

QSR – Walk the Walk Checklist

Food & Hospitality

BEVERAGE

Was the availability of coffee beans checked on a regular basis?

☐ Yes☐ No☐ NA

Was the coffee served at an expected taste and temperature?

☐ Yes☐ No☐ NA

CORRAL

Is it clean?

☐ Yes☐ No☐ Na

Is it clutter free?

☐ Yes☐ No☐ Na

EXTERIOR

Was the entrance area of the store in a well maintained condition?

☐ Yes☐ No☐ NA

Was there a correct display of visual elements outside the store?

☐ Yes☐ No☐ NA

Were the glass windows free from dirt, marks or stains?

☐ Yes☐ No☐ NA

Was the furniture spotlessly clean?

☐ Yes☐ No☐ NA

Did you observe any litter at the pavement?

☐ Yes☐ No☐ NA

Was the signage clean and well lit?

☐ Yes☐ No☐ NA

INTERIOR

Was the doormat dirt free?

☐ Yes☐ No☐ NA

Were the interior floors clean and dust free?

☐ Yes☐ No☐ NA

Did you notice any dust accumulated at the high surface areas

☐ Yes☐ No☐ NA

Were all the lights functioning properly?

☐ Yes☐ No☐ NA

Was the music playing at an appropriate volume?

☐ Yes☐ No☐ NA

Was the temperature of the restaurant comfortable?

Yes

No

NA

Did you notice any dirt or dust accumulated in the vents of AC or coolers?

Yes

No

NA

Was the cleanliness maintained as per the desired standards of a restaurant?

Yes

No

NA

LOT

Is at least 1/3 of the lot cleared on a daily basis?

Yes

No

Na

Is the Dt lane cleared daily?

Yes

No

Na

Are the curbs swept clean?

Yes

No

Na

Has the lot been picked up?

Yes

No

Na

Are the sidewalks clean and clean?

Yes

No

Na

Is the menu swiped clean?

☐ Yes☐ No☐ Na

Is the COD wiped clean?

☐ Yes☐ No☐ Na

MERCHANDISE

Did the refrigerators have an adequate capacity of storing essentials as well as special food items?

☐ Yes☐ No☐ NA

Was the fridge for storing cakes neatly maintained and completely stocked?

☐ Yes☐ No☐ NA

Was the pastry rack stocked completely?

☐ Yes☐ No☐ NA

Were the visual display elements as per the required standards?

☐ Yes☐ No☐ NA

MISCELLANEOUS

Signature:

Day and Date:

Has the pull stock been cleaned?

☐ Yes☐ No☐ Na

Is the trash taken care of?

☐ Yes☐ No☐ Na

Auditor:

RESTROOM

Were the restrooms clean and fragrant?

☐ Yes☐ No☐ NA

Were the essential toiletries such as handwash, toilet paper, etc. available in an adequate amount?

☐ Yes☐ No☐ NA

Was the restroom cleanliness checklist updated correctly?

☐ Yes☐ No☐ NA

RESTROOMS

Have the floors been cleaned?

☐ Yes☐ No☐ Na

Have the walls been cleaned?

☐ Yes☐ No☐ Na

Have the vents been cleaned?

Yes

No

Na

Have the sinks been cleaned?

Yes

No

Na

Have the toilets been cleaned?

Yes

No

Na

STAFF COURTESY

Did the staff greet the customers entering the restaurant?

Yes

No

NA

Was the food served to the customers as per the timeline mentioned?

Yes

No

NA

Did the staff upsell any combo offers or special food items?

Yes

No

NA

During the billing, was a proper invoice with a stamp provided to the customer?

Yes

No

NA

Were any sweet dishes or dessert offered post completion of the meal?

Yes

No

NA

Did the staff bid a proper farewell to the customers?

Yes

No

NA

STOCKROOM

Have the floors been cleaned and wiped?

☐ Yes☐ No☐ Na

Has the rotation been done?

☐ Yes☐ No☐ Na

Has the trash been taken out?

☐ Yes☐ No☐ Na

Are the boxtops clean?

☐ Yes☐ No☐ Na

VATS

Was the filter used for five minutes?

☐ Yes☐ No☐ Na

Was the safety gear worn at all times?

☐ Yes☐ No☐ Na

WINDOWS

Are 1/3 windows cleaned everyday?

☐ Yes☐ No☐ Na

Are the window spots cleaned?

☐ Yes☐ No☐ Na

Have the mullions been cleaned?

☐ Yes☐ No☐ Na

WOW FACTOR

Did any staff provide an exceptional service to the customer?

☐ Yes☐ No☐ NA