) are acceptable at the drive-thru window if they meet the below criteria:

- No base/bottom of heater is above knee level (units that are secured against the wall are acceptable), more than 5 feet from the drive-thru window, or above exposed food (packets of ketchup or salt are not considered exposed, but unwrapped straws would be)
- No visible or blowing dust build-up (follow current air vent calibration to judge this)
- No frayed or spliced wires are observed
- No unit or wire poses a trip hazard

# Food Safety



## FS11 Personal Hygiene Practices Meet Standard 10 points

Standard	Look For	Score If
<b>1 - Hands are washed when required</b>	<ul style="list-style-type: none"><li>- Hands are being washed when required: before donning gloves, in between glove changes, upon entering the kitchen, before starting a shift, after taking breaks, talking on the phone, after eating/drinking/tobacco use, after touching hair or body, after performing any non-food handling tasks, returning from the restroom, before and after handling raw food, before produce preparation</li><li>- Hands are being washed and sanitized at least once an hour or more frequently as needed</li><li>- Timers or other tracking systems ensure that frequent handwashing is occurring</li></ul>	<ul style="list-style-type: none"><li>- Improper procedure is observed on any occasion</li></ul>
<b>2- Handwashing procedure is executed properly</b>	<ul style="list-style-type: none"><li>- Hands are washed in accordance with the posted procedure and for the requisite amount of time, using the nail brush and sanitizer as required</li><li>- A posted and updated procedure</li></ul>	<ul style="list-style-type: none"><li>- Improper procedure is observed on any occasion</li><li>- No procedure is posted, or the procedure is outdated</li></ul>
<b>3- Paper towel, soap, and hand sanitizer dispensers are stocked, easily dispensed, and unexpired</b>	<ul style="list-style-type: none"><li>- Dispensers from approved suppliers are mounted on or near the hand sink for the sole purpose of handwashing</li><li>- Soaps or paper towels stacked on/near the hand washing sink</li><li>- Soap and hand sanitizer is unexpired</li><li>- A dirty nail brush or a nail brush not submerged (if in use)</li></ul>	<ul style="list-style-type: none"><li>- Dispensers are empty or if they become empty and are not immediately restocked</li><li>- Soap and/or sanitizer is expired</li><li>- Dispensers are not approved</li><li>- Dispensers are placed in a manner that would prohibit the proper use of the device (such as the need to walk to it during the handwashing process)</li><li>- Paper towels are observed placed outside of the dispenser</li><li>- The nail brush is not stored in sanitizer between uses or is dirty</li></ul>

# Food Safety



<p><b>4- No Evidence of Team Members working while ill</b></p>	<ul style="list-style-type: none"> <li>- Signs of cold, flu, or stomach ailments exhibited by Team Members like sneezing, vomiting, jaundice, or excessive coughing</li> </ul>	<ul style="list-style-type: none"> <li>- Any Team Member that is clearly sick is handling food</li> </ul>
<p><b>5- Team Member observed with uncovered sore on hand/arm</b></p>	<ul style="list-style-type: none"> <li>- Team Members with sores or scabs on hands or arms that are not covered by a brightly colored band-aid and a glove or undershirt</li> </ul>	<ul style="list-style-type: none"> <li>- Any Team Member has an uncovered sore, scab, or other wound</li> <li>- Any band-aid is not covered by gloves or clothing</li> </ul>
<p><b>6- Gloves (if required) are available and used appropriately</b></p>	<ul style="list-style-type: none"> <li>- A glove rack that can accommodate two glove boxes installed at a hand washing sink (only applicable if gloves required in food handling)</li> <li>- Colored restroom gloves being used for something other than cleaning the restroom or handling trash or food handling gloves used to clean the restroom or handle trash</li> <li>- Gloves stored anywhere other than the hand washing sink</li> <li>- Team Members or Managers opening the walk-in door with gloved hands</li> </ul>	<ul style="list-style-type: none"> <li>- Improper procedure is observed on any occasion</li> <li>- Glove rack is empty</li> <li>- No glove rack or only one size of glove available at each hand washing sink (only applicable if gloves required in food handling)</li> <li>- Glove racks are not immediately restocked after running out or colored restroom gloves are not available in the restroom caddy</li> <li>- Gloves are observed anywhere other than at the hand washing sink</li> <li>-Gloves are not removed before touching walk-in door</li> </ul>
<p><b>7- At least one handwashing sink in the back of house is functional</b></p>	<ul style="list-style-type: none"> <li>- The three-compartment sink being used to wash hands</li> <li>- Hand-washing sinks marked as "Do not use"</li> </ul>	<p>Team Members have to exit the Back of House areas to wash their hands</p>
<p><b>8 - Handwashing sinks are free from obstruction</b></p>	<ul style="list-style-type: none"> <li>- Items needing to be moved out of the way to access the sink</li> <li>- Evidence of anything other than water in the sink basin (ice, pans, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>- An item must be physically moved to gain access to the sink</li> <li>- Anything is observed in the sink that is not water</li> </ul>

# Food Safety



<p><b>9- Handwashing sinks in kitchen areas meet a minimum of 100°F/38°C</b></p>	<ul style="list-style-type: none"> <li>- The hand-washing sinks reach a minimum of 100F/38C (allowing for the 1F/0.5C thermometer variance) within 60 sec</li> <li>- A failed first temperature meets the minimum standard within 60 sec after a 20 min resting period</li> <li>- A stable temperature while taking the temperature of all hand-washing sinks in the kitchen area</li> </ul>	<ul style="list-style-type: none"> <li>- Both temperatures are below the target temperature</li> </ul>
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## FS21 Cooking Practices are Adequate 10 points

Standard	Look For	Score If
<p><b>1- Manager is able to perform proper Cook-Out procedures</b></p>	<ul style="list-style-type: none"> <li>- Manager able to articulate the procedure from memory or using a guide (tray or poster) while performing process</li> <li>- Manager following the approved procedure, with appropriate load level, and by placing the probe at a 45-degree angle in middle of the beef patty</li> <li>- Person performing cook-out to discard the product, W/R/S the PHU pan, tongs and sanitize the temperature probe if the cook-out fails</li> <li>- The time recipe to be adjusted if the cook-out fails</li> </ul>	<ul style="list-style-type: none"> <li>- Any step is missed by the Manager or person performing the Cook – Out</li> </ul>

## FS31 Contamination Protections are in Place 10 points

Standard	Look For	Score If
<p><b>1- Proper use of tongs observed</b></p>	<ul style="list-style-type: none"> <li>- Lift-n-Grip tongs used only for frozen meat and stored in the meat well not touching the meat</li> <li>- Blue tongs used only for uncooked products that are not beef and stored in the specialty freezer not touching product</li> <li>- Green tongs used for placing Impossible Whopper® in Hopper® and removing Impossible Whopper® patties from Hopper®</li> <li>-Green tongs used for uncooked Veggie patties and removing Veggie patties from the microwave or Hopper®</li> <li>-Red tongs used only for cooked and finished products</li> </ul>	<ul style="list-style-type: none"> <li>- The wrong color tong is used in an inappropriate manner</li> <li>- Tongs are not stored as required</li> <li>- Tong handles are directly touching the product</li> </ul>

# Food Safety



<p><b>2 – Cooked and raw products are kept separate, with no potential for contamination</b></p>	<ul style="list-style-type: none"><li>- Raw product coming into contact with cooked product at the broiler or fryer</li><li>- Raw products stored above ready-to-eat products not in an airtight container (such as shell eggs above an opened package of lettuce)</li></ul>	<ul style="list-style-type: none"><li>- Raw product touches cooked product and both are not discarded</li><li>- Anything raw is stored above a ready-to-eat product not in an airtight container in coolers, boards areas, or food preparation areas</li></ul>
<p><b>3 – Physical Contamination is not observed</b></p>	<ul style="list-style-type: none"><li>- Any physical contaminants in food that are visible to the eye like dirt, mold, plastic, hair, or insects</li><li>- Touching ready to eat foods with bare hands</li></ul>	<ul style="list-style-type: none"><li>- Any physical contamination is found</li></ul>
<p><b>4-Allergen Guidelines (if required) and Procedures are properly followed</b></p>	<ul style="list-style-type: none"><li>- Posted communication in the front of house and at the drive-thru communicating the allergen warning<ul style="list-style-type: none"><li>- Proof of training for all current employees</li></ul></li><li>- Back of house poster is up outlining training surrounding the allergen</li><li>- Clearly segregated products and smallwares used to prepare the allergen in dry storage and in all coolers<ul style="list-style-type: none"><li>- Smallwares used to prepare the allergen are washed, rinsed, sanitized separately from other smallwares</li></ul></li></ul>	<ul style="list-style-type: none"><li>- Communication is not posted at the front counter or in the drive-thru</li><li>- No proof of training is available, or Team Members are missing from the training</li><li>- Allergens are stored touching or in a manner that may contaminate other products</li><li>- Allergen and other smallwares are observed mixed/touching in dry storage or at the three-compartment sink</li><li>- Allergen smallwares are used in lieu of other smallwares</li></ul>

# Food Safety



<b>5 – Back of House areas are free from roof leaks</b>	<ul style="list-style-type: none"><li>- Leaking liquid from the roof not due to condensation from an air vent or buckets collecting water in the Back of House</li></ul>	<ul style="list-style-type: none"><li>- Any roof leak is observed in the food prep, kitchen, or dry storage areas, regardless if it can be cordoned off or not</li></ul>
<b>6-All chemicals present are labeled and stored properly</b>	<ul style="list-style-type: none"><li>- Containers of chemicals not identified with a label</li><li>- Containers of chemicals stored away from food contact surfaces, smallwares, and service area</li><li>- Containers of chemicals at least 12 inches/30 centimeters away from food</li></ul>	<ul style="list-style-type: none"><li>- Containers of chemicals (other than sanitizer) are not labeled or stored appropriately away from food, food contact surfaces, smallwares, or the service area</li></ul>
<b>7 – Scoops are stored properly</b>	<ul style="list-style-type: none"><li>- Ice Scoop handle touching ice</li><li>- Scoop with no handle being used</li><li>- Cups being used as scoops</li><li>- Scoop improperly stored in water with sanitizer</li></ul>	<ul style="list-style-type: none"><li>- Any scoop observed without a handle or stored in water with sanitizer</li><li>- Any scoop handle observed to be touching ice</li><li>- Any cup observed being used as a scoop</li></ul>
<b>8 – No evidence of build-up or Cross-Contamination in the soft serve vat</b>	<ul style="list-style-type: none"><li>- Build-up in the carburetor tube after rinsing</li><li>- Proof (such as a date label) that demonstrates a heat-treated machine is cleaned every 14 days</li><li>- Evidence of encrusted debris on the agitator or hopper side walls</li><li>- Evidence of encrusted build-up on the spindle of the machine</li></ul>	<ul style="list-style-type: none"><li>- Any build-up is observed on the carburetor tube</li><li>- There is no evidence that the heat-treated machine is cleaned every 14 days</li><li>- Any build-up is observed on the spindle, agitator or hopper side wall</li></ul>

# Food Safety



FS32 Contamination Protections are In Place 4 points		
Standard	Look For	Score If
1- Restaurant is free from drainage back up	<ul style="list-style-type: none"> <li>- Drains that have standing liquid in them or that are actively backing up</li> <li>- Signs that a restaurant may have a backup problem (drain flushing chemicals or equipment, smell of sewage)</li> </ul>	<ul style="list-style-type: none"> <li>- Any drain is observed actively backing up (score drains with water pooling under Repair and Maintenance) in the food prep, kitchen, or dry storage areas, regardless if it can be cordoned off or not</li> </ul>
2 – Dented, Rusted, Swollen, or Leaking cans are segregated and marked “Do Not Use”	<ul style="list-style-type: none"> <li>- Cans that are rusted or swollen</li> <li>- Cans that have a dent along the edges</li> <li>- Cans that have a dent on the side forming a point</li> </ul>	<ul style="list-style-type: none"> <li>- Any cans are rusted, swollen, or have a dent along the edges or on the side forming a point and not appropriately segregated and labeled</li> </ul>
3 – All handwashing sinks are functional	<ul style="list-style-type: none"> <li>- Handwashing sink not functioning and not marked “Do Not Use”</li> </ul>	<ul style="list-style-type: none"> <li>- Sink is not functional and does not have “Do Not Use” sign</li> </ul>
4-Brightly Colored Band-Aids are available	<ul style="list-style-type: none"> <li>- Brightly colored (non-skin tone color) Band-Aids in the first aid kit or otherwise available</li> </ul>	<ul style="list-style-type: none"> <li>- Brightly colored Band-Aids are not available</li> </ul>

FS41 Holding Practices are Implemented Appropriately 10 points		
Standard	Look For	Score If
1- Hot PHFs meet the requisite minimum temperature guidelines	<ul style="list-style-type: none"> <li>- One item in each PHU/hot holding cabinet that is ready to serve (green light) meeting a minimum temperature of 140°F/60°C (allowing for the 1°F/0.5°C thermometer variance) , if not meeting take two more temperatures in the same PHU/unit of a different product</li> </ul>	<ul style="list-style-type: none"> <li>- Either of the second temperatures does not meet standard</li> <li>- There is only one pan of product in the PHU or one item in the hot holding cabinet, and it does not meet standard</li> </ul>



# Food Safety



<b>2 – Cold PHFs meet the requisite minimum temperature guidelines</b>	<ul style="list-style-type: none"><li>- Three items in the walk-in cooler and all other refrigerated units not temping higher than 40°F/4°C (allowing for the 1°F/0.5°C thermometer variance), if not meeting take two more temperatures in the same unit of a different product</li></ul>	<ul style="list-style-type: none"><li>- Either of the second temperatures does not meet standard</li><li>- There is only one product in the unit, and it does not meet standard</li></ul>
<b>3 – No expired PHF items are observed</b>	<ul style="list-style-type: none"><li>- PHF items on the board or in service areas within holding times</li><li>- PHF items held in the cooler are within holding times</li></ul>	<ul style="list-style-type: none"><li>- Any PHF item past the expiry time that is served to a Guest</li><li>- Any PHF item (cold or at room temperature) is more than 10 minutes past the expiry time</li></ul>
<b>4 – All PHF items are properly marked</b>	<ul style="list-style-type: none"><li>- All PHF items on the board and in service areas are labeled</li><li>- All PHF items in the walk-in/reach-in coolers are properly labeled with hold times</li><li>- Labeled PHF items are marked with extended hold times</li></ul>	<ul style="list-style-type: none"><li>- Any PHF item is missing a hold time</li><li>- Any PHF item is marked with the wrong hold time that is longer than allowed</li></ul>
<b>5 – Old and new PHFs are not mixed</b>	<ul style="list-style-type: none"><li>- New batches of produce, product, and other PHFs combined into the in-use container of an older batch of product</li><li>- Smallwares that are required to be washed, rinsed, and sanitized every four hours (like the mayo spatula or squeeze bottles of PHF sauces) aren't placed into use with the replacement batch of product</li></ul>	<ul style="list-style-type: none"><li>- Any batches of produce, product or other PHFs are combined into the in-use container of product</li><li>- Any smallwares are reused with a new batch of product</li></ul>
<b>6 – Soft serve and Shake mix in hopper meets requisite minimum temperature guidelines</b>	<ul style="list-style-type: none"><li>- The temperature in the middle of the hopper between 34°F/0°C - 40°F/4°C (allowing for the 1°F/0.5°C thermometer variance)</li><li>- Shake/soft serve mix being chilled before being placed into service</li></ul>	<ul style="list-style-type: none"><li>- Mix in either the shake or soft serve hoppers do not meet standard</li><li>- Powdered mix is placed into the hopper before reaching the requisite temperature</li></ul>

# Food Safety



## FS51 Equipment Protected from Contamination 10 points

Standard	Look For	Score If
<p><b>1- Sanitizing solution strength meets minimum strength requirement</b></p>	<ul style="list-style-type: none"> <li>- All buckets and the three-compartment sink meet minimum strength standards (50 – 200ppm for Chlorine, 150 – 400ppm for Quat)</li> <li>- Any Dishwashing machine meets the strength standard (50-100ppm)                             <ul style="list-style-type: none"> <li>- Sanitizer used correctly</li> </ul> </li> <li>- AFVT bucket meets the strength standards (0.75-1oz/gallon)</li> </ul>	<ul style="list-style-type: none"> <li>- Any bucket, spray bottle, sink or dishwashing machine does not meet the strength standards</li> <li>-Sanitizer not used</li> <li>-The restaurant doesn't setup the three-compartment sink within 15 minutes of draining if using Chlorine</li> </ul>
<p><b>2 – Sanitizer solutions are in properly labeled and approved containers</b></p>	<ul style="list-style-type: none"> <li>- All buckets and the three-compartment sink have a legible label identifying the chemical within as sanitizer</li> <li>- The three-compartment sink is sanitized before being used as the AFVT sink</li> <li>- Dish washing or items in the wash basin while using the three-compartment sink for produce prep</li> </ul>	<ul style="list-style-type: none"> <li>- Two or more containers are not labeled, counting the three-compartment sink as one container</li> <li>- The three-compartment sink is not washed, rinsed, and sanitized before being used for prep</li> <li>- Dishwashing occurs or items are placed in the wash basin while using the three-compartment sink for produce prep</li> </ul>
<p><b>3 – Sanitizing buckets/bottles available for all stations and/or not close to open food containers</b></p>	<ul style="list-style-type: none"> <li>- Buckets at least 12 inches/30 centimeters from food and food contact surfaces or placed where they could leak onto food</li> <li>- A spray bottle in the restroom caddy</li> <li>- At least one blue bucket per level in the dining room</li> <li>- Buckets at all requisite stations in the kitchen</li> </ul>	<ul style="list-style-type: none"> <li>- Required buckets or spray bottles are missing from their stations, the dining room, or Restroom Caddy</li> <li>- Any buckets or spray bottles are stored inappropriately near or above open food</li> </ul>

# Food Safety



<b>4 – Approved clean cloths are submerged in sanitizing solution</b>	<ul style="list-style-type: none"><li>- Wet cloths sitting on shelving or counters that aren't being actively used</li><li>- Cloths are completely submerged in buckets</li><li>- Any cloths used for deep cleaning are knotted at one end</li><li>- Any cloths to be reused later are drip drying</li><li>- Use of appropriate colored cloth</li></ul>	<ul style="list-style-type: none"><li>- A wet cloth is observed not being actively used and not submerged or drip drying as appropriate</li><li>- A cloth is more than 50% out of the sanitizer solution</li><li>- Wrong colored cloth is found in the sanitizer bucket or used for cleaning</li></ul>
<b>5 – All required shake/soft serve brushes are present, clean, in-good condition, and stored properly</b>	<ul style="list-style-type: none"><li>- All required brushes are present<ul style="list-style-type: none"><li>- All brushes are clean</li></ul></li><li>- No brushes need to be swapped for a new one to avoid being scored</li><li>- Brushes stored in an approved clean, labeled, and drainable plastic container or approved stainless steel brush cabinet</li></ul>	<ul style="list-style-type: none"><li>- Any required brushes are missing</li><li>- Any brushes are dirty when observed from arm's length</li><li>- The container storing brushes is dirty or does not drain (coach if the container is not labeled)</li><li>- Any unused brushes not stored in approved container</li></ul>
<b>6 – Soft serve machine sanitizer and approved lube is available</b>	<ul style="list-style-type: none"><li>- Unexpired packs of green/Kay5 sanitizer</li><li>- Approved lube available in the restaurant</li></ul>	<ul style="list-style-type: none"><li>- Kay5 sanitizer and/or lube is missing or otherwise unavailable in the restaurant</li><li>- No Kay5 sanitizer is available. Cannot be expired Kay5</li></ul>
<b>7 – Smallwares and PHU pans are properly maintained and not burned, no evidence of cracks on the food contact surface</b>	<ul style="list-style-type: none"><li>- Smallwares that have been burned or melted</li><li>- Smallwares that have scratches or cracks on the food contact surfaces<ul style="list-style-type: none"><li>- PHU pans that are scratched or cracked on the food contact surfaces</li><li>- PHU pans that have been melted</li></ul></li><li>- Vegetable slicer or AFVT bucket that is scratched or cracked on the food contact surfaces</li></ul>	<ul style="list-style-type: none"><li>- Two or more of the same smallware are observed damaged</li><li>- A smallware is found damaged and immediate action is not taken to discard the item</li><li>- Vegetable slicer or AFVT bucket observed damaged</li></ul>

# Food Safety



<p><b>8 – Food contact surfaces of Vegetable Slicers, Can Opener, PHU Pans, and Tongs are properly cleaned before storage with no build-up observed</b></p>	<ul style="list-style-type: none"><li>- Smallwares stored as clean do not have any food debris, grease, build up, or other physical contamination</li><li>- Debris or build up on the food contact surface (including the platform, blades, and fins) of the vegetable slicers</li></ul>	<ul style="list-style-type: none"><li>- Any build-up is observed on any food contact surfaces stored as clean</li><li>- Any build-up is observed on veggie slicers stored as clean</li><li>- Any build-up is observed on veggie slicers stored as clean</li></ul>
<p><b>9 – Wash/Rinse/Sanitize procedure is properly followed</b></p>	<ul style="list-style-type: none"><li>- Dishes being washed, rinsed, and sanitized appropriately</li><li>- All dishes are sanitized for at least one minute</li></ul>	<ul style="list-style-type: none"><li>- Any dish not sanitized for at least one minute</li></ul>
<p><b>10 – Sanitizer test strips are available</b></p>	<ul style="list-style-type: none"><li>- An open package of Sanitizer Strips in-use, readily available, and undamaged</li><li>- The expiration date on the Sanitizer Test Strips and ensure they are not expired</li><li>- An available color comparison chart for the test strips</li></ul>	<ul style="list-style-type: none"><li>- There are no test strips available</li><li>- The package of test strips is still wrapped</li><li>- The test strips are damaged or expired</li><li>- There is no color chart for the test strip</li></ul>
<p><b>11 – Food Contact surfaces of the Ice Machine are free of mold</b></p>	<ul style="list-style-type: none"><li>- Mold, dirt, or other build-up in the ice machine</li><li>- Any other build-up that does not belong in the ice machine along the walls, around the chute, along the deflector shield, or in the area where the ice is made</li></ul>	<ul style="list-style-type: none"><li>- Mold, dirt, or other build-up is present in this area as confirmed by a wipe or paper towel while wearing a glove</li></ul>
<p><b>12 – Soda nozzles are properly cleaned with no build-up observed</b></p>	<ul style="list-style-type: none"><li>- Dirt, mold, or other build-up on the food contact part of the soda nozzle (both the diffuser and the cap)</li></ul>	<ul style="list-style-type: none"><li>- Build-up (not staining) is observed on any of the soda nozzles in the dining room and drive-thru</li></ul>

# Food Safety



## FS52 Equipment Protected from Contamination 4 points

Standard	Look For	Score If
<b>1- Non-handwashing sinks in kitchen areas meet a minimum of 110°F/43°C</b>	<ul style="list-style-type: none"> <li>- The Non-handwashing sinks reach a minimum of 110°F/43°C (allowing for the 1°F/0.5°C thermometer variance) within 60 seconds</li> <li>- A failed first temperature meets the minimum standard within 60 seconds after a 20-minute resting period</li> <li>- A stable temperature while taking the temperature of all Non-handwashing sinks in the kitchen area</li> </ul>	<ul style="list-style-type: none"> <li>- Both temperatures are below the target temperature</li> </ul>
<b>2- All equipment and prep washing sinks are functional</b>	<ul style="list-style-type: none"> <li>- Sinks marked "Do Not Use"</li> <li>- Sinks that do not have running water</li> <li>- Sinks that are damaged to the point where a Team Member will not use them (such as missing legs, or requiring a bucket and trips to the mop sink to drain)</li> </ul>	<ul style="list-style-type: none"> <li>- Any equipment or prep washing sinks are not functioning and do not have a "Do Not Use" sign</li> <li>- Any sinks damaged to the point where a Team Member will not use them</li> </ul>

## FS61 Purchases are from Approved Sources 10 points

Standard	Look For	Score If
<b>1- All food present is approved</b>	<ul style="list-style-type: none"> <li>- Items that are not on the ABL</li> <li>- Items bought from a local store being served to Guests without approval</li> </ul>	<ul style="list-style-type: none"> <li>- Food is present that is unapproved and not labeled for employees or for a product test</li> </ul>
<b>2 - All equipment, smallwares, and tools present are approved</b>	<ul style="list-style-type: none"> <li>- Items that are not on the ABL or AEL</li> </ul>	<ul style="list-style-type: none"> <li>- Smallwares, tools, and equipment present are not approved</li> </ul>
<b>3 - All chemicals present are approved</b>	<ul style="list-style-type: none"> <li>- Items that are not on the ABL</li> <li>- Items bought from a local store being served to Guests without approval</li> <li>- Store bought knock-down, pyrethrin based pest sprays are acceptable</li> </ul>	<ul style="list-style-type: none"> <li>- Chemicals present are not approved</li> </ul>

# Food Safety



## FS62 Purchases are from Approved Sources

4 points

Standard	Look For	Score If
<b>1 - All packaging and paper supplies are approved</b>	<ul style="list-style-type: none"><li>- Items that are not on the ABL</li><li>- Items bought from a local store being used to serve Guests without approval</li></ul>	<ul style="list-style-type: none"><li>- Packaging/paper is present that is unapproved and not labeled for employees or for a product test</li></ul>
<b>2 - Employee food is properly stored and not prepared on/with restaurant equipment</b>	<ul style="list-style-type: none"><li>- Employee food on prep tables or storage shelving</li><li>- Employee food must be stored in the break room or in a marked container in chillers stored in a manner where it will not contaminate food for Guests</li><li>- Any employees eating on or near preparation tables</li><li>- Employee food prepared on restaurant equipment</li></ul>	<ul style="list-style-type: none"><li>- Any employee food observed improperly stored</li><li>- Employees are eating on or near preparation area</li></ul>

## FS71 Pest Issues are not Observed

10 points

Standard	Look For	Score If
<b>1 - Live or Dead rodents are not observed</b>	<ul style="list-style-type: none"><li>- Signs of rodent presence including gnaw marks on boxes or packaging, droppings, grease marks along baseboards</li><li>- Areas where rodents could enter the building like missing door sweeps or a propped open back door</li></ul>	<ul style="list-style-type: none"><li>- Any live or dead rodents are observed in the restaurant including traps inside the restaurant by not opening the trap but using a flashlight to see inside</li></ul>
<b>2 - Rodent droppings are not observed</b>	<ul style="list-style-type: none"><li>- Droppings inside of fryer, storage, and boards cabinets by using a flashlight</li><li>- Droppings in the corners of the dry storage areas or inside of boxes that may also show signs of gnaw markings</li></ul>	<ul style="list-style-type: none"><li>- Any rodent droppings are observed</li></ul>

# Food Safety



<p><b>3 – Live or dead cockroaches are not observed</b></p>	<ul style="list-style-type: none"> <li>- Areas of unclean floor/counter under/behind shelving and equipment</li> <li>- Look inside equipment where it is warm and dark</li> <li>- Droppings that look like pepper grounds inside of cabinets and boxes</li> </ul>	<ul style="list-style-type: none"> <li>- Any live cockroaches are observed</li> <li>- Three or more dead cockroaches are observed</li> </ul>
<p><b>4–Flies are not observed landing on food</b></p>	<ul style="list-style-type: none"> <li>- The presence of flies in the kitchen</li> <li>- Flies landing on food</li> </ul>	<ul style="list-style-type: none"> <li>- Food that any flies land on is not discarded</li> </ul>
<p><b>5 – Birds and/or bats are not nesting inside the restaurant</b></p>	<ul style="list-style-type: none"> <li>- Bird nests in the rafters of the dining room</li> <li>- Bats hanging in corners of the restaurant</li> </ul>	<ul style="list-style-type: none"> <li>- Any birds or bats are nesting inside the restaurant</li> </ul>
<p><b>6– Excessive fly activity is not observed</b></p>	<ul style="list-style-type: none"> <li>- A large group of flies in one area of the restaurant</li> </ul>	<ul style="list-style-type: none"> <li>- Ten or more flies are observed in one area of the back of house</li> <li>- Glue/fly trap more than 50% full</li> </ul>

## FS72 Pest Issues are not Observed 4 points

Standard	Look For	Score If
<p><b>1 - Ant trails are not observed in the back of house</b></p>	<ul style="list-style-type: none"> <li>- Spilled/leaking foods in storage areas or along walls that could attract pests</li> </ul>	<ul style="list-style-type: none"> <li>- A trail of at least ten ants is observed anywhere in the back of house</li> </ul>
<p><b>2 – Pest Control report is on file in the restaurant</b></p>	<ul style="list-style-type: none"> <li>- A pest control binder with the report inside</li> <li>- An e-mail or electronic record with details from the latest pest service in the contents written out</li> </ul>	<ul style="list-style-type: none"> <li>- The Pest Control Report is not available or on file in the restaurant at time of REV</li> <li>-Issues in report are not corrected (within at least 10 days)</li> <li>-The Pest Control Report that is available is more than 60 days old</li> </ul>

# Food Safety



## FS81 Food Safety systems are In Place and Implemented Appropriately 10 points

Standard	Look For	Score If
<b>1 - Critical issues on the Health Department Inspection are corrected within 10 days or the timeline specified on the Inspection</b>	<ul style="list-style-type: none"><li>- All Critical items on the report have been both corrected and maintained within ten days or the date specified (whichever is less)</li></ul>	<ul style="list-style-type: none"><li>- Items have not been corrected in accordance with the timeline specified or ten days from inspection completion</li></ul>
<b>2 - Daily Planner/Quality Check Logs are completed for the last 30 days</b>	<ul style="list-style-type: none"><li>- Temperatures for non-beef logs are over the past 30 days (starting 2 days prior to the day which the evaluation is being conducted) are all completed, and none are missing</li><li>- No more than three days of paper logs if there were internet connectivity issues with Digital Logs and Routines</li></ul>	<ul style="list-style-type: none"><li>- There are any missing temperatures without an action plan</li><li>- There are four or more missing temperatures with an action plan</li><li>- Any temperatures are not in accordance with the timelines as outlined on the region appendix at the beginning of the REV Guidebook</li></ul>
<b>3 - Approved calibrated thermometer is available</b>	<ul style="list-style-type: none"><li>- A working and approved probe thermometer is available in the restaurant</li><li>- Thermometer is calibrated within 1°F/0.5°C of the calibration standard</li></ul>	<ul style="list-style-type: none"><li>- Thermometer is out of power or otherwise not working</li><li>- Thermometer is not available in the restaurant</li><li>- Thermometer is unable to calibrate within the allowed variance of the standard</li></ul>



# Food Safety



<b>4– Registered temperatures in the Cook-Out Log are within proper range</b>	<ul style="list-style-type: none"><li>- Any temperatures under the minimum standard and not corrected<ul style="list-style-type: none"><li>- Product that does not meet temperature being discarded</li></ul></li><li>- No corrective actions for missed temperatures</li></ul>	<ul style="list-style-type: none"><li>- Any temperatures are under the minimum standard and not corrected</li><li>-Product that does not meet the temperature standard during a Cook-Out is not discarded</li></ul>
<b>5 – Cook-Out Logs are completed for the last 30 days</b>	<ul style="list-style-type: none"><li>- Cook-Out Logs available for the last 30 days</li><li>- Cook-Out Logs completed for the past 30 days starting two days before (for example, if it is 10am on June 8, 2023 start verifying from June 6, 2023 at 10am and go back 30 days)<ul style="list-style-type: none"><li>- More than three days recorded on paper for restaurants using digital logs and routines</li></ul></li><li>- More than three missing temperatures ("highlights" or corrective actions)</li><li>- The correct Cook-Out log in use with the broiler that is in the restaurant (Nieco MPB94 with Nieco and Duke FBB with Duke)</li></ul>	<ul style="list-style-type: none"><li>- Cook-Out Logs are not available for the previous 30 days</li><li>- If restaurant has missing Cook-Out events that are not highlighted/have an associated action plan</li><li>- More than three days recorded on paper and the restaurant uses digital logs and routines<ul style="list-style-type: none"><li>- Any future temperatures are present</li></ul></li><li>- The restaurant is using the wrong cookout guide for the broiler in-use</li></ul>
<b>6 – ServSafe Certificate is available and unexpired for the person in charge</b>	<ul style="list-style-type: none"><li>- ServSafe Certificates for all Managers<ul style="list-style-type: none"><li>- Expired ServSafe Certificates</li></ul></li></ul>	<ul style="list-style-type: none"><li>- The Manager-in-Charge cannot produce a valid ServSafe certificate by the end of the visit</li></ul>

# Food Safety



## FS82 Food Safety systems are In Place and Implemented Appropriately 4 points

Standard	Look For	Score If
<b>1 - Most recent Health Department Inspection is Available</b>	- A posted inspection or inspection filed in a readily available place in the Managers office	- The Health Inspection cannot be located or is not posted as required - The Health Inspection is not provided by the end of the REV
<b>2 - Non-Critical issues on the Health Department Inspection are corrected within the necessary timeline</b>	- All Non-critical items on the report have been both corrected and maintained within thirty days or the date specified (whichever is less)	- Items have not been corrected in accordance with the timeline specified or thirty days from inspection completion



# Guest Service

## GS1 Managers and Team Members are Polite to Each Other 10 points

Standard	Look For	Score If
<b>1 - Managers and Team Members are polite to each other</b>	<ul style="list-style-type: none"><li>- Please and thank you observed between staff</li><li>- Managers using please or thank you when instructing their team</li><li>- Team using please or thank you when asking or calling for product</li></ul> Observe 5+ interactions	<ul style="list-style-type: none"><li>- If not observed on two or more occasion</li><li>- Team Member or Manager displays inappropriate behavior or uses inappropriate language within Guest view</li></ul>

## GS3 Expeditor Presents Orders According to Standards 20 points

Standard	Look For	Score If
<b>1 - Tray or bag presented to the Guest</b>	<ul style="list-style-type: none"><li>- Tray or bag being handed to the Guest and not placed or "tossed" on the counter or into a vehicle</li><li>- Tray of food being walked out to Guests at their table in the dining room</li></ul>	<ul style="list-style-type: none"><li>- Team Members or Managers are observed not handing the tray or bag to the Guest on two or more occasions</li></ul>
<b>2 - Expeditor asks Guest if they need additional condiment</b>	<ul style="list-style-type: none"><li>- The person handing the Guest their food if they need additional condiments (if not prohibited by law)</li></ul>	<ul style="list-style-type: none"><li>- Additional condiments are not offered at the Front Counter or Drive-Thru window to the Guest during five interactions each at the Front Counter and Drive-Thru</li></ul>
<b>3 - Receipt is included with the order</b>	<ul style="list-style-type: none"><li>- Receipts placed on the tray, in the bag, or handed directly to Guests</li></ul>	<ul style="list-style-type: none"><li>- Receipt is not provided at the Front Counter or Drive-Thru window to the Guest during five interactions each at the Front Counter and Drive-Thru</li></ul>



# Guest Service

## GS4 Drive-Thru Team Members Greet and Take Orders According to Standards 30 points

Standard	Look For	Score If
<b>1 - Guest is greeted with a welcoming phrase within 5 seconds</b>	<ul style="list-style-type: none"><li>- Team Members are greeting Guests within five seconds of their arrival at the Drive-Thru</li><li>- Team Members are hustling to be present for the Guest's arrival if performing other tasks</li></ul>	<ul style="list-style-type: none"><li>- Team Member does not greet Guest with a friendly greeting within five seconds during five interactions at Drive-Thru</li></ul>
<b>2 - Team Member gives Guest their full attention</b>	<ul style="list-style-type: none"><li>- Team Members dividing their attention between multiple Guests/situations</li></ul>	<ul style="list-style-type: none"><li>- Any Team Member is observed not providing Guests with their full attention</li></ul>
<b>3 - Team Member ends the transaction positively with a warm parting phrase</b>	<ul style="list-style-type: none"><li>- Polite and Friendly salutations to Guests as they are leaving</li></ul>	<ul style="list-style-type: none"><li>- Team Members or Managers are observed not providing a warm parting phrase on two or more occasions</li></ul>



# Guest Service

## GS7 All Menu Items are Available 20 points

Standard	Look For	Score If
<b>1 - All Items advertised on the menu are available for Guests to purchase</b>	<ul style="list-style-type: none"><li>- LTO items that are near their run out period</li><li>- Guests upset that they cannot receive a product due to the restaurant being out</li><li>- Sold out signs on the interior Menu Board but not on the exterior Menu Board and vice-versa</li></ul>	<ul style="list-style-type: none"><li>- The item is advertised as available on the Menu Boards but is not available to the Guest</li><li>- More than 3 menu items are unavailable, even if marked as sold out on the Menu Boards</li></ul>

## GS8 Required Number of Working Headsets are Available and In-Use 10 points

Standard	Look For	Score If
<b>1 - The Restaurant has the required number of headsets available and in-use</b>	<ul style="list-style-type: none"><li>- Team in production positions are wearing headsets, with the minimum number required in the appendix in use</li><li>- Manager-in-Charge wearing a headset to listen to the flow of orders</li></ul>	<ul style="list-style-type: none"><li>- The minimum number of required headsets are not in use or the number of headsets that are broken/malfunctioning prevents reaching the minimum in use requirement</li><li>- Manager-in-Charge is not wearing headset</li></ul>



# Guest Service

## GS9 Approved Drive-Thru Timer is Installed and Working Properly 10 points

Standard	Look For	Score If
<b>1 - An Approved Drive-Thru Timer is installed and is working correctly</b>	<ul style="list-style-type: none"><li>- HME Zoom and SICOM Drive-Thru Director</li><li>- Any error messages on the results screen</li></ul>	<ul style="list-style-type: none"><li>- The timer in use is not approved</li><li>- The timer is not on or broken, regardless of Workorder status</li><li>- A Timer Loop error is on the screen and does not clear before the end of the REV</li></ul>

## GS10 Order Confirmation Screen and Speaker are Installed and Working Properly 10 points

Standard	Look For	Score If
<b>1 - OCU Speaker is working and can be clearly heard</b>	<ul style="list-style-type: none"><li>- An OCU Speaker present that can be clearly heard</li><li>- Guests asking the Order Taker to repeat themselves</li></ul>	<ul style="list-style-type: none"><li>- The speaker sound is muffled or unclear</li><li>- Two or more Guests ask the Order Taker to repeat themselves due to the volume/clarity of the speaker</li></ul>
<b>2 - Approved Order Confirmation Screen is Installed, and Order is being displayed as it is taken</b>	<ul style="list-style-type: none"><li>- Order Confirmation Screen is present in the Drive-Thru (it may be part of the Digital Menu Board)</li><li>- Order appearing on the screen as it is being taken</li></ul>	<ul style="list-style-type: none"><li>- The restaurant does not have an Order Confirmation Screen or Digital Menu board</li><li>- The Order Confirmation Screen or Digital Menu board is not displaying the order as it is being taken</li></ul>



# Guest Service

## GS11 B.L.A.S.T. is Used in Case of a Guest Complaint 10 points

Standard	Look For	Score If
<b>1 - B.L.A.S.T. is used in case of a Guest complaint</b>	<ul style="list-style-type: none"><li>- Team Members or Managers using B.L.A.S.T. if a Guest issue arises</li><li>- Team Members or Managers apologizing to Guests in a sincere manner</li><li>- Team Members and Managers display effort to find a solution to the Guest complaint</li><li>- The upset Guest leaving happy and/or satisfied with the resolution of the situation</li></ul>	<ul style="list-style-type: none"><li>- Any Team Member or Manager does not use B.L.A.S.T. when dealing with a Guest complaint</li></ul>

## GS12 Team Member Behaviors Support Speed of Service 20 points

Standard	Look For	Score If
<b>1 - Orders are being fulfilled Immediately</b>	<ul style="list-style-type: none"><li>- Team Members sitting in the break room or working on other tasks during peak hours</li><li>- Team Members not hustling to start orders as they come in</li></ul>	<ul style="list-style-type: none"><li>- Orders are not started within 5 seconds of Guest placing the order</li><li>- If the Team Member is working on other tasks and does not immediately stop to wash hands and prepare the order when it comes in</li></ul>
<b>2 - Restaurant is Rush Ready</b>	<ul style="list-style-type: none"><li>- Secondary tasks being completed during peak periods that interfere with business need</li><li>- Guests leaving before placing their order</li><li>- Stock levels at all stations of ingredients and other supplies (cups, napkins, receipt tape, etc.)</li></ul>	<ul style="list-style-type: none"><li>- Team is waiting on food from the kitchen on more than one occasion</li><li>- Any Guest leaves before placing an order</li><li>- Team is working on secondary tasks two or more times during peak periods</li><li>- Team is restocking during the middle of peak period</li></ul>



# Guest Service

<b>GS13 Team Member Behaviors Support Accurate Orders 30 points</b>		
<b>Standard</b>	<b>Look For</b>	<b>Score If</b>
<b>1 - Sales and Service Leaders repeat the order when necessary</b>	<ul style="list-style-type: none"><li>- Five orders being taken at the Front Counter and Five at the Drive-Thru</li><li>- Verification that custom and large orders (5 or more sandwiches) are repeated back to the Guest</li></ul>	<ul style="list-style-type: none"><li>- Orders are not repeated back to the Guest when required two or more times</li></ul>
<b>2 - Expediter uses tickets, screens, or Sticky Labels to fill orders</b>	<ul style="list-style-type: none"><li>- Expediter referencing Kitchen Display System or receipt/ticket to fulfill orders (includes Sticky Labels if available)</li></ul>	<ul style="list-style-type: none"><li>- Orders are not verified two or more times</li></ul>





# Food Quality

## FQ1 French Fries, Hashbrowns, and Side Items are Cooked Properly 25 points

Standard	Look For	Score If
<b>1 – French Fry fryer items are loaded into the fryer basket properly</b>	<ul style="list-style-type: none"><li>- Basket is filled to fill line on portioning pan or no more than outlined in the Operations Procedures</li></ul>	<ul style="list-style-type: none"><li>- Overloading occurs two or more times</li></ul>
<b>2 – French Fry fryer items are cooked properly</b>	<ul style="list-style-type: none"><li>- Watch three cook cycles from start to finish</li><li>- The correct fryer button being pushed</li><li>- Product removed from the fryer before timer reaches 0</li><li>- Team Member shakes product after 30 seconds</li><li>- Product removed from fryer promptly at the end of the cook cycle</li></ul>	<ul style="list-style-type: none"><li>- Any improper procedures are observed</li></ul>
<b>3 – French Fry fryer items have the proper cook time programmed</b>	<ul style="list-style-type: none"><li>- Watch three cook cycles from start to finish</li><li>- Make note of the cook time when the Team Member starts the timer, compare to Operations Procedures</li></ul>	<ul style="list-style-type: none"><li>- Any item has the improper cook time programmed</li></ul>

## FQ2 French Fries, Hashbrowns, and Side Items are Prepared and Stored Properly 25 points

Standard	Look For	Score If
<b>1 – French Fry Fryer items and side items are drained, placed, and fries salted as required within 10 seconds</b>	<ul style="list-style-type: none"><li>- Watch three cook cycles from start to finish</li><li>- Product being drained for five seconds over the fryer before being moved to the holding station</li><li>- Approved AccuSalt™ Dispenser is used for fries only</li><li>- Salt falling from the dispenser without shaking while being held 12 – 18 inches above the station</li><li>- Team Members not adjusting how the salt dispersed over the product</li><li>- Product shuffled after salting</li></ul>	<ul style="list-style-type: none"><li>- Any improper procedures are observed</li><li>- Restaurant has less than two AccuSalt™ Dispensers</li></ul>



# Food Quality

<b>2 – Batches of French Fry fryer items and side items are rotated properly</b>	<ul style="list-style-type: none"> <li>- Two groups of Product, one nearing expiry</li> <li>- Mixing of the two groups of Product</li> </ul>	<ul style="list-style-type: none"> <li>- Intentional Mixing of Product occurs in the holding station</li> </ul>
<b>3 – French Fry fryer items and side items are properly and consistently packed</b>	<ul style="list-style-type: none"> <li>- Products not held on the Ribbon Rack for more than 1 minute, and only when needed; Products are placed into the wrong containers when packing</li> </ul>	<ul style="list-style-type: none"> <li>- Products held on the Ribbon Rack when not needed or more than 1 minute; Any products are packed incorrectly</li> </ul>

## FQ3 Approved KMS Is Present and In-Use 20 points

Standard	Look For	Score If
<b>1 – Approved Kitchen Management System is Present and Executed Properly</b>	<ul style="list-style-type: none"> <li>- SICOM CHEF or Global GPLS in use</li> <li>- Levels of product in the PHU and compare to the amount asked for by the KMS</li> </ul>	<ul style="list-style-type: none"> <li>- No system or an Unapproved System is in use</li> <li>- Levels of product are at or below the amount that the system is calling for in each pan</li> </ul>
<b>2 – Manager-in-Charge is able to explain how to use and adjust the Kitchen Management System</b>	<ul style="list-style-type: none"> <li>- Manager able to describe how to use the system, ask them how to adjust projections up by 20%</li> </ul>	<ul style="list-style-type: none"> <li>- Manager is unable to describe or demonstrate how to increase projections by 20%</li> </ul>
<b>3 – Correct projections are used in the Kitchen Management System</b>	<ul style="list-style-type: none"> <li>- The day of week that was selected on the GPLS</li> <li>- The current date on the CHEF unit, if the date is correct, the projections are accurate</li> </ul>	<ul style="list-style-type: none"> <li>- The day of week selected on the GPLS is wrong</li> <li>- The date on the CHEF unit is incorrect</li> </ul>

## FQ4 PHUs are Programmed and Used Properly 20 points

Standard	Look For	Score If
<b>1 - PHUs are programmed correctly</b>	<ul style="list-style-type: none"> <li>- The hold times on three random products that are loaded into the PHU, ensure that they match the Operations Procedures</li> </ul>	<ul style="list-style-type: none"> <li>- Any holding times do not match the Operations Procedures</li> </ul>



# Food Quality

<b>2 – Team Members are pushing the correct buttons</b>	<ul style="list-style-type: none"><li>- Team Members pushing the PHU timer buttons when products placed in PHU's</li></ul>	<ul style="list-style-type: none"><li>- Button is not pressed for the cavity, or the wrong cavity button is pressed</li><li>- The timer is reset on any occasion</li></ul>
<b>3 – Products are placed in the correct PHU cavity</b>	<ul style="list-style-type: none"><li>- Products being placed into the PHUs</li></ul>	<ul style="list-style-type: none"><li>- Product is placed into the wrong cavity two or more times</li></ul>
<b>4 – Products have the necessary number of PHU slots available and PHU slots are labeled properly</b>	<ul style="list-style-type: none"><li>- Each product has either no slots in the PHU or 2+ slots available in the PHU</li><li>- PHU slots are correctly labeled to show which product is held</li></ul>	<ul style="list-style-type: none"><li>- Any product has only 1 PHU slot available</li><li>- 2 or more PHU slots are missing labelling or are incorrectly labeled</li></ul>
<b>5 – Products in the PHU meet Quality Standards</b>	<ul style="list-style-type: none"><li>- Product that appears dried out, burned, broken, or otherwise damaged</li><li>- Product served with missing pieces</li><li>- Proper setup of Grates and Slotted/No Lids for Specialty Products and No Grates/Solid Lid for Broiler Products</li></ul>	<ul style="list-style-type: none"><li>- Product that misses quality standard is served two or more times</li><li>- Two or more products have an improper setup in the PHUs</li></ul>

## FQ5 All Thawed or Opened Products are Labeled and Not Expired 10 points

Standard	Look For	Score If
<b>1 - All Thawed or Opened products are Labeled and not Expired</b>	<ul style="list-style-type: none"><li>- Opened Items not in coolers, freezers, or dry storage to have a Ready/PTD Sticker</li><li>- Open items expired</li></ul>	<ul style="list-style-type: none"><li>- Any open product does not have an appropriate label</li><li>- Any open product is expired and not marked "Do Not Use"</li></ul>



# Food Quality

## FQ6 All Drinks, FCB Syrups, Bag in Box, and Juices are Labeled and not Expired 10 points

Standard	Look For	Score If
1 - All Drinks, FCB Syrup, Bag in Box, and Juices are Labeled and not Expired	<ul style="list-style-type: none"><li>- All items to have a Ready/PTD Sticker</li><li>- Items expired</li></ul>	<ul style="list-style-type: none"><li>- Any Product does not have an appropriate label</li><li>- Any Product is expired and not marked "Do Not Use"</li></ul>

## FQ7 Products in the Cooler, Freezer, and Dry Storage (Including Buns) are Labeled and not Expired 10 points

Standard	Look For	Score If
1 - Unopened products in the Cooler, Freezer, and Dry Storage (including buns) are Labeled and not Expired	<ul style="list-style-type: none"><li>- Unopened items in coolers, freezers, or dry storage (including buns) without expiry date</li><li>- Unopened items expired</li></ul>	<ul style="list-style-type: none"><li>- Any product does not have an appropriate expiry date</li><li>- Any Product is expired and not marked "Do Not Use"</li></ul>

## FQ8 Buns are in Good Condition and Toasted Properly 20 points

Standard	Look For	Score If
1- Buns are toasted to order and not held for more than 30 seconds	<ul style="list-style-type: none"><li>- Buns sitting on the toaster</li><li>- Large amounts of buns being dropped while no orders are being taken</li></ul>	<ul style="list-style-type: none"><li>- Any buns are not used within 30 seconds of toasting</li></ul>
2 - Buns are toasted according to BK procedures and meet quality standards	<ul style="list-style-type: none"><li>- Buns that have completed toasting that can be compared to the color chart</li></ul>	<ul style="list-style-type: none"><li>- Two or more buns are not toasted to the Operations Procedure standard</li></ul>
3 - Buns in use are in Good Condition	<ul style="list-style-type: none"><li>- Buns covered or bun bag closed between uses</li><li>- Buns are not crushed with something placed on top of them</li></ul>	<ul style="list-style-type: none"><li>- Anything is placed on top of the bun racks, crushing the buns</li><li>- Buns are not covered two or more times between uses</li></ul>



# Food Quality

## FQ9 Produce Meets Holding and Quality Standards 10 points

Standard	Look For	Score If
<b>1 – Preparation procedures are properly executed</b>	<ul style="list-style-type: none"><li>- Prepped pans of Lettuce, Tomatoes, Pickles and Bacon</li><li>- Tomatoes with ends cored</li><li>- Onions are separated with a minimum diameter of ½ inch once cut, with no middle pieces in the pan</li><li>- Produce is being washed with proper chemicals</li><li>- Grate in pans for all required products</li></ul>	<ul style="list-style-type: none"><li>- Any preparation procedure is not followed</li><li>- AFVT is not used to wash produce</li><li>- Two or more pans of product are missing the required grate</li></ul>
<b>2 – Produce meets minimum quality standards for color and condition</b>	<ul style="list-style-type: none"><li>- Brownd or wilted lettuce</li><li>- Over or under-ripened tomatoes</li><li>- Dried out Onions</li></ul>	<ul style="list-style-type: none"><li>- Any produce does not meet the minimum quality standard</li></ul>
<b>3 – Produce is held properly</b>	<ul style="list-style-type: none"><li>- Prepped pans of Lettuce, Tomatoes, Pickles and Onions</li></ul>	<ul style="list-style-type: none"><li>- Any do not meet standard</li></ul>

## FQ11 Expired PHU Products are Discarded 20 points

Standard	Look For	Score If
<b>1 – Expired PHU Products are Discarded</b>	<ul style="list-style-type: none"><li>- Products expired in the PHU (Flashing Red or without Hold Times)</li></ul>	<ul style="list-style-type: none"><li>- Expired Products are served to Guests</li><li>- Products are not discarded or timer is reset</li></ul>



# Food Quality

## FQ12 Guests are not Served Expired French Fries, Hashbrowns, Side Items or Other Items 30 points

Standard	Look For	Score If
<b>1 – Guests are not served Expired French Fries, Hash Browns, or Side Items</b>	<ul style="list-style-type: none"><li>- Products in the Fry Holding Station without a Timer</li><li>- Expiring Fries to be thrown into the French Fry Waste Bucket</li></ul>	<ul style="list-style-type: none"><li>- Products in the Fry Holding Bin do not have an expiry timer</li><li>- Expired French Fries, Hash Browns, or Side Items are served to a Guest</li></ul>
<b>2 – Guests are not served any other Expired Items</b>	<ul style="list-style-type: none"><li>- Guests being served other items that are expired based on their labeled expiry date</li></ul>	Any Guest is served an expired item

## FQ13 Equipment and Products are Stored Properly 10 points

Standard	Look For	Score If
<b>1 - All Equipment, Ingredients, and Packaging stored at least 6 Inches/15 centimeters above the floor and at least 2 Inches/5 centimeters from the wall in coolers and freezers</b>	<ul style="list-style-type: none"><li>- Items stored directly on the floor anywhere in the Restaurant</li><li>- Items stored directly against the walls in coolers and freezers</li></ul>	<ul style="list-style-type: none"><li>- Any Items are stored directly on the floor anywhere in the restaurant</li><li>- Any Items are stored directly against the walls in freezers and coolers</li><li>- Any shelving is clearly less than the requisite distance off the ground without measurement</li></ul>
<b>2 – First In, First Out (FIFO) rotation is used</b>	<ul style="list-style-type: none"><li>- Old dates behind new dates and opened items with sooner expiry dates at the front of shelves</li></ul>	<ul style="list-style-type: none"><li>- There is no evidence of FIFO in use</li></ul>
<b>3 – Open Bags of Products are Stored Properly</b>	<ul style="list-style-type: none"><li>- Product to be covered and wrapped in accordance with the Operations Procedures</li></ul>	<ul style="list-style-type: none"><li>- Any open product is stored improperly</li></ul>



# Food Quality

<b>4 – Frozen Products are stored at 0°F +/- 10°F or -23°C to -12°C</b>	- Products that show signs of thawing or items that should be frozen are clearly “soft”	- The internal temperature of these items does not meet the target temperature
<b>5 – Red tongs are properly stored on the sandwich board</b>	-Red tongs used for PHU products are properly stored with a hold time	-PHU tongs do not have a 4-hour hold time

## FQ14 Specialty Items and Items Cooked in the Multi-Pot Fryer are Cooked Properly 20 points

Standard	Look For	Score If
<b>1 - Items are loaded into the Fryer Basket Properly</b>	<ul style="list-style-type: none"><li>- Items being loaded into the basket in accordance with Operations Procedures</li><li>- Items only being filled up to approximately ¾ of a basket, or the fill line on the portioning pan and shake tray</li></ul>	<ul style="list-style-type: none"><li>- Any improper loading is observed</li></ul>
<b>2 – Items are Cooked using the Proper Procedure</b>	<ul style="list-style-type: none"><li>- Watch three cook cycles from start to finish</li><li>- The correct fryer button being pushed</li><li>- Product removed from fryer promptly at the end of the cook cycle</li></ul>	<ul style="list-style-type: none"><li>- Any improper procedures are observed</li></ul>
<b>3 – Fryers are Programmed Properly</b>	<ul style="list-style-type: none"><li>- Watch three cook cycles from start to finish</li><li>- Make note of the cook time when the Team Member starts the timer, compare to Operations Procedures</li></ul>	<ul style="list-style-type: none"><li>- Any item has the improper cook time programmed</li></ul>



# Food Quality

## FQ16 Fryer Oil Is Maintained and Meets Standards 20 points

Standard	Look For	Score If
<b>1 - All Fryers pass Shortening Test with on hand Test Kit</b>	<ul style="list-style-type: none"><li>- The Test Kit or TPM device is unavailable</li><li>- If using the Color Test Kit Method: The French Fry Fryers should be lighter than the lightest tube, and the Multi-Pot Fryers should be lighter than the darkest tube</li><li>- If using the TPM Method: TPM must be less than 25% or the market regulatory requirement, whichever is stricter</li></ul>	<ul style="list-style-type: none"><li>- The Test Kit or TPM device is unavailable</li><li>- The Test Kit is damaged to the point of non-use or the TPM device is out of batteries with no replacement batteries available</li><li>- Any fryer does not pass the Shortening Test</li></ul>
<b>2 - Oil Levels are at the fill line</b>	<ul style="list-style-type: none"><li>- Oil levels in all fryers when they are resting (no product cooking) and at the ready temperature (temperature to cook product)</li></ul>	<ul style="list-style-type: none"><li>- Any fryer is below the fill line or above the overfill line</li></ul>
<b>3 - Fryers do not contain Excess Breading and broken pieces</b>	<ul style="list-style-type: none"><li>- Excess breading pieces in the fryer</li><li>- Fried food debris floating in the fryer</li></ul>	<ul style="list-style-type: none"><li>- Excess breading or debris covers 25% of the shortening surface in the fryer</li></ul>

## FQ17 Fresh and Ready (Shelf Life), Condiment and Thaw Charts are Posted/Available 10 points

Standard	Look For	Score If
<b>1 - Fresh and Ready (Shelf Life), Condiment, and Thaw Charts are Posted and Available</b>	<ul style="list-style-type: none"><li>- Current Fresh and Ready/Shelf Life, Condiment, and Thaw Charts posted in the prep area or available on CHEF</li></ul>	<ul style="list-style-type: none"><li>- Any charts are out of date or not posted</li><li>- Using the Fresh and Ready System, and certain stickers are not available to the Restaurant</li></ul>





# Food Quality

## FQ18 Ordered Products are Prepared Correctly 25 points

Standard	Look For	Score If
<b>1 - Sandwiches are built correctly</b>	<ul style="list-style-type: none"><li>- Three sandwich builds on each Sandwich Board, at least one must be a WHOPPER®</li><li>- Proper addition of Salt and Pepper blend to the WHOPPER® Patty products (where applicable)</li><li>- Proper use of Hopper procedures (if present)</li><li>- Proper sequence and items used on each build, in accordance with Guest request</li></ul>	<ul style="list-style-type: none"><li>- Hopper is not used, if present</li><li>- Any improper build is performed</li></ul>
<b>2 - Sandwiches are marked correctly</b>	<ul style="list-style-type: none"><li>- Sandwiches marked in accordance with customizations as requested by the Guest</li><li>- Sandwiches for level marked with expiry times for the heat chute</li></ul>	<ul style="list-style-type: none"><li>- Any improper marking is performed</li></ul>
<b>3 - Beverages and Desserts are prepared according to proper procedures</b>	<ul style="list-style-type: none"><li>- Three Beverage or Dessert preparations</li><li>- Beverages and Desserts prepared according to Operations Procedures</li></ul>	<ul style="list-style-type: none"><li>- Any improper build is performed</li></ul>

# Training



## TR4 Manager Command Station is Up to Date with All Required Elements 20 points

Standard	Look For	Score If
<b>1 – Half Hour Sales are posted or available through the Kitchen Management System</b>	<ul style="list-style-type: none"><li>- Half Hour Sales available through the CHEF Kitchen Management System</li><li>- A posted sheet recording the Half Hour Sales</li></ul>	<ul style="list-style-type: none"><li>- The restaurant is using CHEF but CHEF is not functioning or is switched off</li><li>- The restaurant is not using CHEF and does not have a posted Half Hour Sales sheet</li><li>- The restaurant missed more than the last 30 minute update of half hour sales</li></ul>
<b>2 – Speed of Service performance is tracked by the Manager-In-Charge</b>	<ul style="list-style-type: none"><li>- A Speed of Service Tracking Sheet showing the Speed by Daypart</li><li>- A Speed of Service Tracking print out from RSI that tracks speed by day</li></ul>	<ul style="list-style-type: none"><li>- The restaurant does not have a Speed of Service Tracking Sheet printed out and posted in Team Member area</li><li>-The restaurant has missed a total of four or more shifts throughout the week (give the restaurant until lunch before counting any missing shifts from the previous day)</li></ul>



# Shift Management

## SM1 The Restaurant Team is Aware of Guest Relations Program Results 10 points

Standard	Look For	Score If
<b>1 – The restaurant team is aware of Guest Relations Program Results</b>	<ul style="list-style-type: none"><li>-King Board or UpShow screen is updated with information from the previous 30 days</li><li>- Results from the previous month posted</li><li>-A restaurant open at least 30 days, restaurants open earlier than this will not have the report yet and should not be scored</li></ul>	<ul style="list-style-type: none"><li>-If King Board or UpShow screen is not posted in a visible location</li><li>-Previous month results not posted</li><li>- If there is no King Board posted or UpShow screen available</li></ul>

## SM2 Restaurant is compliant with Guest Relations Program Requirements 20 points

Standard	Look For	Score If
<b>1 – The restaurant is compliant with the Guest Relations Program requirements</b>	<ul style="list-style-type: none"><li>- Restaurant is using the appropriate receipt tape and appropriate Guest Survey messaging</li><li>- Guest Relations Program POP on the windows (including drive-thru) and counter approved by BK, not offering competing offers</li><li>- Guest Relations Program POP present in Restaurant</li></ul>	<ul style="list-style-type: none"><li>- The proper receipt tape or proper messaging aren't used</li><li>- Guest Relations Program messaging on receipt is blank, incorrect, or illegible</li><li>- Guest Relations Program POP is not posted</li><li>- Posted Guest Relations Program POP is not approved or has competing offers</li></ul>

# Shift Management



## SM3 P.O.P. Meets Burger King Standards 10 points

Standard	Look For	Score If
<b>1 – P.O.P. elements are clean, current, and in good condition</b>	<ul style="list-style-type: none"><li>- P.O.P. that is peeling away from the window or taped up</li><li>- P.O.P. that is torn or Window Statics with a large bubble in them<ul style="list-style-type: none"><li>- P.O.P. that is outdated</li></ul></li></ul>	<ul style="list-style-type: none"><li>- P.O.P. is taped up or not mounted in a professional manner</li><li>- P.O.P. window static with a bubble more than 5 inches in diameter</li><li>- Any P.O.P. is torn, dirty or in poor condition</li><li>- Any P.O.P. that is not current</li></ul>
<b>2 – Restaurant is free from unapproved or unprofessional P.O.P.</b>	<ul style="list-style-type: none"><li>- Handwritten/typed note on a standard word doc</li><li>- Other P.O.P. that appears to not have been approved by BKC Marketing</li></ul>	<ul style="list-style-type: none"><li>- Any handwritten notes are posted</li><li>- Any unapproved or unprofessional P.O.P. is posted</li></ul>



# Shift Management

## SM4 Uniform Elements Relating to Image are Approved, Worn Appropriately, and in Good Condition 20 points

Standard	Look For	Score If
<b>1 - All Uniforms (Including long-sleeved undershirts) worn by Team Members and Managers are approved image and in good condition</b>	<ul style="list-style-type: none"><li>- Uniform shirts in the WHOPPER® Stripes design or T-Shirt designs as approved by BKC Marketing</li><li>- Managers wearing WHOPPER® Stripes Button Down Shirts</li><li>- Frayed, discolored, or faded shirts worn by Team Members or Managers</li><li>- Color of long-sleeved undershirts</li><li>- Pants dragging on the ground, frayed pant bottoms, or capris</li><li>- Hats in the approved Burger King brand image</li></ul>	<ul style="list-style-type: none"><li>- Uniforms being worn are the wrong image, color, or faded</li><li>-Pants are frayed, damaged, or are not black or dark denim in color without designs</li><li>-T-Shirts are being worn that are not promoting a current promotion or due to a special holiday or event</li><li>- Long-sleeved undershirts in a color other than black are worn</li><li>- Hats are not the approved image</li></ul>
<b>2 – All Team Members and Managers in complete uniform including BKC Marketing approved shirt, Black Pants/Skirt, dark blue or black flat-front jeans, WHOPPER® Stripes nametag, and belt if belt loops are present</b>	<ul style="list-style-type: none"><li>- Shirts are either BKC Marketing approved or being worn for a limited time as recognition for a special local event or product</li><li>- Pants that are flat black, dark blue or black flat-front jeans, they may be denim, cotton, or linen (except Canada, where all pants must be black)</li><li>- All Team Members and Managers wearing a Name Tag in the WHOPPER® stripes design with a legibly written name</li><li>- Belts worn if the pants have belt loops</li></ul>	<ul style="list-style-type: none"><li>- Shirts are not approved or are an old promotion</li><li>- Pants worn are tights/yoga pants, scrubs or sweatpants</li><li>- Any Team Member or Manager without a name tag</li><li>- Any Team Member or Manager with the incorrect name tag</li><li>- Any Team Member or Manager without a legibly written name on their name tag</li><li>- Belt is not worn with pants that have a belt loop</li></ul>



# Shift Management

<b>3 – Uniforms are worn at all times, freshly laundered, wrinkle free, and the appropriate size</b>	<ul style="list-style-type: none"><li>- Shirts that are clearly too small, being unable to button</li><li>- Shirts or pants that are dirty with old and encrusted food</li><li>- Team Members taking off uniform items for various reasons but continuing to work</li></ul>	<ul style="list-style-type: none"><li>- Any uniform item is too small</li><li>- Any uniform item is not clean</li><li>- Any uniform item that is not worn consistently throughout the visit</li></ul>
<b>4 – There are no other Uniform opportunities observed</b>	<ul style="list-style-type: none"><li>- Anything that is not compliant with uniform policy</li></ul>	<ul style="list-style-type: none"><li>- The item observed is not compliant with the uniform policy but it cannot be scored anywhere else</li></ul>

## SM5 Uniform Elements Relating to Food or Team Safety are Approved, Worn Appropriately, and in Good Condition 20 points

Standard	Look For	Score If
<b>1 – Shoes are solid black leather or vinyl, slip resistant, and cover the entire foot</b>	<ul style="list-style-type: none"><li>- Shoes that are a solid black color</li><li>- Shoes that are leather or vinyl</li><li>- Shoes that are slip resistant, certain clues can confirm this like safety logos or the non-slip pattern on the bottom of shoes</li><li>- Shoes that reach all around the back of the heel and toes without socks or socks showing</li></ul>	<ul style="list-style-type: none"><li>- Shoes are not solid black without designs</li><li>- Shoes are made from cloth, another porous material, or have holes or no heel (such as Crocs)</li></ul>
<b>2 – All Team Members are wearing a hat or visor that is clean and in good condition</b>	<ul style="list-style-type: none"><li>- Hats/Visors worn by all Food Handlers</li><li>- Hats/Visors worn by Managers working on the sandwich boards for more than 15 minutes</li><li>- Hats/visors are clean and in good condition</li></ul>	<ul style="list-style-type: none"><li>- Hat or visor worn is not by Food Handlers</li><li>- Hat or visor is frayed or damaged</li><li>- Hat or visor is unclean with encrusted food debris</li><li>- Manager works the sandwich boards for more than 15 minutes</li></ul>



# Shift Management

<b>3 – Hair is pulled back and properly restrained, all hair and facial hair meets standards</b>	<ul style="list-style-type: none"><li>- Long hair lifted off of the shoulders</li><li>- Facial hair, goatee or moustache is neatly trimmed</li><li>- Facial hair more than ½ inch in length is covered by a beard net</li></ul>	<ul style="list-style-type: none"><li>- Long hair is not pulled back and lifted off the shoulders</li><li>- Facial hair longer than ½ inch in length is not covered by a beard net</li></ul>
<b>4 – Necklaces are worn inside of uniforms, watches are only worn by managers</b>	<ul style="list-style-type: none"><li>- Necklaces properly tucked into the shirt of Team Members and Managers</li></ul>	<ul style="list-style-type: none"><li>- The necklace is not tucked into the shirt and the Manager or Team Member does not take immediate action to put it back</li></ul>
<b>5 – Piercings are in ears not within standard</b>	<ul style="list-style-type: none"><li>- Earrings or gauges are no wider/bigger than a dime (18mm)</li><li>- No piercings other than nose (stud only) or ear</li><li>- No more than 2 earrings per ear</li></ul>	<ul style="list-style-type: none"><li>- Piercings are anywhere other than ears and nose</li><li>- Ear piercings are larger than a dime (18mm)</li></ul>
<b>6 – Rings are limited to one on each hand, are plain, and unadorned</b>	<ul style="list-style-type: none"><li>- Rings on the hands of both Team Members and Managers</li><li>- Rings with engravings or other jewels</li></ul>	<ul style="list-style-type: none"><li>- More than one ring on each hand is worn</li><li>- Rings are bejeweled or have other engravings that would impede proper handwashing</li></ul>
<b>7 – Nails (real and artificial) are less than 1/8 inch beyond the fingertip. Artificial Nails (if allowed) are in good condition. Painted and artificial nails are covered by a glove if handling food.</b>	<ul style="list-style-type: none"><li>- Nail length on all Team Members and Managers</li><li>- Artificial and/or painted nails covered with a glove if the person is preparing food</li><li>- Artificial Nails are in good condition without chipped paint or adornments</li></ul>	<ul style="list-style-type: none"><li>- Nails are longer than 1/8 inch beyond the fingertip</li><li>- Artificial and/or painted nails are not covered with a glove</li><li>- Artificial Nails are damaged or have adornments that would impede proper handwashing</li></ul>



# Shift Management

## SM6 Team Schedule Is Properly Posted for the Current Week and Matches the Forecast

5 points

Standard	Look For	Score If
<b>1 – Team schedule is properly posted for the current week and matches the forecast</b>	<ul style="list-style-type: none"><li>- Schedules are posted for the current week</li><li>- Manager can show schedule was based on forecast</li></ul>	<ul style="list-style-type: none"><li>- Standard is not met</li></ul>

## SM7 Positioning Guide is Posted and Matches Present Number of Team Members

5 points

Standard	Look For	Score If
<b>1 – Restaurant is using a Positioning Guide</b>	<ul style="list-style-type: none"><li>- Positioning guide is posted and matches present number of team members + or – 1</li></ul>	<ul style="list-style-type: none"><li>- Standard is not met</li></ul>





# Cleanliness

## C1 Exterior Areas are Clean and Free of Debris

10 points

Standard	Look For	Score If
<b>1 – Sidewalks, parking lots, drive-thru lane and dumpster pad, exterior furniture and landscaping are clean</b>	<ul style="list-style-type: none"><li>- Food debris, splatter, gum, traffic trails, litter, or foliage build-up in the paved areas around the exterior of the restaurant</li></ul>	<ul style="list-style-type: none"><li>- Any area is unclean with any traffic trails, foliage build-up, or food debris/splatter</li><li>- More than 10 pieces of gum are observed on all paved surfaces</li><li>- More than 4 pieces of litter are observed on all paved surfaces</li></ul>
<b>2 – Exterior furniture and trash receptacles are clean</b>	<ul style="list-style-type: none"><li>- Tables and trash receptacles are clean without food splatter and litter</li><li>- Dumpster enclosure doors and dumpster lids are closed</li><li>- Dumpster exterior is clean</li></ul>	<ul style="list-style-type: none"><li>- Any area is unclean with any traffic trails, foliage build-up, or food debris/splatter</li><li>- More than 10 pieces of gum are observed on all paved surfaces</li><li>- More than 4 pieces of litter are observed on all paved surfaces<ul style="list-style-type: none"><li>- Tables are not busied after 10 minutes</li></ul></li><li>- Trash receptacle or dumpster are dirty</li><li>- Dumpster enclosure doors and dumpster lids are not closed</li></ul>

## C2 Building Exterior and Lighting is Clean

10 points

Standard	Look For	Score If
<b>1 – Walls, roof and exterior doors/windows are clean</b>	<ul style="list-style-type: none"><li>- Walls and roof with dirt buildup</li><li>- Doors/windows with fingerprints or dirt buildup</li></ul>	<ul style="list-style-type: none"><li>- Any walls or roof have cobwebs or graffiti</li><li>- Two or more doors/windows have build-up, fingerprints, cobwebs or graffiti</li></ul>



# Cleanliness

<b>2 – Exterior lighting is clean</b>	- All lights free from dead insects, cobwebs, bird droppings or other build-up	- Any lights have build-up or dead insects
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## C3 Exterior Guest Elements are Clean 20 points

Standard	Look For	Score If
<b>1 - Signage is clean</b>	- Signage free from build-up of dead insects, dirt and/or bird droppings	- Any signage has build-up that is clearly visible
<b>2 – Menu board frames, bases, panels, doors and lenses are clean</b>	- Dirt, mold or other build-up	- Excessive dirt build-up
<b>3 – OCU screen, overhang and pedestal are clean</b>	- Build-up of dirt, residue or graffiti	- OCU screen, pedestal or overhang is dirty or covered by graffiti

## C4 Dining Room is Clean 20 points

Standard	Look For	Score If
<b>1 - Walls, windows and doors are clean</b>	- Walls free of dust and other build-up Two or more doors/windows have excessive build-up, fingerprints, cobwebs or graffiti	- Any walls or roof have cobwebs or graffiti - Two or more doors/windows have build-up, fingerprints, cobwebs or graffiti
<b>2 – Floors and baseboards are clean</b>	- Floors and baseboards clean and free of build-up	- Any floors or baseboards with build-up - Any floors with more than two pieces of trash, litter or food debris
<b>3 – Dining room ceiling, lights and ceiling vents are clean</b>	- Lights are free from dust or other build-up	- At least two lights have excessive dust or other build-up



# Cleanliness

## C5 Dining Room Furniture and Playground is Clean

15 points

Standard	Look For	Score If
<b>1 – Dining room furniture and décor is clean</b>	<ul style="list-style-type: none"><li>- Check 10 chairs and booths and 10 tables for cleanliness</li><li>- Décor is free from dust and build-up</li></ul>	<ul style="list-style-type: none"><li>- Two or more chairs, tables or booths have cleanliness issues</li><li>- At least two décor items are observed with build-up</li></ul>
<b>2 – Dining room trash receptacles are clean</b>	<ul style="list-style-type: none"><li>- Trash receptacles with a liner and not overflowing</li><li>- Clean from food splatter</li></ul>	<ul style="list-style-type: none"><li>- Any trash receptacles are unclear, overflowing or unlined</li></ul>
<b>3 – Playground is clean</b>	<ul style="list-style-type: none"><li>- Dirt, litter, dust or other build-up on playground is visible from standing outside the structure</li></ul>	<ul style="list-style-type: none"><li>- Any build-up is observed on playground structure</li></ul>

## C6 Front Counter and Beverage Station are Clean 20 points

Standard	Look For	Score If
<b>1 - Beverage and condiment station are clean and free of litter</b>	<ul style="list-style-type: none"><li>- Litter, soda/condiment spills</li></ul>	<ul style="list-style-type: none"><li>- Any litter or spills are observed</li></ul>
<b>2 – Front counter and dine-in menu boards are clean</b>	<ul style="list-style-type: none"><li>- Front counter is free from litter, spills and tape residue</li><li>- Digital menu boards are free from dust or other build-up</li></ul>	<ul style="list-style-type: none"><li>- Front counter or menu boards have build-up, spills, dust or old tape residue</li></ul>

## C7 Restrooms are Stocked and Clean, No Unpleasant Odors Present 20 points

Standard	Look For	Score If
<b>1 - Restroom fixtures and dispensers are clean</b>	<ul style="list-style-type: none"><li>- Sinks, faucets, mirrors, counters, hand dryers, baby changing station, and dispensers are clean and free of graffiti</li></ul>	<ul style="list-style-type: none"><li>- Any fixtures or dispensers are dirty or have graffiti</li></ul>



# Cleanliness

<b>2 – Restroom walls, partitions and ceilings are clean</b>	- Walls, partitions and ceilings are clean and free of build-up and graffiti	- Any walls, partitions or floors have build-up, damage or graffiti
<b>3 – Restroom floors are clean</b>	- Floors are clean	- Floors have build-up or more than two pieces of litter
<b>4 – Restrooms are stocked</b>	- Restrooms are stocked with soap, toilet paper & paper towels (if no hand dryer)	- Any restroom is missing soap, toilet paper & paper towels (if no hand dryer)
<b>5 – No unpleasant odors</b>	- No unpleasant odors inside restrooms	- Any restroom has unpleasant odor

## C8 Back of House Building Structure is Clean

**20 points**

<b>Standard</b>	<b>Look For</b>	<b>Score If</b>
<b>1 – Walls, windows, and doors are clean</b>	- Walls and windows are clean	- Any walls and windows are unclean with oil, dust or other build-up
<b>2 – Floors and baseboards are clean</b>	- Floors and baseboards are clean	- Floors are observed with build-up in any area
<b>3 – Kitchen ceiling, lights and ceiling vents are clean</b>	- Ceiling, lights and ceiling vents are free from dust or other build-up - Two or more ceiling tiles with build-up	- 3 or more lights or ceiling vents are observed with build-up

## C9 BOH Trash Receptacles and Employee Sinks are Clean

**10 points**

<b>Standard</b>	<b>Look For</b>	<b>Score If</b>
<b>1 – BOH trash receptacles are clean</b>	- Overflowing trash receptacles - Food splatter or other build-up	- Two or more trash receptacles are overflowing - Two or more trash receptacles are unclean



# Cleanliness

<b>2 – Handwash, warewash, prep and mop sinks are clean</b>	- Unclean sinks - Sinks free of build-up including mold or dirt	- Any sink is unclean or has build-up
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## C10 Storage Area and Walk-In Cooler and Freezer are Clean 10 points

Standard	Look For	Score If
<b>1 – Shelves are clean</b>	- Shelves with grease or dust build-up	- Any shelves are unclean
<b>2 – Walk-in cooler is clean</b>	- Door, door gaskets, floors and fan guard are clean	- Any cleanliness issues observed with door, door gaskets, floor, walls, ceiling or lights
<b>3 – Walk-in freezer is clean</b>	- Door, door gaskets, floors and fan guard are clean	- Any cleanliness issues observed with door, door gaskets, floor, walls, ceiling or lights

## C11 Broilers, Fryers and Hoods are Clean 20 points

Standard	Look For	Score If
<b>1 – Broilers and broiler hoods are free of grease build-up</b>	- Grease build-up on hoods or broiler	- Any grease or debris build-up is observed
<b>2 – Fryers are free of grease build-up</b>	- Grease or food build-up on exterior or interior of fryers	- Any build-up is observed on the fryers



# Cleanliness

## C12 PHUs and Fry Holding Stations are Clean

15 points

Standard	Look For	Score If
1 – PHU exteriors, slots, faceplates and timer bars are clean	- Build-up on exterior of unit, inside slots, faceplates and timer bars	- Any cleanliness issues observed with PHUs
2 – Fry holding station is clean	- Build-up on the exterior of the machine, interior of the bin, from the lights, support arm, or on the ribbon rack	- Any cleanliness issues are observed with the fry holding station

## C13 Secondary Equipment Is Clean

15 points

Standard	Look For	Score If
1 - Ovens are clean	- Encrusted food or splatter on racks - Grease collecting at the bottom of the oven	- Any build-up is observed on the interior or exterior of the oven
2- Egg cookers are clean	-Build-up on the exterior or interior of the Egg Cooker	- Any build-up is observed on the interior or exterior of the Egg Cooker
3 – Toasters are clean	- Build-up on the exterior - Build-up on the Release Sheet or belt	- Any build-up is observed on the interior or exterior of the toaster
4 – Hoppers* and Microwaves are clean	- Food splatter on the interior of the Hopper* or Microwave - Build-up or spills on the exterior of the Hopper* or Microwave	- Any build up is observed on the interior or exterior of the Hopper* or Microwave



# Cleanliness

## C14 Reach-In Coolers and Reach-In Freezers are Clean

10 points

Standard	Look For	Score If
<b>1- Reach-in coolers are clean</b>	<ul style="list-style-type: none"><li>- Exterior is clean</li><li>- Door and gaskets are clean</li><li>- Interior is clean and fan guard is free of build-up</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with the exterior, door, door gasket, interior or lights</li></ul>
<b>2- Reach-in freezers are clean</b>	<ul style="list-style-type: none"><li>- Exterior is clean</li><li>- Door and gaskets are clean</li><li>- Interior is clean and fan guard is free of build-up</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with the exterior, door, door gasket, interior or lights</li></ul>

## C15 Sandwich Boards and Prep Station is Clean

10 points

Standard	Look For	Score If
<b>1- Smallwares, slicers (non-food contact surfaces) are clean</b>	<ul style="list-style-type: none"><li>- Build-up on handles and other non-food contact surfaces of smallwares</li><li>- Old label residue on the outside of pans</li></ul>	<ul style="list-style-type: none"><li>- Two or more pans with old label residue or build-up</li></ul>
<b>2 - Sandwich boards are clean</b>	<ul style="list-style-type: none"><li>- Crumbs or other build-up on the board or between the heater layer and the board itself</li><li>- Build-up beneath and on legs of the board</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with the board</li></ul>
<b>3 - Prep tables and heat chute are clean and free of build-up</b>	<ul style="list-style-type: none"><li>- Build-up on all surfaces of prep tables and heat chute</li><li>- Grease on heat chute</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with prep tables or heat chute</li></ul>



# Cleanliness

## C16 Other BOH Equipment is Clean

10 points

Standard	Look For	Score If
1- Other equipment is clean	<ul style="list-style-type: none"><li>- Any non-standard equipment due to special menu item or test is clean</li></ul>	<ul style="list-style-type: none"><li>- Any other piece of equipment is unclean</li></ul>
2 – Ice machines (non-food contact surfaces) are clean	<ul style="list-style-type: none"><li>- Build-up or dust on the exterior of the machine or air filters</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed on the non-food contact surfaces of the ice machine</li></ul>
3 – Drive-thru beverage station is clean	<ul style="list-style-type: none"><li>- Dust, syrup, or other build-up on the exterior of the drink machines and on the surfaces/legs of the machine table</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with the non-food contact areas of the beverage machine or the immediate area surrounding the beverage machine</li></ul>
4– Coffee and tea stations are clean	<ul style="list-style-type: none"><li>- Spills or other build-up on the exterior of the drink machines, the urns, or on the surfaces/legs of the table that these items sit on</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with the non-food contact areas of the coffee machine, tea machine, or the immediate area surrounding these machines</li></ul>
5– Non-food contact surfaces of FCB machine are clean	<ul style="list-style-type: none"><li>- Syrup spills in the stand/cabinet that the FCB machine is sitting on</li><li>- Dust or other build-up on the exterior of the machine</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with the non-food contact areas of the FCB machine or the immediate area surrounding the FCB machine</li></ul>
6 – Non-food contact surfaces of the shake/soft serve machines are clean	<ul style="list-style-type: none"><li>- Syrup spills or shake mix pouring from various areas of the machine</li><li>- Dust or other build-up on the exterior of the machine</li></ul>	<ul style="list-style-type: none"><li>- Any cleanliness issues are observed with the non-food contact areas of the shake/soft serve machine or the immediate area surrounding the shake/soft serve machine</li></ul>





# Maintenance

## M1 Exterior Areas are Maintained and in Good Condition 5 points

Standard	Look For	Score If
<b>1- Sidewalks, parking lots, drive-thru lane and dumpster pad, exterior furniture and landscaping are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Cracks in pavement</li><li>- Safety hazards</li><li>- Clear and crisp paint striping</li><li>- Bollards in good condition</li></ul>	<ul style="list-style-type: none"><li>- Any sidewalk cracks larger than 12 inches</li><li>- Any potholes larger than 8 inches in diameter and 1 inch deep</li><li>- Parking lines missing on more than 50% of the parking spaces</li><li>- Any bollards with excessive paint chipping</li><li>- Any safety hazards are present</li></ul>
<b>2- Exterior furniture and trash receptacles are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Exterior furniture free of rust and peeling paint</li><li>- Trash receptacles and dumpster are in good condition</li></ul>	<ul style="list-style-type: none"><li>- Exterior furniture with excessive rust or peeling paint</li><li>- Dumpster or trash receptacle in poor condition or missing pieces</li></ul>

## M2 Building Exterior and Lighting is Well Maintained and in Good Condition 5 points

Standard	Look For	Score If
<b>1- Walls, roof and exterior doors/windows are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Roof is in good condition with visible missing tiles or peeling paint</li><li>- Gutters with rust or pulling away from the building</li><li>- Walls with peeling paint and holes</li></ul>	<ul style="list-style-type: none"><li>- Any walls, roof or gutters are in poor condition with rust, chipped paint, holes or other damage</li><li>- Two or more doors/windows with rust, chipped paint, holes, missing weather stripping or other damage</li></ul>



# Maintenance

<b>2 – Exterior lighting is maintained and in good condition</b>	<ul style="list-style-type: none"><li>- All lights functioning</li><li>- Lenses free from defects or cracks, poles with rust</li></ul>	<ul style="list-style-type: none"><li>- Any lenses are damaged</li><li>- Any lights are burnt out or not functioning</li><li>- Any light poles with peeling paint, rust or otherwise in poor condition</li></ul>
<b>3 – No safety hazards present</b>	<ul style="list-style-type: none"><li>- Examples of safety hazards include but are not limited to: Level changes in parking lot or sidewalks that could cause trips and falls</li></ul>	<ul style="list-style-type: none"><li>- Any level changes in parking lots or sidewalks</li><li>- Exposed rebar</li><li>- Any build-up of ice on sidewalks</li><li>- Any broken or damaged ladders</li></ul>

## M3 Exterior Guest Elements are Maintained and in Good Condition

**5 points**

<b>Standard</b>	<b>Look For</b>	<b>Score If</b>
<b>1– Signage is maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Cracks in signage</li><li>- All signage lights up</li></ul>	<ul style="list-style-type: none"><li>- Any signs with excessive cracks or easily visible cracks</li><li>- Any signs that do not light up properly</li></ul>
<b>2 – Menu board frames, bases, panels, doors and lenses are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Peeling paint or other damage</li><li>- Gaps between menu board panels and frame</li><li>- Damaged menu panels</li><li>- Doors properly closed</li></ul>	<ul style="list-style-type: none"><li>- Chipping paint or other damage</li><li>- Panels with gaps or otherwise not installed properly</li><li>- Doors do not lock properly</li></ul>
<b>3 – OCU screen, overhang and pedestal are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Peeling paint, rust, decorative finishes pulling away</li></ul>	<ul style="list-style-type: none"><li>- OCU screen, pedestal or overhang is in poor condition</li></ul>



# Maintenance

## M4 Dining Room and Entrance are Maintained and in Good Condition

5 points

Standard	Look For	Score If
<b>1- Walls, windows and doors are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Damaged walls</li><li>- Windows or doors with cracks or scratches</li><li>- Damage to door frames</li></ul>	<ul style="list-style-type: none"><li>- Any walls with damage or other repair issues</li><li>- 10% or more of windows are scratched</li><li>- Any damage to a door or door frame</li><li>- Any damage that would pose a safety risk to a guest</li></ul>
<b>2 – Floors and baseboards are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Floors are in good condition and free of damage</li></ul>	<ul style="list-style-type: none"><li>- Any floors with damage or other repair issues</li></ul>
<b>3 – Dining room ceiling, lights and ceiling vents are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Lights with missing or non-functioning bulbs</li><li>- Frayed or exposed wiring</li><li>- Cracks or damage to light fixtures</li><li>- Mismatched ceiling tiles</li><li>- Missing or water damaged ceiling tiles</li></ul>	<ul style="list-style-type: none"><li>- Two or more lights have repair issues, including if bulbs are out</li><li>- Any damage or exposed wiring that would pose a safety risk</li><li>- Two or more vents or ceiling tiles are in poor condition</li><li>- Any ceiling tiles mismatch in color or type</li></ul>

# Maintenance

## M5 Dining Room Furniture and Playground is Maintained and In Good Condition

5 points

Standard	Look For	Score If
<p><b>1- Dining room furniture and décor is maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- A combination of ten chairs and booths to ensure that they are even on the ground, not missing pieces, damaged, have torn seats or other repair issues</li> <li>- Ten tables to ensure they are even on the ground, not missing pieces, damaged, have graffiti on the surface, gum underneath, or any other repair issues</li> <li>- Décor on walls is in good condition</li> </ul>	<ul style="list-style-type: none"> <li>- Two or more chairs or booths have issues</li> <li>- Two or more tables have issues</li> <li>- Any décor items in poor condition</li> <li>- Any items that would pose a safety risk</li> </ul>
<p><b>2 – Playground is maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Any damage to the playground</li> <li>- Playground Inspection (Ecosure) has been completed (if playground is open)</li> </ul>	<ul style="list-style-type: none"> <li>- Any damage is observed on the playground structure</li> <li>- Any items observed that would pose a safety risk</li> <li>-Playground inspection is not within the past 12 months</li> <li>-Playground inspection is a Code Red and has not received authorization from BK Ops to open</li> <li>-Playground is open and has not been properly inspected</li> </ul>
<p><b>3 – Dining room trash receptacles are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Trash receptacles and housing are in good condition and free of damage</li> </ul>	<ul style="list-style-type: none"> <li>- Any trash receptacles or trash receptacle housings are damaged</li> <li>- Any trash receptacle housings with graffiti</li> </ul>

# Maintenance

## M6 Front Counter and Beverage Station are Maintained and in Good Condition

**5 points**

Standard	Look For	Score If
<b>1- Beverage and condiment station are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Damage to the beverage or condiment stations such as peeling laminate or missing doors</li> </ul>	<ul style="list-style-type: none"> <li>- Any damage to the beverage or condiment stations</li> </ul>
<b>2 - Menu board frames, bases, panels, doors and lenses are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Front counter finishes are not falling away</li> <li>- Digital menu boards are turned on and functioning</li> <li>- Panel menu boards have no gaps and panels are properly installed</li> </ul>	<ul style="list-style-type: none"> <li>- Front counter has any damage</li> <li>- Menu boards are powered off or not working</li> <li>- Menu board panels have gaps exposing the light/wiring beneath the panels</li> </ul>

## M7 Restrooms are Maintained and in Good Condition

**5 points**

Standard	Look For	Score If
<b>1- Restroom fixtures and dispensers are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Fixtures and dispensers are in good condition and working properly</li> </ul>	<ul style="list-style-type: none"> <li>- Any damage is observed to any fixtures or dispensers</li> <li>- Any fixtures or dispensers are observed with graffiti</li> </ul>
<b>2 - Restroom walls, partitions and ceilings are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Walls, partitions and ceilings are free of damage</li> </ul>	<ul style="list-style-type: none"> <li>- Any walls, partitions are observed with damage or repair issues</li> <li>- More than two ceiling tiles are observed with damage</li> </ul>
<b>3 - Restroom floors are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Floors are in good condition and free of damage</li> </ul>	<ul style="list-style-type: none"> <li>- Any floors are observed with damage or other repair issues</li> </ul>

# Maintenance

## M8 BOH Building Structure is Maintained and in Good Condition

**5 points**

Standard	Look For	Score If
<b>1- Walls, windows, shelving and doors are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Walls, windows, shelving and doors with damage</li> </ul>	<ul style="list-style-type: none"> <li>- Any windows, walls, shelving and doors are damaged</li> <li>- Any fixtures or dispensers are observed with graffiti</li> </ul>
<b>2 - Floors and baseboards are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Floors are in good repair and mats are setup properly and in good condition</li> </ul>	<ul style="list-style-type: none"> <li>- Four or more floor tiles are damaged</li> <li>- Grout is damaged or allowing water to pool</li> <li>- Floor mats and floor drains are not setup properly</li> </ul>
<b>3 - Kitchen ceiling, lights and ceiling vents are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Lights with missing or non-functioning bulbs</li> <li>- Frayed or exposed wiring</li> <li>- Cracks or damage to light fixtures</li> <li>- Mismatched ceiling tiles</li> <li>- Missing or water damaged ceiling tiles</li> </ul>	<ul style="list-style-type: none"> <li>- Two or more lights have repair issues, including if bulbs are out</li> <li>- Any damage or exposed wiring that would pose a safety risk</li> <li>- Two or more vents or ceiling tiles are in poor condition</li> <li>- Any ceiling tiles mismatch in color or type</li> </ul>

## M9 Trash Receptacles and Employee Sinks are Maintained and in Good Condition and Hazards are not Present

**5 points**

Standard	Look For	Score If
<b>1 - Trash receptacles are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Trash receptacles that have holes or are chipped</li> </ul>	<ul style="list-style-type: none"> <li>- Trash receptacles have holes/pieces chipped off</li> </ul>



# Maintenance

<b>2 – Handwash, warewash, prep and mop sinks are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Sinks without leaking faucets, not hanging from the wall, or have otherwise damaged parts</li> </ul>	<ul style="list-style-type: none"> <li>- Any sink is observed in poor repair or damaged</li> </ul>
<b>3 – No maintenance related safety hazards are present in BOH</b>	<ul style="list-style-type: none"> <li>- No exposed wiring on equipment (i.e. cords/plugs)</li> <li>- No missing covers from outlets/light switches with exposed wiring</li> </ul>	<ul style="list-style-type: none"> <li>- Any exposed wiring on equipment</li> <li>- Any missing covers from outlets/light switches with exposed wiring</li> </ul>

## M10 Storage Area, Walk-In Cooler, and Freezer are Maintained and in Good Condition

**5 points**

Standard	Look For	Score If
<b>1 – Shelves are maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Shelves rusting or with chipping paint</li> </ul>	<ul style="list-style-type: none"> <li>- Any shelves are rusting or have chipped paint</li> </ul>
<b>2 – Walk-in cooler is maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Door and door gaskets are in good condition</li> <li>- Floor panels are even and in good condition</li> <li>- Fan guard is in place</li> <li>- Lights are shielded and functioning</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed</li> <li>- Any safety issues are observed</li> </ul>
<b>3 – Walk-in freezer is maintained and in good condition</b>	<ul style="list-style-type: none"> <li>- Door and door gaskets are in good condition</li> <li>- Floor panels are even and in good condition</li> <li>- Fan guard is in place</li> <li>- Lights are shielded and functioning</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed</li> <li>- Any safety issues are observed</li> </ul>

# Maintenance

## M11 Broilers, Fryers and Hoods are Maintained and in Good Condition

**5 points**

Standard	Look For	Score If
<p><b>1 – Broilers and broiler hoods are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Bent or missing feeder bars/guides</li> <li>- Exposed or frayed power wires</li> <li>- Smoke pouring back into the restaurant</li> <li>- Damaged control panels exposing wires beneath</li> </ul>	<ul style="list-style-type: none"> <li>- Any broiler or broiler hood repair issues observed</li> <li>- Any safety risks are observed</li> </ul>
<p><b>2 – Fryers are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Damaged fryer control panels with wires exposed</li> </ul>	<ul style="list-style-type: none"> <li>- Any fryer or fryer hood repair issues are observed</li> <li>- Any safety risks are observed</li> </ul>

## M12 PHUs and Fry Holding Stations are Maintained and in Good Condition

**5 points**

Standard	Look For	Score If
<p><b>1– PHU exteriors, slots, faceplates and timer bars are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Timer bars not functioning or flashing with no time being recorded</li> <li>- Frayed or exposed wiring</li> <li>- PHUs or slots not in working condition</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues observed with PHUs</li> <li>- Any safety issues are observed</li> </ul>
<p><b>2 – Fry holding station is maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Any repair issues such as a damaged bin or burnt-out bulb</li> <li>- Frayed or exposed power wires</li> <li>- Fry holding station not in working condition</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed that affect the function of the machine</li> <li>- Any items are observed that could pose a safety risk to the restaurant team</li> </ul>



# Maintenance

## M13 Secondary Equipment is Maintained and in Good Condition

**5 points**

Standard	Look For	Score If
<p><b>1 - Ovens are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Damaged control panel exposing wires beneath</li> <li>- Exposed or frayed power wires</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed that affect the function of the machine</li> <li>- Any items are observed that could pose a safety risk to the restaurant team</li> </ul>
<p><b>2 – Toasters are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Damaged Release Sheets, belts, or other parts</li> <li>- Exposed or frayed power wires</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed that affect the function of the machine</li> <li>- Any items are observed that could pose a safety risk to the team</li> </ul>
<p><b>3 –Hoppers* and microwaves are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Damaged control panels exposing wires beneath</li> <li>- Any repair issues with the microwaves</li> <li>- Exposed or fraying power wires</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed that affect the function of the machine</li> <li>- Any items are observed that could pose a safety risk to the team</li> </ul>
<p><b>4– Egg cookers are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Damaged control panels and buttons</li> <li>- Any repair issues with the Egg Cooker</li> <li>- Exposed or fraying power wires</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed that affect the function of the machine</li> <li>- Any items are observed that could pose a safety risk to the team</li> </ul>



# Maintenance

## M14 Reach-In Coolers and Reach-In Freezers are Maintained and In Good Condition

5 points

Standard	Look For	Score If
<b>1- Reach-in coolers are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Unit is in good condition</li><li>- Fan guard is in place</li><li>- Lights are shielded and not burned out</li><li>- Any issues that would pose a safety risk</li><li>- Frayed or exposed power wires</li></ul>	<ul style="list-style-type: none"><li>- Any repair issues are observed with the exterior, door, door gasket, interior, or lights that affect the function of the equipment</li><li>- Any items are observed that could pose a safety risk to the restaurant team</li></ul>
<b>2 - Reach-in freezers are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Unit is in good condition</li><li>- Fan guard is in place</li><li>- Lights are shielded and not burned out</li><li>- Any issues that would pose a safety risk</li><li>- Frayed or exposed power wires</li></ul>	<ul style="list-style-type: none"><li>- Any repair issues are observed with the exterior, door, door gasket, interior, or lights that affect the function of the equipment</li><li>- Any items are observed that could pose a safety risk to the restaurant team</li></ul>

# Maintenance

## M15 Sandwich Boards and Prep Stations are Maintained and in Good Condition

### 5 points

Standard	Look For	Score If
<p><b>1- Smallwares, slicers (non-food contact surfaces) are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Cracked edges of pans or melted handles of non-food contact surfaces of smallwares</li> <li>- Safety pin missing or not in place while slicer is stored as clean</li> <li>- Legs missing from slicer</li> </ul>	<ul style="list-style-type: none"> <li>- Two or more of the same type of smallware has damage</li> <li>- Any repair issues are observed on non-food contact surfaces of slicers</li> <li>- Any items are observed that could pose a safety risk to the restaurant team</li> </ul>
<p><b>2 – Sandwich boards are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Chips or scratches in the board surface</li> <li>- Rust beneath and on the legs of the board</li> <li>- Heated board turned off or not functioning</li> <li>- Frayed or exposed power wires</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed with the sandwich board</li> <li>- Any items are observed that would pose a safety risk to the restaurant team</li> </ul>
<p><b>3 – Prep tables and heat chute are maintained and in good condition</b></p>	<ul style="list-style-type: none"> <li>- Chips or scratches on the table surface</li> <li>- Rust beneath and on the legs of prep tables</li> <li>- Heat chute not working</li> <li>- Damage to the heating surface</li> <li>- Frayed or exposed power wires</li> <li>- Lights (if present) burned out or not working</li> </ul>	<ul style="list-style-type: none"> <li>- Any repair issues are observed with the sandwich tables or heat chute</li> <li>- Any items are observed that would pose a safety risk to the restaurant team</li> </ul>



# Maintenance

## M16 Other BOH Equipment Is Maintained and in Good Condition 5 points

Standard	Look For	Score If
<b>1- Other equipment is maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Any non-standard equipment due to special menu item or test is not in good condition</li></ul>	<ul style="list-style-type: none"><li>- Any other piece of equipment is in poor repair</li><li>- Any other piece of equipment is in a state that poses a safety risk to the restaurant team</li></ul>
<b>2 – Ice machines (non-food contact surfaces) are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Damage to the lid or machine covers</li><li>- Frayed or exposed power wires</li></ul>	<ul style="list-style-type: none"><li>- Any repair issues are observed on the non-food contact surfaces of the ice machine that do not affect the function of the machine</li><li>-Any items observed that could pose a safety risk to the restaurant team</li></ul>
<b>3 – Drive-thru beverage station is maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Any repair issues that would affect the function of the machine</li><li>- Beverage machine drain not working</li><li>- Frayed or exposed power wires</li></ul>	<ul style="list-style-type: none"><li>- Any repair issues that affect the function of the machine</li><li>-Any repair issues that are cosmetic in nature that can be seen by the Guests</li><li>-Any items observed that could pose a safety risk to the restaurant team</li></ul>



# Maintenance

<b>4– Coffee and tea stations are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Any repair issues that would affect the function of the machine<ul style="list-style-type: none"><li>- Machine drain not working</li><li>- Frayed or exposed power wires</li><li>- Damaged control panels</li></ul></li></ul>	<ul style="list-style-type: none"><li>- Any repair issues that affect the function of the machine</li><li>-Any repair issues that are cosmetic in nature that can be seen by the Guests</li><li>-Any items observed that could pose a safety risk to the restaurant team</li></ul>
<b>5– Non-food contact surfaces of FCB machine are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Damage that does not affect the function of the machine</li><li>- Frayed or exposed power wires</li></ul>	<ul style="list-style-type: none"><li>- Any repair issues that affect the function of the machine</li><li>- Any repair issues that are cosmetic in nature that can be seen by the Guests</li><li>- Any items observed that could pose a safety risk to the restaurant team</li></ul>
<b>6 – Non-food contact surfaces of the shake/soft serve machines are maintained and in good condition</b>	<ul style="list-style-type: none"><li>- Damage that does not affect the function of the machine</li><li>- Frayed or exposed power wires</li></ul>	<ul style="list-style-type: none"><li>- Any repair issues that affect the function of the machine</li><li>- Any repair issues that are cosmetic in nature that can be seen by the Guests</li><li>-Any items observed that could pose a safety risk to the restaurant team</li></ul>



## Appendix

Applicable Line Item		
<b>GS8</b>	Minimum required number of headsets in use	Restaurants are required to have a minimum of 5 headsets available in the restaurant (6 for Double Drive-Thru)
<b>FS51- Restroom Caddy</b>	3-in-1 Peroxide may replace the Glass Cleaner and the bottle of Sanitizer in the Restroom Caddy	<ul style="list-style-type: none"><li>- 3-in-1 Peroxide may be used in-lieu of the Blue Dining Room Bucket, the Blue Cloth must be set aside in a labeled/designated bucket between uses</li><li>- 3-in-1 Peroxide may NOT be used in-lieu of any other zone buckets</li></ul>
<b>GS6</b>	Mark to Order requirement	In addition to marking customizations, Mark to Order or Sticky Labels must be used as required

