

Branch Audit

YOUR COMPANY

Weekly Review



SCORE	PASS 82.5%
DATE	Tuesday 12th January 2021 - 13:45
LOCATION	Park Lane Store - Chippenham
AUDITOR	Simon King
MANAGER	Helen Smith

YOUR COMPANY

Weekly Audit



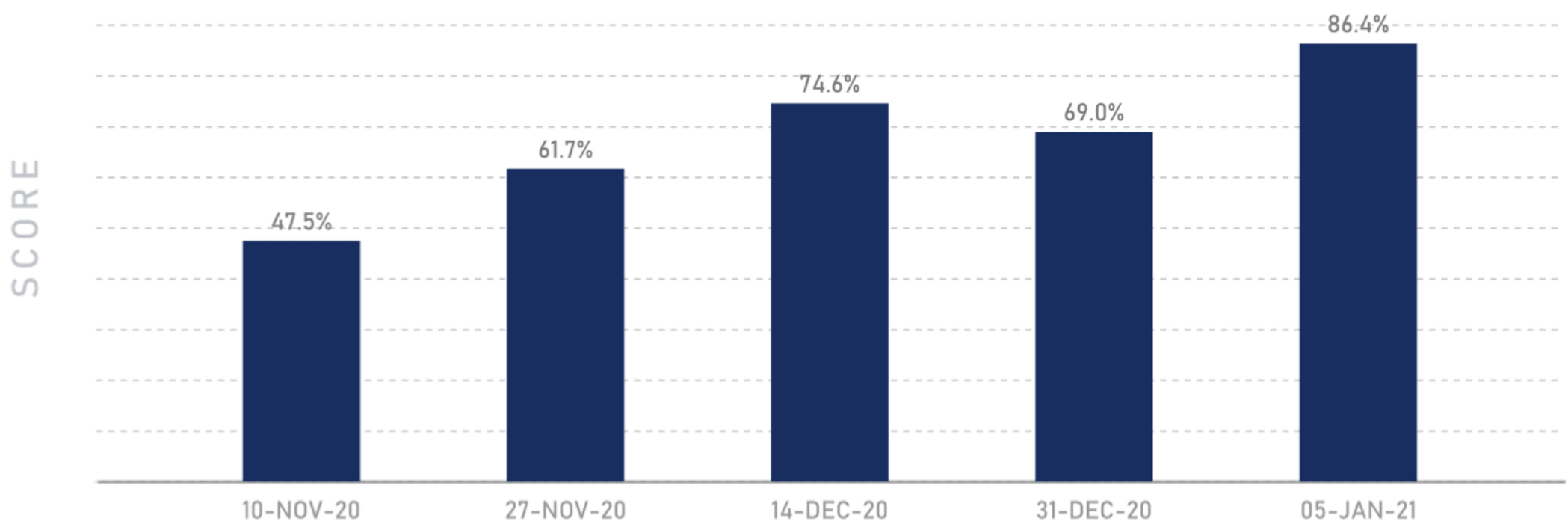
Park Lane Store - Chippenham

TUESDAY 12th January 2021

82.5 %

(198.0/240.0)

HISTORY



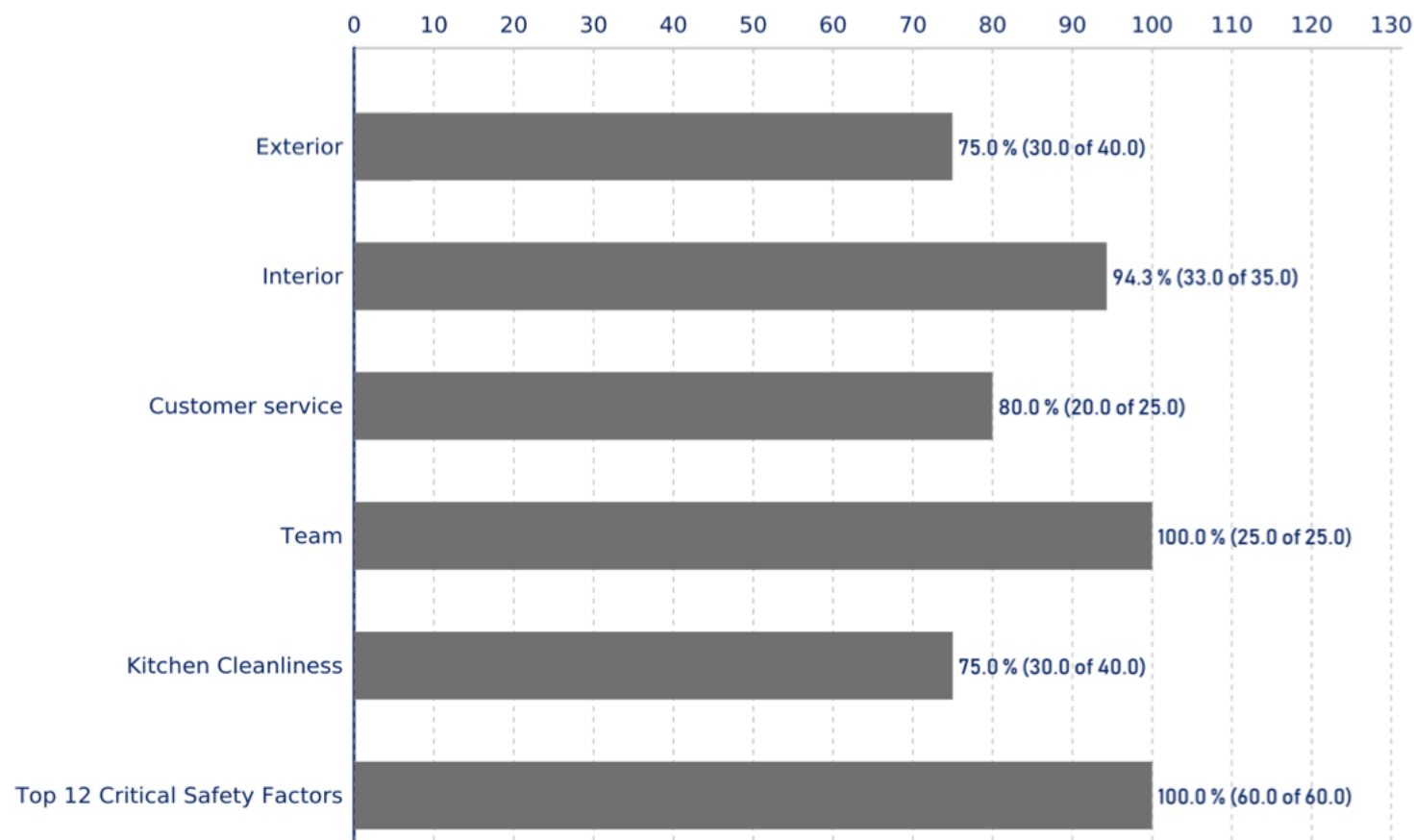
SUMMARY

Consistent improvements since early November.

After extra training was provided, the team now follows the script and all the correct procedures.

The remaining key issue is that we have seen consistently long waiting times at this branch - need to look into expanding team.

SCORE BY SECTION



SCORE BY SECTION

Section	Actual	Target	%	Section	Actual	Target	%
Exterior	30.0	55.0	54.5	Interior	33.0	35.0	94.3
Customer service	20.0	25.0	80.0	Team	25.0	25.0	100.0
Kitchen Cleanliness	30.0	40.0	75.0	Top 12 Critical Safety Factors	60.0	60.0	100.0

EXTERIOR (30/40) 75.0 %

Clean and Orderly Exterior

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS				
1.	Does the store front appear to be clean and in good repair?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
2.	Is the external menu board clean and in good repair?	(5/5)	YES	05.JAN Yes	31.DEC No	14.DEC Yes	27.NOV No	10.NOV No
3.	Is the correct POS in place and properly priced?	(5/5)	YES	05.JAN No	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV No
4.	Is the sidewalk clean and free of litter or dirt build up?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV No	10.NOV Yes
5.	Does external lighting work properly?	(0/5)	NO	05.JAN No	31.DEC No	14.DEC Yes	27.NOV No	10.NOV No
Action: Consistent issues with external lighting, also need to update kitchen lights. Please arrange for the contractor to review and repair.								
6.	Overall, does the exterior look clean, orderly and in good repair? Rate 1-5 and comment:	(10/10)	5	05.JAN 4	31.DEC 4	14.DEC 4	27.NOV 3	10.NOV 3

INTERIOR (33/35) 94.3 %

Clean and Orderly Interior

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS				
8.	Are the restrooms clean and stocked? Free of odor? Hand soap, sanitizer, paper towels refilled?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
9.	Are the floors, tables, seating and front counter clean and in good condition?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV No
10.	Are the high-touch surfaces frequently disinfected? Counter, door handles, credit card machine, tables	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV No	10.NOV No
11.	Are the trash containers clean and in good condition? Liners tucked? No odors?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
12.	Is all lighting working and in good repair?	(5/5)	YES	05.JAN Yes	31.DEC No	14.DEC No	27.NOV No	10.NOV Yes
13.	Overall, does the interior look clean, orderly and in good repair? Rate 1-5:	(8/10)	4	05.JAN 5	31.DEC 4	14.DEC 4	27.NOV 4	10.NOV 3
Careful with the front counter, it was slightly cluttered with POS flyers								

YOUR COMPANY

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CUSTOMER SERVICE (20/25) 80.0 %

Ordering Experience

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS				
14.	Did the order taker use the script?	(5/5)	YES	05.JAN Yes	31.DEC No	14.DEC Yes	27.NOV Yes	10.NOV No
15.	Did the order taker try to up sell?	(5/5)	YES	05.JAN No	31.DEC No	14.DEC Yes	27.NOV No	10.NOV No
16.	Did you "hear" and see a smile?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
17.	Did the employee say thank you?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
18.	Was the wait time 2:30 or less? Record actual time. Recorded wait in minutes - 5:15 We have seen consistently long waiting times at this branch, need to look into expanding the team.	(0/5)	NO	05.JAN No	31.DEC No	14.DEC No	27.NOV No	10.NOV No

TEAM (25/25) 100.0 %

Team Image & Hygiene

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS				
19.	Are all employees wearing a complete uniform. Hat, shirt, name tag, no excessive jewellery, hair restrained.	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
20.	Are all employees aware and practicing Covid-19 safety measures? Frequent hand-washing, PPE, self-isolating in case of symptoms.	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
21.	Are all open sores and wounds properly covered with blue bandages?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
22.	Does all staff have access to the correct PPE and using it correctly? Face masks, gloves etc.	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV No	10.NOV Yes

KITCHEN CLEANLINESS (30/40) 75.0 %

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS				
24.	Are the floors, walls and baseboards clean and in good condition?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
25.	Is the broiler and fryers being properly cleaned and maintained? No grease build-up on surfaces?	(5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV No
26.	Is all lighting working and in good repair? No bugs, dust or cracked lenses.	(0/5)	NO	05.JAN No	31.DEC No	14.DEC Yes	27.NOV No	10.NOV No



31/12/2020 15:13:51

Get the contractor to replace ceiling lamps that are cracked.

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33.	Is all refrigerated equipment clean and functioning properly? (5/5)	YES	05.JAN Yes	31.DEC No	14.DEC Yes	27.NOV Yes	10.NOV No
34.	Is the prep area and equipment such as boards clean and well maintained? Stainless, wrap holders, condiment holders, shelves. (0/5)	NO	05.JAN Yes	31.DEC No	14.DEC No	27.NOV No	10.NOV No



31/12/2020 15:26:23

Some unnecessary clutter, please find better storage

35.	Are all storage areas clean and organized? Box flaps, shelving labeled, no expired products. (5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
36.	Record refrigerator temperature: (10/10)	4 C	05.JAN 3 C	31.DEC 6 C	14.DEC 4 C	27.NOV 5 C	10.NOV 4 C
37.	Is the restaurant only using approved products? (5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
38.	Are items held at room temperature marked with proper holding times and discarded when expired? (5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV No
39.	Is cross-contamination not apparent In any stations or storage areas? (5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV No
40.	Is the restaurant free of any rodent, insect and pest activity? (5/5)	YES	05.JAN Yes	31.DEC Yes	14.DEC Yes	27.NOV Yes	10.NOV Yes
41.	Are cookouts and temperature checks Recorded consistently and correctly? (5/5)	YES	05.JAN No	31.DEC No	14.DEC Yes	27.NOV No	10.NOV No

COMMENTS & ACTION PLAN

Exterior >> Clean and Orderly Exterior

(DE10120) Does external lighting work properly?

PRIORITY High
DUE DATE 15-Jan-21
ASSIGNEE Helen Smith

FINDINGS 'No'

ACTION REQUIRED Consistent issues with external lighting, also need to update kitchen lights. Please arrange for the contractor to review and repair.

DECLARATION

Auditor
(Simon King)

Instant audit reports

Insightful and professional looking reports on a click

Instant & professional

At the end of an audit, automatically generate neat-looking branded reports in your preferred format.

Automatically emailed

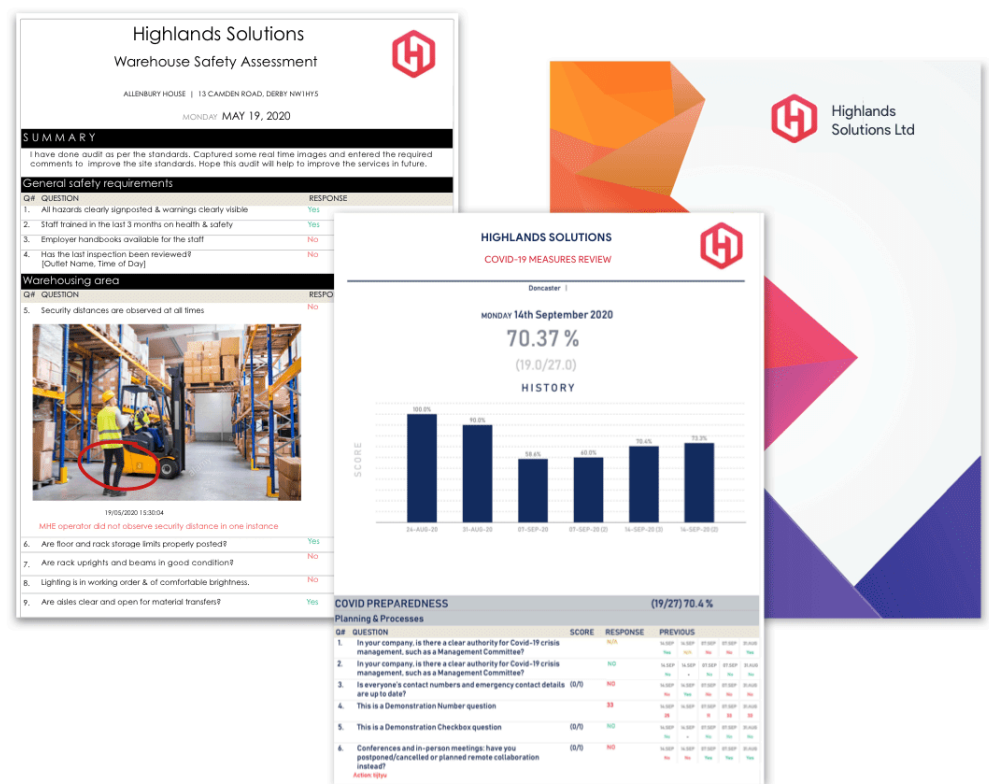
Define custom rules so that the right team members receive the report and approve it as required.

Immediate insights

Historical trends, graphs, scores: get unprecedented understanding of your data with our insightful report designs.

Up to 5x faster inspections!

Our customers report immediate time savings, with easily attached photos, annotations, voice-to-text and automated emailing.



Dashboards for real-time visibility & actionable insights

Beyond collecting data, it's about using it to understand the full story

Unprecedented insights

Dynamic dashboards allow you to analyze results over time, by location or team. Spot trends, compare performance, quickly drill down into the details.

Leverage the collected data

What are the top 3 recurring issues across your business? Which locations or teams perform the best? Are standards improving?

Summary reports for management

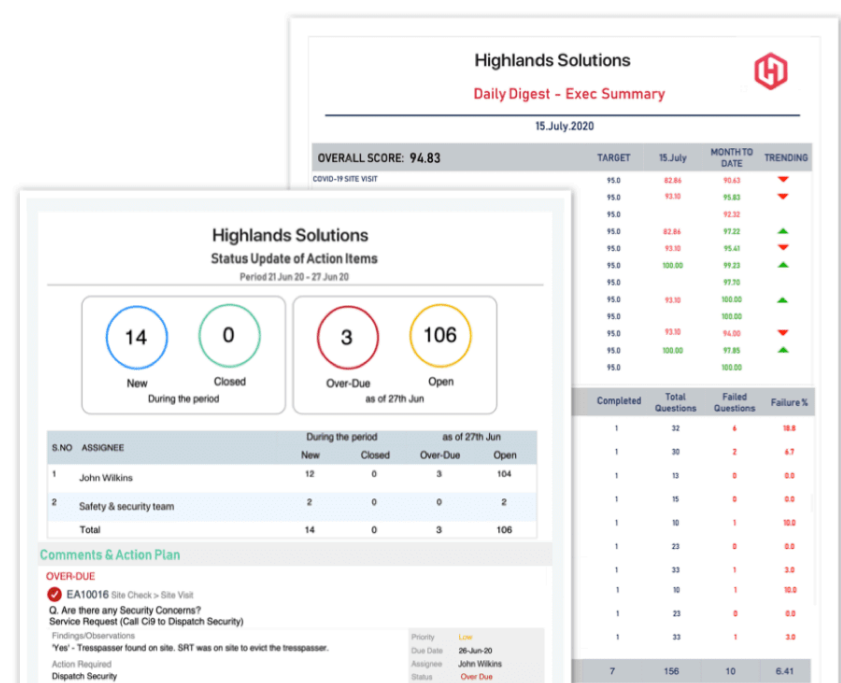
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