

Weekly Store Operational Survey

Store Location: _____ Date: _____ Surveyor: _____ Yes's: _____ No's _____ % _____

| Items first observed from a customers view point | | Yes | No | Comments |
|---|---|--------------------------|--------------------------|----------|
| 1 | Are the dumpster areas clean of debris, dumpsters closed and looking neat and orderly from the parking lot? (from customers view when driving in) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 2 | Is the outside parking lot free of more than a days worth of debris, leafs, cigarette butts, trash, Etc. ? (When driving in or walking in) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 3 | Are the main signs and outside lights on and all in good working order? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 4 | Are the side walks clean of all debris, rocks, mulch, snow, ice etc. ? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 5 | Is the garbage/cigarette butt container outside the front door clean and emptied? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 6 | Are the front doors of the restaurant and lobby windexed clean? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 7 | Is the front lobby floor and corners clean of dust and debris? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 8 | Is the carpet(s) in the lobby clean of excessive dirt and debris? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 9 | Are the sauce jars at least 80% stocked and organized neatly? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 10 | Are the men's bathrooms fully stocked and clean? (floors, stalls, mirrors, soap etc.) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 11 | Is the lady's bathroom fully stocked and clean? (floors, stalls, mirrors, soap etc.) | <input type="checkbox"/> | <input type="checkbox"/> | |

| Front Desk | | Yes | No | Comments |
|-------------------|--|--------------------------|--------------------------|----------|
| 12 | Is there a hostess smiling and ready to greet the next customers walking in? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 13 | Are all the hostesses in correct uniforms, neat and clean appearing, with viewable nametags? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 14 | Does the front desk staff have the next 2 & 4 top mapped out ready for the next guest? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 15 | Are the managers cards & call ahead cards available for customers to take? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 16 | Are the toothpicks, take out menus & mints stocked and neatly displayed for customers to take? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 17 | Is the front desk clean, organized and clear of personal belongs food and drinks? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 18 | Are the bathrooms being checked every hour and signed off on every hour? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 19 | Is the daily hostess sheet being filled out properly? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 20 | Are dinner menus wiped clean of grease and stains? (random check of 8) | <input type="checkbox"/> | <input type="checkbox"/> | |

| Bar Area | | Yes | No | Comments |
|-----------------|---|--------------------------|--------------------------|----------|
| 21 | Are the bar tops wiped clean and free of non-belonging clutter? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 22 | Is the inside bar area clean and organized from a customers view from a bar seat, and free from any personal belongings in view? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 23 | Is fried pasta displayed on the bar for guests to snack on? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 24 | Are the beer taps cleaned, brasso'ed and shiny? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 25 | Are the floors inside the bar clean, including corners and drains and under the equipment and counters? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 26 | Are bar coolers clean and organized inside, and gaskets wiped clean? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 27 | Do all open liquor bottles have correct and matching pourers, all facing left? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 28 | Is the espresso machine cleaned and maintained up to date? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 29 | Is the liquor license displayed neatly in a quality looking frame? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 30 | Is the hanging glassware reasonably clean, without noticeable spots etc? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 31 | Is the Bar up to date with the cleaning checklist, and is it obviously apparent that the nightly & weekly duties are being done properly? | <input type="checkbox"/> | <input type="checkbox"/> | |

| Dining Room | | Yes | No | Comments |
|--------------------|--|--------------------------|--------------------------|----------|
| 32 | Are all servers on 3 table stations? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 33 | Is the silverware clean of large spots, food and stains? (random check of 4 packs) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 34 | Are the table top butcher paper and table clothes set properly, free of extensive wrinkles and visible stains, and paper creased neatly? (random check of 8) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 35 | Are the table caddies & condiments set correctly & clean (random check of 8) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 36 | Are all the dining room tables set up correctly and spaced appropriately so no two tables are too close to each other? (Sunroom, Arch room, 80s, 30s etc.) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 37 | Are all the servers in proper company uniform, with viewable nametags? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 38 | Is the music on and at the proper level? (Inside & Out) | <input type="checkbox"/> | <input type="checkbox"/> | |
| 39 | Are all of the dining room lights on, all working and at a proper level? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 40 | Is the air temperature at a comfortable temperature? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 41 | Are the electronic customer surveys out and being utilized properly? | <input type="checkbox"/> | <input type="checkbox"/> | |