



Client Name : Open A University
Site Audited : South Campus - Sports
Date of Audit : 2nd March 2011
Caterer : Great Café Ltd
Auditor : Ken Stewart MIH

SERVERY/FOOD HALL APPEARANCE

Menu(s)		Rating		Comments
	Weekly & daily menu priced with descriptions clearly displayed.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	As above but not clearly displayed and or lacking description.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Daily menu only - priced and in clear position..	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Unpriced menu inappropriately positioned.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	No menu or out of date menu displayed poorly.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Trays				
<i>Only remove from assessment if client policy</i>	Clean, uniform, neatly stacked, and plenty available.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	As above but different shapes or sizes.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Inconsistency of cleanliness & running out during service.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Poor cleanliness standards - wet and badly stained.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	None available or in unacceptable state of repair.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Floor				
	Floors generally clear, checked regularly throughout service.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	Floor clear and checked occasionally during service.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Floor clear at start of service but not checked thereafter.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Some spillage\debris from start of service left unchecked.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Floor obviously not cleaned during that day or checked thereafter.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Special Features				
<i>Advert or Special Menu i.e. For Today Only</i>	Professional, clear promotional menu/s e.g. today's special.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	As above without appropriate care and or positioning.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	As above without any thought or sales strategy.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Posters etc., point of sale supplier materials non-specific.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Little or no evidence	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Overall Impression				
	Excellent.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	Acceptable.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Below required standard.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Very untidy and messy.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Extreme Quality Problems.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Servery / Food Hall Score		25/25		

MAIN HOT FOOD COUNTER

Main Courses		Rating	Comments
	Appropriate range as per menu available throughout service.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Appropriate range - one line running out before end of service.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Unadvertised menu but of reasonable quality and choice.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Insufficient choices and not available throughout service.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Insufficient and inappropriate menu choices.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Vegetables			
	Selection of at least two carbohydrates, two vegetables, one fresh.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<i>Include all carbs, not just potatoes</i>	As above but no fresh vegetable.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Two carbohydrate choice but only one vegetable.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Only one carbohydrate or only one vegetable.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Inappropriate, no choice or poor quality offers.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Vegetarian Choice			
	Vegetarian meal as per menu well presented and cooked.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Vegetarian choice as per menu but obviously 'bought in' style.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Vegetarian choice salad or baked potato only.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Vegetarian choice not attractive not selling.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	No planned vegetarian choice.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Accompaniments			
<i>Full, appropriate accompaniment or garnish available eg; poppadoms with curry</i>	At least one of the meals had an appropriated accompaniment	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	As above but not obvious or overt to customers	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Inappropriate accompaniments available.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Poor quality accompaniment	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	No accompaniments available.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Overall Appearance			
<i>Lack of garnish does not necessarily mean poor presentation</i>	Colourful, balanced, and well presented.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Colourful and reasonably well presented	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Lacking colour and balance but otherwise well presented.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Lacking imagination, colour and flair.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Poor effort with no obvious attempt to present professionally.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Main Hot Food Counter Score		25/25	

SALAD BAR / COUNTER / DELI BAR

Composites		Rating	Comments
	At least five including green, pasta/rice, tomato labelled professionally.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	At least five but without the desired quality and presentation.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Three to four composites.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	One or two composites.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Call order/request only	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Protein Items			
	Meat, fish, cheese, vegetarian advertised professionally.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<i>If not on display look for signage to indicate availability</i>	Three choices promoted and advertised well.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Two choices promoted and advertised well .	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	One or two choices but not advertised or obvious to customers.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Call order/request only	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Dressings			
	Four dressings (two oil & vinegar based) in professional containers.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Three dressings (one oil & vinegar based) in appropriate containers.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Two or three sachet dressings - (No oil & vinegar based option)	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Salad cream or mayonnaise sachets only.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Call order/request only	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Serving Utensils			
	Bespoke gear and available for each item uniform and kept clean.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Available for each item but not maintained throughout service.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Shared spoons non uniform on various items but kept clean.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Shared spoons non uniform not maintained.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Insufficient spoons available and or poor cleanliness.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Overall Impression			
	Colourful, labelled, excellent choice, fresh appearance and maintained.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<i>Does not have to be garnished but must be fresh to gain 5 points</i>	Colourful, fresh and well presented insufficient maintenance.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Lacking in choice, colour, presentation and attention to detail.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Overall lack of imagination, colour, flair and presentation.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Poor presentation lacking colour - 'off putting'.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Salad Bar / Counter / Deli Bar Score		25/25	

DESSERTS CAKES & SUNDRIES

Cold Desserts		Rating	Comments
	Adequate choice of cold desserts and healthy options.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Acceptable but limited choice of cold dessert, healthy options etc.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	One cold dessert only and one healthy choice.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Two choices as above but poor quality.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Bought in cakes only.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Hot Desserts			
	Adequate choice of hot dessert with appropriate sauce available.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<i>If advertised on menu but not available mark down</i>	Hot dessert with appropriate sauce.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Sub standard hot dessert (ambient presentation).	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Hot dessert served cold without appropriate sauce.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	As above but of poor quality.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
			N/A
Fresh Fruit			
	At least four different fresh fruit items good quality.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	At least four different fresh fruit items of reasonable quality.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	At least two different fresh fruit items reasonable quality.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Fresh fruit available but extreme quality problems.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	No fresh fruit.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Merchandising		MULTI DECK	
<i>For all counters; chillers in the unit but predominately for multi decks</i>	Counters and chillers full, well laid out with professional labelling	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Counters and chillers full, well laid out but inconsistent labelling	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Counters and chillers full but not well thought out/ cluttered	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Counter and chillers part filled with not real thought to labelling/layout	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Half empty counters, poor layout, no labelling	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
			<i>Cheese slices for build your own toastie in the multi deck within the coffee shop were very dry and tired looking. Sandwiches not presented to full potential.</i>
Signage Overall		MULTI DECK	
<i>For all counters; chillers in the unit but predominately for multi decks</i>	Co-ordinated signage package inc. directional/exterior	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Co-ordinated signage package in main eating areas only	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Point of sale signage only	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Mismatched signage; fonts, poor quality	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Little or no signage visible	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Desserts, Cakes & Sundries Score		19/20	

CLEARING/CLEANING METHODOLOGY

Clearing Trolleys		Rating	Comments
<i>If alternative system is used complete assessment</i>	Trolleys cleared regularly as required & in clean condition.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Trolleys cleared when full & in clean condition.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Trolleys cleared occasionally & below acceptable cleanliness levels.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Trolleys not cleared.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	No evidence of clearing system in operation.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Dining Area Floor			
	Floor cleared regularly and in clean condition.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Debris etc attended to but frequency of checks could be improved.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Floor cleared occasionally.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Floor cleared pre-service and left thereafter.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	No evidence of clearing system in operation.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Dining Area Tables			
	Tables cleaned and cleared regularly.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Table spillage attended to as required.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Tables cleaned occasionally but methodology could be improved.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Tables cleaned pre-service and left thereafter.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Tables not cleaned or cleared at start of service.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Self Clear			
	Fully operational and being pro-actively used by customers.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Party used and otherwise completed by staff.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Not being used as intended or to potential levels.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Poorly managed.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Total failure to implement agreed system.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Overall Impression			
<i>If cleaning contractor or client is responsible but cleanliness is poor, still mark down</i>	Excellent.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Acceptable.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Below required standard.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Very untidy and messy.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Not a good experience.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Clearing / Cleaning Methodology Score		25/25	


























MISCELLANEOUS & POS ITEMS

Condiments etc		Rating		Comments
	Salt, pepper (white & black), and fresh grinder available.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	Adequate supply of salt and pepper sachets at point of sale.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Inadequate or running out supply of salt and pepper at cash point.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Some salt and pepper pots available but not visible enough.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	No evidence of condiments.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Convenience				
	Full range available milk, cream, mustard, vinegar, sauces napkins.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	Ample supplies to compliment menu items with napkins.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Only one or two choices with napkins.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Insufficient supply and running out no napkins.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	None on display.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Cutlery/Dispenser				
	Clean polished cutlery, good condition throughout service.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<i>Some of the cutlery and soup bowls were not at an acceptable level of cleanliness.</i>
	Clean dishwashed (mild washing stains) cutlery available.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Cutlery dirty dishwashing stains.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Cutlery stained (food debris) and dispenser dirty condition.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Unacceptable choice of cutlery available.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Overall Impression				
	Excellent.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<i>Improved pre service checking is required to ensure all cutlery and crockery is properly cleaned.</i>
	Acceptable.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Below required standard.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Very untidy and messy.	2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Not a good experience.	1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Spare				
<i>If filled in, Matrix % page must be altered to include</i>		5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
		4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		2	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		1	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Miscellaneous & POS Items Score		17/20		

STAFFING - ATTITUDE & MANNER

Demeanour		Rating		Comments
<i>Pay particular attention to any up-selling or recommendations</i>	Well trained, smart, smiling and eager to make a sale or recommend.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	As above without the selling priority.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Obvious lack of training and interest.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Disorganised and not particularly helpful.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	No effort made to encourage or help customers.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Knowledge (Menu)				
<i>Pay attention to knowledge given to customers as well as to auditor (check polls)</i>	Displayed good knowledge and helped through menu items.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	As above but only on limited products.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Lack of knowledge on specific items (Tested).	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Limited knowledge of several menu items. (Tested).	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	No knowledge or attempt to get information to customer.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Portion Control				
	Food products and staff trained to provide total consistency.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	Adequate but could be improved to achieve above.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Better batch cooking procedures required.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Evidence of some favouritism or bad control procedures.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	No evidence of portion control management.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Appearance				
	Professional bespoke uniform clean smart and tidy	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	Clean uniform and of tidy appearance	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Scruffy or dirty uniforms worn by all staff members.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Staff not properly attired incomplete uniforms, casual staff etc.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	No corporate identity or image created - potential hazard situ.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Supervision				
	Manager or deputy visible and effective at peak periods.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	Manager or deputy visible for key peak service periods.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Supervisor only - occasionally visible during service.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Very occasional checks without any effect by manager or deputy.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	No supervision by manager or deputy.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Staff Attitude / Manners Score		25/25		

ACTUAL MEAL EXPERIENCE

Waiting Time		Rating	Comments
	Less than five minutes.	5	
	Acceptable time delay given constraints on the day.	4	
	Delays due to bad planning and poor batch preparation or poor display.	3	
	Severe delays due to organisational shortcomings.	2	
	Total chaos with untrained serving staff and cashiers.	1	
Taste			
	All chosen items are freshly cooked correct taste & texture.	5	
	As above but seasoning & texture require quality check	4	
	Cooking process not diligent enough taste & texture poor.	3	
	Poor taste & texture and seasoning.	2	
	Questionable quality of meals - dried up, burnt or under cooked.	1	
Appearance (Plate)			
	Well presented looks attractive and colourful with garnish.	5	
<i>If garnish such as lemon with fish is not offered mark down</i>	As above but in need of more diligent preparation and display.	4	
	Little effort taken to position foods items on plate appropriately.	3	
	Disjointed and badly displayed, no garnishing or colour.	2	
	In a condition likely to put off loyal or first time customers.	1	
Temperature			
	Hot and at the correct temperatures.	5	
	As above without obvious temperature checking procedures.	4	
	Some food items cold/below optimum temperature.	3	
	Most items chosen below optimum temperatures.	2	
	Cold food - to extent of potential hazard situation.	1	
			<i>In the auditors opinion, the vegetables and Szechuan beef were not at an acceptable temperature.</i>
Overall Impression			
	Excellent.	5	
	Acceptable.	4	
	Below required standard.	3	
	Very untidy and messy.	2	
	Unacceptable and potentially hazardous situation.	1	
			<i>The excellent meal was spoiled by the cold vegetables and beef. The yellow split pea soup was very good.</i>
Actual Meal Experience Score		23/25	

BEVERAGES - MAIN COUNTER/S

Choice		Rating		Comments
	Three coffees, two teas, hot chocolate and other hot drinks.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	N/A
	Instant coffee ground coffee and or fresh tea or decafe	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Tea and coffee only.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Coffee only or tea only.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	By special request only.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Strength, Taste				
	Optimum strength, good taste and correct machine setting.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	N/A
<i>If coffee or tea is weak, check machine during debrief</i>	Good quality good taste.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Weak tea or coffee milk balance wrong settings incorrect.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	As above but with wrong temperatures.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Major problem with quality control.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Presentation				
	Clean Machines, good signage and clean adjacent area.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	N/A
	As above, well presented but lacking in signage.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Dirty machines poor signage.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Whole area dirty and badly organised.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Faulty machines, dirty cups and adjacent area.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Juice & Minerals				
	Machine, post drink, bottles, cartons and various mineral water.	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
	As above without variety of product.	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
	Limited choice and product option.	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Very limited choice and product option.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
	Fruit juice or water available by request only.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Spare				
<i>If filled in, Matrix % page must be altered to include</i>		5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
		4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	
		3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
		1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Beverages (Main Counter) Score		5/5		

SANDWICHES, BAGUETTES ETC

Bread Choice		Rating	Comments
	A choice of at least four different bread products.	5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	A choice of at least three bread products.	4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Sandwiches only.	3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Rolls only.	2	<input type="checkbox"/> <input type="checkbox"/>
	One choice only of poor quality.	1	<input type="checkbox"/>
Fillings Variety			
	At least ten different fillings.	5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	At least six different fillings.	4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Less than six but more than three fillings	3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Only three choices of filling.	2	<input type="checkbox"/> <input type="checkbox"/>
	Less than three fillings.	1	<input type="checkbox"/>
Presentation			
<i>Include sandwiches in deli bar where applicable</i>	Professional, tastefully merchandised with clear packaging & dates.	5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	As above without the ability to see fillings or identify choices.	4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Improvement to presentation methods required.	3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	No evidence of any care or attention to detail.	2	<input type="checkbox"/> <input type="checkbox"/>
	Out of date products and hand written labelling witnessed.	1	<input type="checkbox"/>
			<i>The presentation could be improved if care was taken when placing the sandwiches in the packaging, a few appeared crushed.</i>
Taste, Texture			
	Chosen items were of excellent quality, taste & texture.	5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	As above but could be improved in overall taste and texture.	4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Preparation/portion process not diligent enough.	3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Poor taste & texture and or poor value for money perception.	2	<input type="checkbox"/> <input type="checkbox"/>
	Questionable quality of fillings, taste and texture.	1	<input type="checkbox"/>
			<i>Customer check tuna baguette</i>
Spare			
<i>If filled in, Matrix % page must be altered to include</i>		5	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		4	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		3	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		2	<input type="checkbox"/> <input type="checkbox"/>
		1	<input type="checkbox"/>
Sandwiches / Baguettes etc. Score		18/20	

VENDING - BEVERAGE, FOOD & SNACKS

Machine Exterior		Rating	Comments
	Clean facials, coin mech., labels & adjacent area.	5	<i>The glass to the snack vendor was not at optimum level of cleanliness.</i>
	As above but not at optimum level.	4	
	Dirty glass, sides top of machines and dirty inside if visible.	3	
	Dirty all over needing cleaned and adjacent area also dirty.	2	
	As above plus signage and labelling dirty.	1	
Notices			
	Clear refund information including phone number.	5	
	As above but not fresh or well maintained.	4	
	Some labels, prices refund info missing or inaccurate.	3	
	Majority of above info missing.	2	
	No appropriate notices on machines.	1	
Selections/Lines			
	All selections available (fully stocked at 12pm) at correct price.	5	
	As above with a maximum of one or two items missing.	4	
	More than three lines empty.	3	
	More than six lines empty.	2	
	Machine almost empty.	1	
Machine Interior			
	All items clearly marked including price & codes, fresh looking.	5	
	As above with some but not as fresh.	4	
	Missing labels prices or codes.	3	
	Dirty and majority of signage labelling missing.	2	
	Extreme dirt build up over 'long period'.	1	
Drink Experience			
	Optimum strength, good taste and correct machine setting.	5	
	Good quality good taste.	4	
	Weak tea or coffee milk balance wrong settings incorrect.	3	
	As above but with wrong temperatures and overflowing cups.	2	
	Half cup vended, cold, wrong setting, dirty cup, etc,	1	
Vending Score		24/25	

SALES INITIATIVES & PROMOTIONS

Evidence		Rating	Comments
<i>Not national supplier such as coca cola type promos but those showing local endeavour</i>	Clear & professional evidence of at least two customer promotions.	5	
	Clear & professional evidence of at least one customer promotion.	4	
	Promotion evident but not professional or effectively advertised.	3	
	Some evidence but not appropriate and or out of date.	2	
	Minimal evidence of promotions or customer loyalty schemes.	1	
Signage Quality			
	Well advertised (2) displayed and professionally presented.	5	<i>The meal deal table talkers need the advert replaced. It would enhance the presentation if the advert fitted correctly.</i>
	Well advertised (1) displayed and professionally presented.	4	
	Old and dirty looking and unattractive to the eye.	3	
	Inappropriate to the day and the customer/weather.	2	
	Complete lack of management of promotion. (e.g. poster only)	1	
Value for Money			
<i>Even if it's not selling, it may still represent good value for money</i>	Attractively priced compared to normal tariff and popular	5	
	Attractively priced compared to normal tariff but not selling	4	
	No real benefit against normal tariff but popular	3	
	No real benefit against normal tariff and not selling	2	
	Overpriced, inappropriate and not selling	1	
Local Entrepreneurialism			
<i>Initiatives which are deemed to have been developed by the local catering team</i>	Clear & professional evidence of at least two locally driven promotions	5	
	Clear & professional evidence of at least one locally driven promotion	4	
	Promotion evident but not professional or effectively advertised	3	
	Some evidence but not appropriate and or out of date	2	
	Minimal evidence of promotions or customer loyalty schemes	1	
Theme/Special Day			
<i>Evidence of either forthcoming or recent events witnessed?</i>	Excellent professional themed event and loyalty initiatives witnessed	5	
	Evidence of reasonably professional calendar of forthcoming events	4	
	Event attraction integrity lost or mixed with other themes	3	
	Unprofessional event attractions attempted	2	
	No evidence of any event theme day management	1	
Sales Initiatives & Promotions Score		24/25	

COFFEE QUALITY

Espresso		Rating	Comments
	Perfect.	5	
	Up to 2 seconds off optimum rate of pour.	4	
	Good taste but over 3 second off optimum rate of pour	3	
	Pouring over 5 second off optimum rate of pour, and variable taste	2	
	Awful taste and look.	1	
Cappuccino			
	Perfect. 1/3,1/3,1/3.	5	
	No chocolate offered or available.	4	
	Too much milk or foam	3	
	Looks messy with spills and big bubbles	2	
	Awful taste and look, messy, too hot or cold	1	
Latte			
	Perfect. Finger of foam.	5	
	Good.	4	
	Too much foam.	3	
	Looks messy with spills and big bubbles	2	
	Awful taste and look, messy, too hot or cold	1	
Coffee Storage			
	All packs in date, storing loose beans in dated containers.	5	N/A
	Not dating loose beans overnight.	4	
	Not storing loose beans overnight.	3	
	1 pack of coffee out of date	2	
	1 coffee pack out of date	1	
Speciality Coffee Offer			
	A varied offer of barista made drinks clearly displayed on menus with promotion	5	
	A varied offer of barista made drinks clearly displayed on menus	4	
	A varied list of barista drinks but not clearly displayed and priced	3	
	A small variety of drinks and no price or choice displayed	2	
	Barista does not know drink choice and price, no displays	1	
Coffee Quality Score		20/20	

CUSTOMER SERVICE

Queue Management		Rating	Comments
	Barista is involving the whole queue in the theatre of service	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Barista is greeting the queue and informing of waiting time	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Barista is acknowledging some guests	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Barista makes eye contact	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Barista has head down and doesn't look at the queue	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Up Selling			
	Offered at least a regular size and were tempted to a specific item	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	As above but no real flare in up selling	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Only asked if you would like anything else	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	As above but offered a small size coffee	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Not up sold to.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Loyalty Cards			
	Loyalty cards visible and offered every transaction	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Loyalty cards visible and offered now and again	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	As above but loyalty cards not visible	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Not offered a loyalty card but available	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Don't have loyalty cards	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Speed of Service			
	From ordering to receiving drink max 3 mins, queuing under 5 mins	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Acceptable queue delay given constraints, from ordering to receiving max 3 mins	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Delays due to poor preparation, out of stock products, staff shortages	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Severe delays due to organisational shortcomings.	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Total disorganisation with untrained barista and no supervision.	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Appearance			
	Baristas in professional bespoke uniform, hair tied back, no excess jewellery	5	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
	Clean uniform of neat appearance	4	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>
	Scruffy or dirty uniforms	3	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	Staff not properly attired, incomplete uniforms, casual staff not in uniform	2	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
	No corporate identity or image created, possible hazards	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Customer Service Score		25/25	

CLEANLINESS AND DISPLAYS

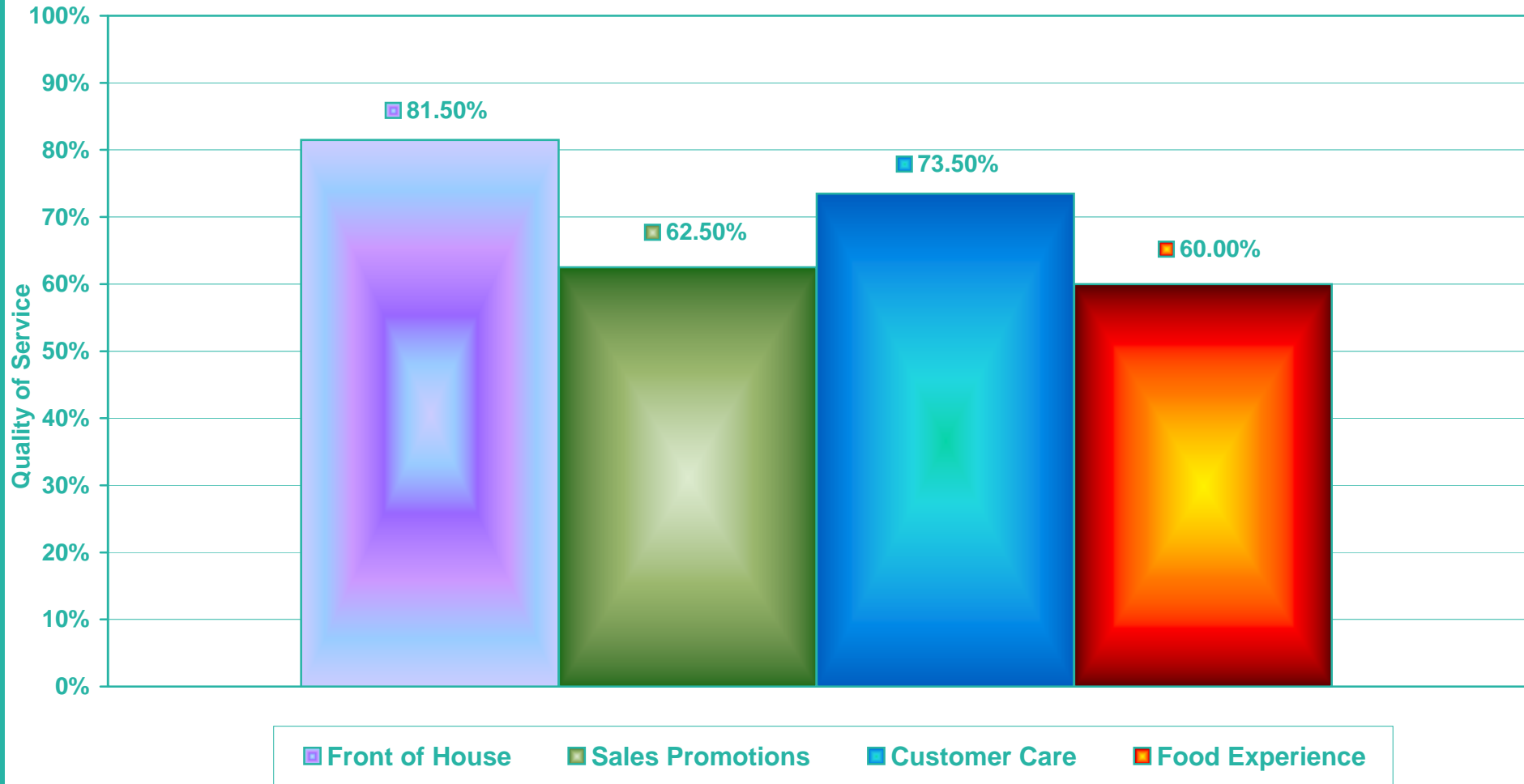
Back Bar		Rating	Comments
	Well presented, clean and effectively merchandised/signage	5	
	As above but no merchandising	4	
	Organised but a few spillages	3	
	Signs of older stains looks like they haven't cleaned in a while	2	
	Filthy, disorganised and unhygienic	1	
Front Counter			
	Bright and attractive, 5-6 easily visible and priced impulse items.	5	<i>The cake display was not filled to full potential.</i>
	3-4 Impulse items labelled and on display, but a little bit disorganised	4	
	No labelling visible	3	
	As above but only 1-2 impulse items	2	
	No impulse items and disorganised	1	
Display Fridges			
	Clean and well presented, with all products fully stocked and labelled	5	N/A
	As above but at most three gaps in display	4	
	As above but smears on glass and shelves	3	
	As above but no labels	2	
	Virtually empty	1	
Condiment Unit			
	Clean and well presented, with all products fully stocked	5	<i>The condiment unit was not at an acceptable level of cleanliness, more frequent checks to this area would improve the appearance.</i>
	As above but less amounts of product	4	
	Signs of usage, spills etc.	3	
	Poorly presented and ignored, still all products available	2	
	As above but missing ranges of products	1	
Customer Area			
	Tables, chairs and floor clean.	5	
	Some litter visible on some tables.	4	
	Litter visible on tables and floor.	3	
	Tables and chairs need cleaning	2	
	Dirty and uninviting	1	
Cleanliness & Displays Score		17/20	

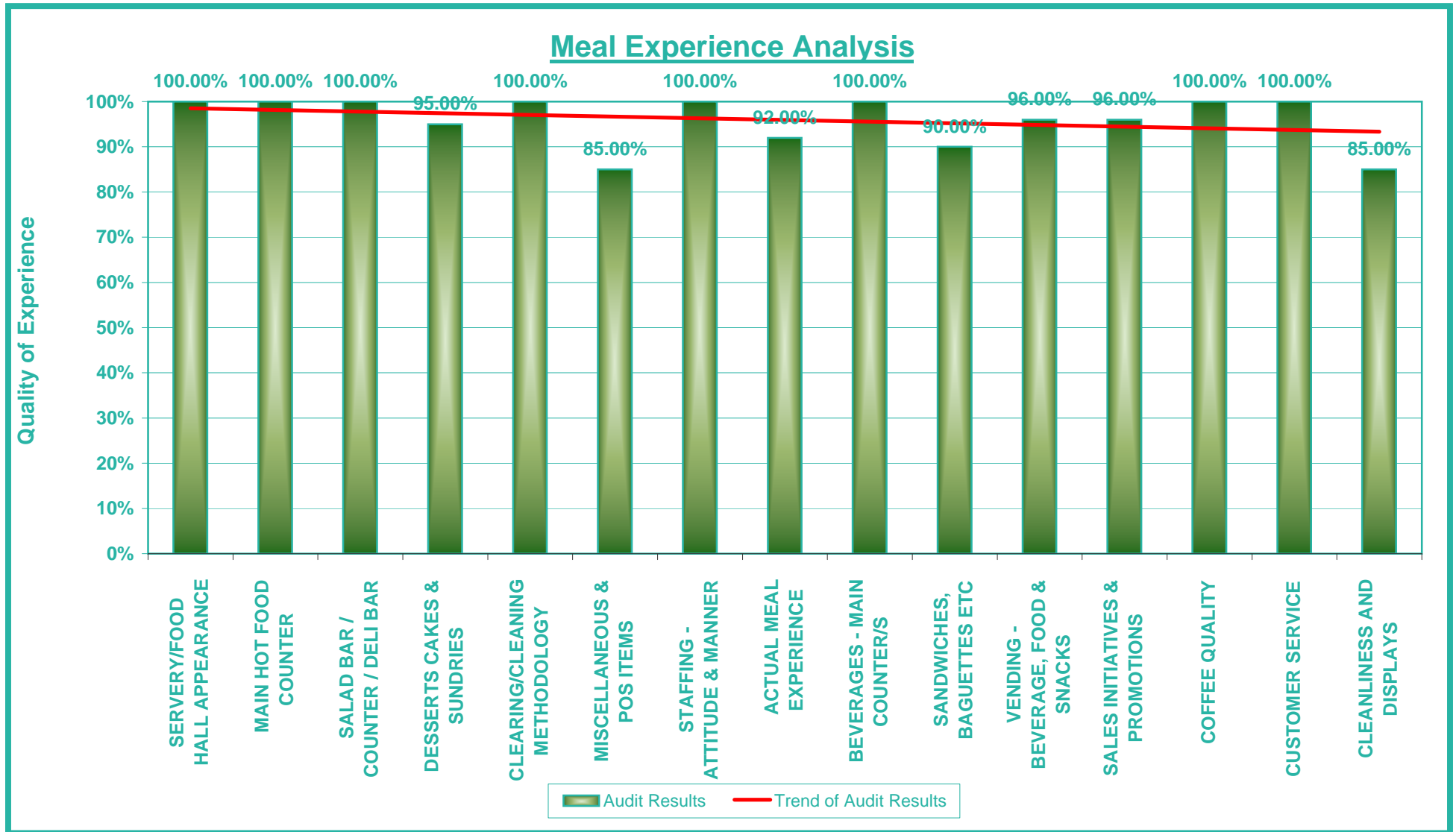
Area Description		Potential Score	Actual Score	% Score	Client Weight	Weighted Result
SERVERY/FOOD HALL APPEARANCE		25	25	100.00%		
MAIN HOT FOOD COUNTER		25	25	100.00%		
SALAD BAR / COUNTER / DELI BAR		25	25	100.00%		
DESSERTS CAKES & SUNDRIES		20	19	95.00%		
CLEARING/CLEANING METHODOLOGY		25	25	100.00%		
MISCELLANEOUS & POS ITEMS		20	17	85.00%		
STAFFING - ATTITUDE & MANNER		25	25	100.00%		
ACTUAL MEAL EXPERIENCE		25	23	92.00%		
BEVERAGES - MAIN COUNTER/S		5	5	100.00%		
SANDWICHES, BAGUETTES ETC		20	18	90.00%		
VENDING - BEVERAGE, FOOD & SNACKS		25	24	96.00%		
SALES INITIATIVES & PROMOTIONS		25	24	96.00%		
COFFEE QUALITY		20	20	100.00%		
CUSTOMER SERVICE		25	25	100.00%		
CLEANLINESS AND DISPLAYS		20	17	85.00%		
TOTALS		330	317	96.06%		
Auditor:	Cumulative					
Ken Stewart MIH	Audit 1	340	316	92.94%		
Contractor:	Audit 2	330	317	96.06%		
Great Café Ltd						
Weather:						
Dry/bright 3oC	TOTAL CUMULATIVE RESULT	670	633	94.48%		
Manager:	AWARD LEVELS					
Tommy Collins	Above 95% = Gold Award					
Debrief Yes/No?	Above 85% = Silver Award					
Yes	Above 75% = Bronze Award					
	Below 75% = Action Required					

Service Delivery Graph



Customer Perception Poll Results





PHOTOGRAPHIC IMAGES



Colourful hot counter.



Sandwich & yogurt presentation could be improved.



Condiment unit lacked attentive cleaning.



Deli Bar well presented.

PHOTOGRAPHIC IMAGES



Cake display not filled to capacity.



Dried out cheese in multi deck.



Poor presentation of table talkers.

<u>Client Spec</u>		
Planning	Recipe Costings	Status
	All main courses and hot desserts to have costing sheets, to include methods, supplier details, target and actual food costs.	Compliant
Product	Goods Received	
	Kitchen diary to be completed for deliveries received, all temperatures recorded, loading section fully completed.	Compliant
Production	Wastage	
	Question a member of staff on wastage procedure, look at wastage sheets, team meal sheets and check figures transferred to summary	Compliant
Portion and Presentation	Portion Specification	
	Check portion spec is complete with all items not covered by recipe portion specification e.g. beans, chips. Check portion size of item on sale that day and check correct utensil is being used.	Compliant
Payment and Security	Managers' Surprise Cash Register Check	
	Ask to see the process that is in place to spot check tills (recommended frequency is one check per month).	Compliant
Risk Management	Weekly Food Safety Monitoring Records	
	Check records are up to date and complete, check one months worth of documentation.	Compliant

Pass