

Coffee Shop Quality Inspection Checklist

Food & Hospitality

BEVERAGES

Was an assessment of the coffee machines done using correct equipments?

☐ Yes☐ No☐ NA

Were the staff members able to explain the process and purpose of coffee machines assessment?

☐ Yes☐ No☐ NA

Was the coffee machine functioning properly?

☐ Yes☐ No☐ NA

Were all the semi automatic buttons of coffee machines carefully adjusted to dispense the correct amount of coffee?

☐ Yes☐ No☐ NA

Were the team members aware of the different varieties of coffee available in the machine?

☐ Yes☐ No☐ NA

Were the Expressos brewed as per the company standards?

☐ Yes☐ No☐ NA

Were the Cappuccino drinks brewed as per the company standards?

☐ Yes☐ No☐ NA

Were the Latte drinks brewed as per the company standards?

Yes

No

NA

Was the Hot Chocolate brewed as per the company standards?

Yes

No

NA

Was the Americano brewed as per the company standards?

Yes

No

NA

Was the Cafe Mocha drink brewed as per the company standards?

Yes

No

NA

Was the recipe used for preparing Hot and Cold Coffee correct and as per the standards?

Yes

No

NA

Were the tea varieties offered as per the company standards?

Yes

No

NA

Were the decaffeinated coffee pods handled properly and used in correct amount?

Yes

No

NA

Was the steam arm of the coffee machine cleaned properly after each usage?

Yes

No

NA

Did the staff use a thermometer to check the temperature of the milk and ensure it's not reheated/overheated?

☐ Yes☐ No☐ NA

Were all the milk thermometers carefully assessed?

☐ Yes☐ No☐ NA

Were the brand specific beverages prepared using the correct recipe?

☐ Yes☐ No☐ NA

Were the blended iced drinks brewed as per the company standards?

☐ Yes☐ No☐ NA

Were all the equipments used for iced drinks cleaned properly?

☐ Yes☐ No☐ NA

Were all the take away drinks refilled properly in an appropriate take away cup?

☐ Yes☐ No☐ NA

Were the coffee machines and grinders cleaned regularly?

☐ Yes☐ No☐ NA

Were the crockeries used for serving the coffee to the customers kept clean?

☐ Yes☐ No☐ NA

Were the stainless steel mugs/jugs cleaned properly?

☐ Yes☐ No☐ NA

Were the coffee delivery records updated correctly?

☐ Yes☐ No☐ NA

FIRE

Are the fire alarms tested?

☐ Yes☐ No☐ Na

How many call points have been tested?

☐ Yes☐ No☐ Na

Are all the manual break glass points in working condition?

☐ Yes☐ No☐ Na

Are all the fire alarms in good working condition?

☐ Yes☐ No☐ Na

Are the fire extinguishers placed correctly and workable?

☐ Yes☐ No☐ Na

Are all the safety-related signages undamaged and visible clearly?

☐ Yes☐ No☐ Na

Are the fixed fire fighting systems unblocked and in an easily accessible and usable space?

☐ Yes☐ No☐ Na

FOOD SAFETY

Did you notice any pests or insects inside the restaurant?

Yes

No

NA

Were all the suggestions regarding pest control properly executed in the restaurant?

Yes

No

NA

Did the staff escalate all the store maintenance issues to the higher authorities in order to prevent food hazards?

Yes

No

NA

Was the store sterilized properly in order to prevent potential food safety risks?

Yes

No

NA

Was the supply of hot water available in the store?

Yes

No

NA

Did the store have all the facilities of hand washing and sanitization available?

Yes

No

NA

Were proper records maintained in regards to temperature range of accepted delivery items?

Yes

No

NA

Was the accuracy of digital probe thermometer checked on a regular basis?

Yes

No

NA

Were all the cold and frozen items stored properly in the refrigerators/freezers?

Yes

No

NA

Was the temperature of the refrigerator recorded on daily basis?

Yes

No

NA

Were the temperatures of the all the refrigerators adequate?

Yes

No

NA

Did the store staff ensure that only clinically approved products are used?

Yes

No

NA

Were there any expired products seen in the store?

Yes

No

NA

Did you notice any Store Safety Guide?

Yes

No

NA

GENERAL

Did the handler wash their hands thoroughly for at least 20 seconds with warm water and soap?

☐☐☐

Has the equipment of the kitchen been cleaned and dried?

☐☐☐

Are all the fruits and vegetables which have NOT been labeled as pre-washed, washed under running water?

☐☐☐

Is it made sure not to wash seafood, meat, eggs, and poultry?

☐☐☐

Is there any mold visible on cheese except in the case of blue cheese?

☐☐☐

Are all the dairy products present pasteurized?

☐☐☐

Are the seafood, raw meat, poultry, and eggs kept away from the rest of the items?

☐☐☐

Are the equipment used to prepare or cut seafood, raw meat, poultry, and eggs washed thoroughly with soap and hot water?

☐☐☐

Are the temperatures of cooked meat checked thoroughly?

☐☐☐

Is the input temperature of the refrigerator checked?

☐☐☐

Is the input temperature of the freezer checked?

☐☐☐

HEALTH

Is the manual equipment and lifting equipment in good working condition?

☐ Yes ☐ No ☐ Na

Is the manual equipment and lifting equipment inspected by a specialized professional?

Yes

No

Na

Is the access equipment good and workable?

Yes

No

Na

Is the electrical equipment safe to be used?

Yes

No

Na

In case of any accidents in the past, are they all recorded?

Yes

No

Na

Is the first aid kit well-stocked and up to date?

Yes

No

Na

Does the staff use personal protective equipment?

Yes

No

Na

Is the personal protective equipment in good condition?

Yes

No

Na

In case of any maintenance issues, is it made sure that they were rectified?

Yes

No

Na

Are all the corrective actions been done?

Yes

No

Na

SERVICE AND HOSPITALITY

Were the staff members well groomed and dressed in clean uniform?

☐ Yes☐ No☐ NA

Did you notice any staff members eating or drinking anything behind the counter?

☐ Yes☐ No☐ NA

Did the staff members provide proper service to the customers?

☐ Yes☐ No☐ NA

Were the customers standing in the queue acknowledged by the staff?

☐ Yes☐ No☐ NA

Were the customers greeted and welcomed nicely?

☐ Yes☐ No☐ NA

Did the staff members change their service style in order to cater to the customer requirements?

☐ Yes☐ No☐ NA

Did the staff maintain a cheerful attitude and a proper eye contact while interacting the customers?

☐ Yes☐ No☐ NA

Did the staff try to engage in a conversation with the customers whenever required?

☐ Yes☐ No☐ NA

Did the staff confirm the bill amount and provide the correct change while handing over the bill?

Yes

No

NA

Was the manual of the brand features available and updated completely?

Yes

No

NA

Were the tables cleared as soon as the customer left the restaurant?

Yes

No

NA

Was an action plan available for the staff members?

Yes

No

NA

Were the training modules up-to date with the initials of the Manager?

Yes

No

NA

Were the take away items handed over to the customers properly and as per the standards of the brand?

Yes

No

NA

STORE CLEANLINESS AND MAINTENANCE

Were all the racks, cabinets and refrigerators in a good condition?

Yes

No

NA

Were the store entrance and pavements free from litter or debris?

Yes

No

NA

Were all the signage clean, functional and well maintained?

☐ Yes☐ No☐ NA

Were the floors and carpets neatly maintained?

☐ Yes☐ No☐ NA

Were the walls, glass windows, ceilings, visual elements, etc. dust free and unbroken?

☐ Yes☐ No☐ NA

Was the condiment unit clean with an adequate stock of all the essential condiments?

☐ Yes☐ No☐ NA

Were all the lights dust free and functional?

☐ Yes☐ No☐ NA

Was there a presentable display of food items in the restaurant?

☐ Yes☐ No☐ NA

Were all the equipments used in the back area neat, functional and clinically approved?

☐ Yes☐ No☐ NA

Did you notice any food safety posters on display?

☐ Yes☐ No☐ NA

Were all the visual elements promoting the brand displayed and labelled correctly?

☐ Yes☐ No☐ NA

Were the toiletries completely stocked and functional?

☐ Yes☐ No☐ NA

Was the restroom well maintained?

☐ Yes☐ No☐ NA

Was there appropriate music playing in the restaurant?

☐ Yes☐ No☐ NA

Were the ashtrays placed on each table in the smoking areas?

☐ Yes☐ No☐ NA

Was the seating arrangement done outside the restaurant proper?

☐ Yes☐ No☐ NA

Were the doors and glass windows clean and well maintained?

☐ Yes☐ No☐ NA

Were the doormats in a good condition as much as possible?

☐ Yes☐ No☐ NA

Were the seating arrangements neatly maintained?

☐ Yes☐ No☐ NA

Did you notice any chewing gum on top and base part of the table?

☐ Yes☐ No☐ NA

Were the fans and AC clean and working properly?

☐ Yes☐ No☐ NA

Was the reading material available free of charge?

☐ Yes☐ No☐ NA