

## Weekly Store Operational Survey

Store Location: \_\_\_\_\_ Date: \_\_\_\_\_ Surveyor: \_\_\_\_\_ Yes's: \_\_\_\_\_ No's: \_\_\_\_\_ % \_\_\_\_\_

<b>Items first observed from a customers view point</b>		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 windowed 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"/>	
<b>Front Desk</b>		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"/>	
<b>Bar Area</b>		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"/>	
<b>Dining Room</b>		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"/>	