

OUTLET VISIT CHECKLIST

NAME OF OUTLET :			DATE OF VISIT :	
HEAD BUTCHER :			START TIME :	
AREA MANAGER:			END TIME :	

PARAMETER	RATING					RATE	REMARKS
	10	8	6	4	2		
PERSONAL HYGIENE	Wear clean uniform, Apron, Face Mask/Spit Guard,gloves, hairnet, visor cap, lab gown and boots or any PPE required by the retail outlet	1 deviation in grooming and PPE	2-3 deviations in grooming and PPE (i.e., no spit guard, no hairnet)	Wear dirty PPE	Incomplete and dirty PPE		
	Clean haircut, no hair dye, no beard, tattoo, moustache and not wearing jewelries	Long hair	With moustache, with beard	With hair dye	Long hair with hair dye color, with moustache & beard and wear jewelries		
	Fingernails are trimmed, clean and unpolished	Fingernails are not trimmed but unpolished	Fingernails are dirty	Fingernails are long and with polish	Fingernails are dirty, not trimmed and polished		
	Personnel serving meat washes hands often and uses tong/ladle, etc. for serving if necessary	Sometimes washes hands but uses tong/ladle, etc. for serving if necessary	Sometimes washes hands and do not use tong/ladle, etc. for serving if necessary	Never washes hands but uses tong/ladle, etc. for serving if necessary	Never washes hands and do not use tools for serving		
TOOLS AND EQUIPMENT	Knives, sharpening stone, cleaver and other tools are cleaned and sanitized before the commencement of the day selling	Tools are clean but not in proper location	Tools are clean but are broken/dent	Tools are dirty	Tools are incomplete, broken and dirty		
	Equipment/Machineries are in good condition, safe, clean and sanitized before the commencement of the day retailing/selling	Some equipment/machineries are not in good condition but are clean	Most equipment/machineries are not in good condition and are dirty.	All equipment/ machineries are in good condition but dirty.	All equipment/machineries are broken and unsanitized & dirty		
	All tools and equipment are washed with cleaning agent /detergent (food grade) and rinsed with clean warm water after every use	All tools and equipment are washed with detergent (food grade) but not rinsed with clean warm water after every use	All tools and equipment are not washed immediately every after use	Detergent use for washing is not food grade.	All tools and equipment are unsanitized & dirty.		
DISPLAY OF MEAT PRODUCT	Fresh appearance of meats	Some meats are discoloured	Insects are visible in the display	Most meats displayed are frozen	Contaminated and discoloured meats are displayed		
	Planogram are followed and no overcrowding	Some meat displayed are incomplete	Some meats displayed are not in proper position based on the planogram	Meats displayed are incomplete	Planogram are not followed and overcrowded display		
	Meat display cabinets are wiped with clean cloth and all lights must be operational	Meat display cabinets are clean but some lights are not operational	Meat display cabinets are dirty but all lights are operational	Cabinets are dirty and all lights are not operational	Cabinets are rusty, dirty and all lights are not operational		
	Signages and price tags are accurately displayed and visible	Some signages are not accurately placed	Some prices are not updated	Most signages are faded and dirty	Most signages are not properly placed and prices are not updated		
	Value-Added products are well-covered	Some Value-Added products are uncovered	Some Value-Added products are not available	Value-added products are uncovered	Value-Added products are incomplete, discoloured and slimy		
STORING AND PACKAGING OF MEATS	Temperature of coldroom reads negative eighteen (-18 C)	Temperature of coldroom reads above negative eighteen celsius (-17°C to -12 °C)	Temperature of coldroom is fluctuating	Coldroom thaws out frequently	Coldroom is broken and shutdown		
	Temperature of chiller is zero to four degree celsius	Temperature of chiller reads above four degrees celsius (+5°C to +8°C)	Temperature of chiller is fluctuating	Chiller is not accurate with the set temperature	Chiller is broken and shutdown		
	Meats are free from Off odour/ discoloration/ slimy surface	Some meat packages/boxes are damaged	Meat packages/boxes are not arranged properly	Meats are with Off odour/ discoloration/ slimy surface	Fresh and contaminated meats are mixed		

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STORING AND PACKAGING OF MEATS	Cold storage room/refrigerator is not overload (60% of capacity)	Meats are properly segregated	Meats are stacked higher than recommended height	Meat packages/boxes are not arranged properly	Overloaded cold storage		
	All products are labelled with name and date(expiry/delivery)	Some products are not labeled with name	Some products are not labelled with date (expiry/delivery)	Some products were not accurately labelled	All products do not have any labels		
	Frozen products are thawed in refrigerator before display	Vacuumed frozen products are forcibly thawed	Some frozen products are refrozen	Frozen products are thawed in room temperature	Frozen products are thawed directly in water		
	Packaging and pack seals are intact,without holes,leakage,dents,and vacuum pack intact.	Some packaging and pack seals are not intact.	Some packaging and pack seals are not intact and with holes.	Some packaging and pack seals are not intact, with holes, leakage,dents and vacuumed products are loosely packed	Ice is present inside the products that are loosely packed		
	Meat products are under "best before"/expiry or use by date	Some products are near to expire	Some of the products are not labelled with expiration dates	Most of the products are not labelled with expiration dates	Some meat products are expired		
CLEANING SUPPLY STORAGE AND DISPLAY AREA	Work surfaces are cleaned properly before starting work	Walls are stained	Floors below & behind the counter and display rack are dirty	Floor is wet and dirty	Area is dirty and not organized.		
	Cleaning product like liquid detergent(food grade)is available	Some cleaning products are not available	Cleaning products are not food grade	Cleaning products are stored near meat products	No cleaning product available		
	Cleaning materials like mop,rags,squeegies/wiper are available	Some cleaning materials are not available	Cleaning materials are not in proper storage	Some cleaning materials are damaged	No cleaning material available		
	Store rooms are cleaned every two weeks or earlier as necessary	Store rooms are sometimes maintained	Store rooms are seldom maintained	Store rooms have foul odor	Store rooms are dirty and with the presence of pests and rodents		
	Mop is odorless,sanitized before using and air dried after	Mop is soaked in dirty water	Mop is damaged	Mop is not available	Mop has foul odor, dirty, full of grease		
	Waste bins are Leak proof and kept clean	Waste bins are too small	Waste bins are dirty	Waste bins are broken	Waste bins are not available		
	Storage area is clean and free of debris,empty boxes or other refuse	Empty boxes are scattered in the storage area	Empty boxes are placed in aisles	Storage area is not dry and not well ventilated and well lighted	Storage area are dirty and full of empty boxes		
CUSTOMER SERVICE	There are enough personnel to assist customers	Not enough staff to take orders of customers	There are few personnel focus to assist customers	There are enough personnel but ignores customers	No available staff to assist customers		
	Greets customers with a smile	Smiles but don't greet	Greets but don't smile	Smile is sly/not genuine	Don't greet and smile		
	Taking orders and suggesting products are prompt, pleasant and clear	Takes order properly but not suggested additional products	Seldom suggest products to customers	Does not repeat customer's order to verify	Never suggests promo items/other products		
	Preparation and assembling of orders are organize, accurate and fast	Products are not assembled properly	Products are accurately organized but served slow	Products are inaccurately organized even served fast	Products are not assembled properly, inaccurate and served slow		
	Serve the meat order completely, courteously and helpfully with proper posture	Staff is courteous and helpful with proper posture but orders were not completely served	Staff is courteous and helpful but with improper posture	Staff is courteous and helpful but with improper posture and orders are not completely served	Staff shows disrespect and not helpful		
	Thank/ask for repeat order naturally, sincerely and with eye contact	Thank the customer but without eye contact	Serves without smiling	Thank the customer but not completely focused	Do not thank customer and focuses on unimportant activity		
MONITORING RETAIL OUTLET VARIANCE	Delivery Receipts(DR) are properly documented	DRs are documented but incomplete	DRs are incomplete and unreadable	DRs are scattered elsewhere	DRs are not kept for documentation		
	Ingredients and packaging supplies are enough for the daily operation	Ingredients and packaging supplies are not enough for the daily operation	Some ingredients are not used and nearly expire	Plastic packagings are used improperly(personal use)	Ingredients and packaging supplies are unavailable		
	Meat stocks and buffer items are in the right volume	Items for buffer are exceeded the preferred count at 20%	Items for buffer are exceeded the preferred count at 50%	Items for buffer are exceeded the preferred count at 80%	Overcrowded meat stocks		
	Fast moving products are always available	Fast moving products are available but not enough until next delivery	Fast moving products are nearly out of stock	Fast moving products only available for the day.	No available fast moving products		