

Supervisor Visitation Report



Location: _____

Date: _____

Time: _____

MOD: _____

Building Exterior

Signage

Pole/Monument Sign

- Sign colors not faded
- Lights functioning with no dark spots
- No damage to the sign box or faces

Marquee Sign

- Sign color not faded
- Lights up if it should
- No damage to the sign box or faces

Building Mounted Wall Signs

- Sign color not faded
- Lights functioning with no dark spots
- No damage to the sign box or faces

Banners

- Properly stretched and not falling over
- In good condition (no rips or tears)
- Color is not faded

Entry Door Signage

- Decal signs taped on doors are relevant
- Decal signs are even and not crooked
- Tape residue is removed and cleaned

Window Clings

- Clings are relevant
- Clings are in good condition
- Clings are straight and not crooked

Lighting

Awnings Lights

- All awning under lights work
- All light colors match (white vs yellow)
- All lights working at uniform intensity

Parking Lot Lights

- All parking lot lights work
- All light colors match (white vs yellow)
- All lights working at uniform intensity

Roof Lights

- All roof lights work
- All light colors match (white vs yellow)
- All lights working at uniform intensity

Entry Spotlights

- All spotlights work
- All light colors match (white vs yellow)
- All lights working at uniform intensity

Entry Lamps/Lanterns

- All lamps work
- All light colors match (white vs yellow)
- All lights working at uniform intensity

Floor Lights

- All light colors match (white vs yellow)
- All light covers are free of debris
- All light covers are free of cracks

Parking Lot

Paving Condition

- Pavement is in good condition
- No potholes
- No excessive cracks

Striping

- Striping is in good condition
- Handicap spots are marked clearly
- "To Go" signs are in good condition and not falling over

Car Stops

- Car stops are straight
- Car stops are painted (if they should be)
- No broken car stops or exposed steel

Curbs/Sidewalk

- No broken curbs or exposed steel
- No weeds in curb seams
- Handicap access paint is in good condition
- Fire lane paint is in good condition

Landscaping

Plants

- Free of trash
- Dead plants are removed
- Uniform mulching
- Hedges do not pass the height of window ledge
- No additional landscaping work is needed

Powerwashing

- Entrance to restaurant is clean
- Perimeter of building is clean
- Back entrance to dumpster pad is clean and free of grease
- Dumpster pad is free of grease build up

Cleanliness

Dumpster Pad

- Gate is closed
- Dumpster container is in good condition
- Dumpster lid is in good condition
- Dumpster pad is free of trash on floor
- Grease trap is free of food/debris/ grease spillage
- Crates and boxes are organized
- Service pickup days are sufficient

Windows

- Window are clean without streaks
- Window sills and ledges are clean and free of dirt and debris
- Window clings are straight and not crooked

Walls

- No Graffiti on walls
- All paint has an even coat
- No dark patches or stains

Doors & Closures

- Decals on doors are relevant
- Decals are taped evenly and not crooked
- Tape residue is removed and cleaned
- Doors open and close with no problem
- Back door completely closes
- No holes in back door

Front Entrance

- Entrance walkway is clean and white
- No trash or debris in entrance
- Benches are in good condition and secured (painted/no rust)
- Trash containers are clean and in good condition
- No paint is needed in the entry walkway

Awnings

- Awnings are clean
- Awnings are in good condition (no holes present)

Building Interior

FOH CLEANLINESS & FIRST IMPRESSIONS (S = satisfactory, U = unsatisfactory. Include Comments.)

Front Doors (close properly, weatherstrip, closers operational, appearance) S/U _____

Host Stand (clean, organized, stocked, catering menus, etc.) S/U _____

Signage & Marketing (current LTO, banners, posters, etc.) S/U _____

Menus (clean, sanitization process in use) S/U _____

Lobby (floors, walls, windows, seating area, etc) S/U _____

Restrooms (faucets, fixtures, mirrors, walls/partitions) S/U _____

Dining Room (floors, lighting, ceiling tiles, AC Vents, return air grilles, etc.) S/U _____

Booths/Tables (torn booths, Syrup caddies cleanliness, partitions) S/U _____

Supplies properly stocked (catering menus, kids menus, colors, etc.) S/U _____

Guest Service (prompt greeting, telephones being answered, etc.) S/U _____

Employee Uniform Compliance (all FOH in clean uniform, name tags, proper footwear/pants, etc.) S/U _____

BOH CLEANLINESS & ORGANIZATION

Manager Office (desk, shelves, supplies, Red Book in use) S/U _____

Server Galley (floors, walls, beverage stations, soda machine, OJ machine) S/U _____

Dish Area (trash can magnet in use, racks, cleanliness) S/U _____

Dry Storage (FIFO, no expired product, no dented cans, etc.) S/U _____

Cook Galley (stainless steel, walls, ceiling, cutting boards, etc.) S/U _____

Waffle Irons (process in place to clean daily, proper spray in use, no buildup present) S/U _____

Employee Uniform Compliance (Cooks & Combos in uniform, proper shoes/pants, aprons) S/U _____

BoH Floor Condition (broken/missing tiles, grout issues) S/U _____

Back Door (kept locked, functional panic bar & alarm, properly closes) S/U _____

PORTION CONTROL

Prep Cook:
(Weigh / Measure and Record findings)

Pot Roast _____

Turkey _____

Chicken _____

Cheese _____

Fajita Blend _____

Salad _____

Line Cook
(Observe and measure results)

Pancake Diameter _____

Waffle Batter _____

Side Batters _____

Liquid Eggs _____

Omelette Batter _____

French Fries _____

Expo/Server
(Observe/Identify Opportunities)

Butter _____

Garnishments _____

Coffee Carafe _____

Sugar/Creamer _____

Napkins _____

Condiments _____

Prep list accurately completed by manager Y/N _____

Pull lists accurately completed by manager Y/N _____

No expired products found in Walk In Cooler, Reach Ins, Dry Storage, etc. S/U _____

TO-GO / OFF PREMISE

Dedicated staging area for Off-Premise supplies Yes/No _____
Catering menus visible at host stand Yes/No _____
Proper condiments being distributed based on Food Yes/No _____
Proper quantities of condiments being distributed Yes/No _____
Fly-By Tablet operational and in use Yes/No _____
Curbside Orders being taken out to guests Yes/No _____
Telephone being answered within 3 rings Yes/No _____

REFRIGERATION EQUIPMENT TEMPERATURES, SAFETY, SANITATION

Salad Bars Temp (33 – 40) Server Galley _____ Kitchen Left _____ Kitchen Right _____
Reach In Coolers (33 – 40) Server Galley _____ Kitchen Left _____ Kitchen Right _____
Reach In Freezer (-10 – 0) _____ Walk In Cooler (33-40) _____ Walk in Freezer (-10 -0) _____
Egg Station (33 – 40) _____
Gaskets replacements needed _____
Other repairs needed _____
Storage containers all have lids In use (S/U) _____
Towels kept in sanitizer buckets (S/U) _____
Sanitizer PPM within spec (S/U) _____
Dish machine sanitizer PPM (S/U) _____
Products labeled throughout BoH (Walk in, reach ins, etc.) S/U _____

PRODUCT TEMPS

Sour Cream _____ Side Batter _____ Liquid Egg _____ Shell Eggs _____ Butter _____
Turkey _____ Tomato _____ Salad Dressing _____ FT Batter _____ Omelette Batter _____

COOKING EQUIPMENT / HOT WATER TEMPERATURES

Left: Pancake Grill _____ Wet Grill _____ Right: Pancake Grill _____ Wet Grill _____
Fryers _____ Steam Table _____
Kitchen Hand Sinks _____ Server Galley Hand Sink(s) _____ Dish Area Hand Sink _____
Prep Sink _____ Men's Room _____ Ladies Room _____

COOKING & PLATING

Pancakes (proper diameter, fluffy, SOP) S/U _____
Omelets (ingredients, appearance, presentation) S/U _____
Combo Plate (portions, presentation, cooked to guest requests) S/U _____
Steakburger (presentation, patty cooked properly, proper build) S/U _____
Marketing LTO (presentation, proper build, garnishments, etc.) S/U _____

Vendor Feedback: *include any notes, feedback, or adjustments for the following vendors*

- Trash Pick Up _____
- Linens (frequency / Quantity) _____
- Mats (replacement? Quantity &Size) _____
- Pest _____
- C02 _____
- Phone & Internet & wifi connection _____
- DishMachine & Chemical _____
- Landscaping _____
- Power Washing _____
- Waffle Irons (forks/brushes) _____

OVERALL VISIT SUMMARY

What 3 areas of operation were most impressive?

1. _____
2. _____
3. _____

What 3 areas of operation need the most and/or immediate attention?

1. _____
2. _____
3. _____

Supervisor Signature

Manager/MOD Signature
