

# COVID-19 Retail Inspection Checklist

## Retail

### GENERAL CONDITIONS

Is the drive-thru easily visible and located?

☐ Yes☐ No☐ Na

Is the drive-thru properly illuminated?

☐ Yes☐ No☐ Na

Is the drive-thru free of clutter and trash?

☐ Yes☐ No☐ Na

Is the drive-thru free of damage?

☐ Yes☐ No☐ Na

Are trash cans available and emptied at regular intervals?

☐ Yes☐ No☐ Na

Are trash cans placed before reaching the menu boards?

☐ Yes☐ No☐ Na

Is the trash can easy to access without getting out of the car?

☐ Yes☐ No☐ Na

Are signs easily visible and clearly marked?

☐ Yes☐ No☐ Na

Are menu boards clean and in good condition?

☐ Yes☐ No☐ Na

Are menu boards and signs free of dirt and mildew?

☐ Yes☐ No☐ Na

Is the menu board well lit?

☐ Yes☐ No☐ Na

Are the menu board pictures well-presented and look appealing?

☐ Yes☐ No☐ Na

Are there any handwritten signs, stickers, tapes etc on menu boards and speakers?

☐ Yes☐ No☐ Na

Is the speaker free from visible damage?

☐ Yes☐ No☐ Na

Is the pickup window clean?

☐ Yes☐ No☐ Na

Do the lights automatically switch on after dusk?

☐ Yes☐ No☐ Na

**STAFF AND SERVICE**

Are staff members well-dressed and groomed?

☐ Yes☐ No☐ Na

Does the staff have a name badge?

☐ Yes☐ No☐ Na

Does the staff greet the customer as soon as he/she arrives?

☐ Yes☐ No☐ Na

Does the staff pitch additional items or inform about the ongoing promotion (if applicable)?

☐ Yes☐ No☐ Na

Is the staff quick and prompt in offering service?

☐ Yes☐ No☐ Na

Does the cashier repeat the order?

☐ Yes☐ No☐ Na

After order confirmation, does the cashier inform me about the total amount?

☐ Yes☐ No☐ Na

After being informed of the total, does the staff ask to drive around to the window?

☐ Yes☐ No☐ Na

At the pickup window, does the cashier repeat the correct total?

☐ Yes☐ No☐ Na

Is the order made within the specified time?

Yes

No

Na

After picking up the order, does the staff thank the customer for ordering?

Yes

No

Na

Is the packaging intact and spill free?

Yes

No

Na

Are food items provided as per the order?

Yes

No

Na

Is cutlery/additional items provided with the order?

Yes

No

Na

Is a proper invoice provided?

Yes

No

Na

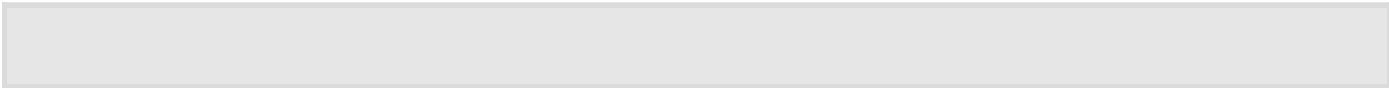
Comments:

Exterior

UPLOAD

Menu boards/signs/promotions

Additional image



Inspector's Name/Signature:

SIGNATURE

Inspection Date:

DATE

2017-01-01