Restaurant Excellence Visit Guidebook

Round 2, 2023

HUNGRY JACK'S REV
RESTAURANT EXCELLENCE VISIT

To improve Operations Standards execution and minimize Food Safety risks, Burger King Corporation (BKC) has contracted a third-party vendor to evaluate operations to enhance our Guest's experience.

This relationship gives BKC and the restaurants an opportunity to effectively evaluate performance and improve operations.
The overall score is entirely based on the Operations Standards Score if the restaurant meets the 25 Points threshold to pass food safety assessment.

The Restaurant Excellence Visit will be executed between two to four times a year. Each restaurant will get two regular visits and up to two additional critical visits per year

OPERATIONS STANDARDS

The Operations Standards (previously "Brand Standards") portion of the REV comprises of 5 sections:
"Guest Service & Experience", "Food Quality", "Management", "Guest Journey" (Cleanliness & Maintenance), "Back of House and Equipment" (Cleanliness & Maintenance), and "Digital Operations"
The score is calculated as a percentage based on the total points earned and the total points available for each section. Guest Experience Criticals and Repeat Issue will be deducted from the score.
The final Operations Standards score represents the overall audit score for the restaurant.

Achieving an overall score of 60% or better will result in a Letter Grade rating for your REV, which will be represented by an "A", "B", "C" or "D" rating depending on performance. If the restaurant score falls below the 60% threshold, the restaurant will receive an "F" or "Fail" rating. The REV may also be rated as a "Fail" if Food Safety is Failed or a Zero Tolerance Finding is triggered during a visit.

*If local law (1) is stricter than the standard outlined in the guidebook or (2) differs from the standard outlined in the guidebook in a way that is not more lenient than the standard outlined in the guidebook, you must observe your local laws in accordance with your Franchise Agreement, and you should not be penalized in the evaluation for following such laws.

GUEST EXPERIENCE CRITICALS

Our Guests expect to be served in an exceptional manner. In order to support this mentality, Guest Experience Criticals are criteria, which if found non-compliant will result in an additional deduction of 30 points from the total Operations Standards score. This deduction will continue until you reach a zero (0%) score.

REPEAT ISSUE

This is when a line item/s within a standard are found to be non-compliant twice in a row on consecutive REV visits.
In order to be successful in the long term, we must achieve continuous improvement. Therefore, repeated issues will be scored with double points (additional points are a deduction). This deduction will continue to deduct from your score until you reach a zero (0%) overall score.

Any "" marked questions are not eligible for Repeat Issue deductions*

FOOD SAFETY

Food Safety will be Pass/Fail only, with a Fail threshold of 25 Points.
If Pass: No impact on the overall REV score, which will then equal the Ops Standards score. Areas of improvement will be highlighted in the action plan.
If Fail: The whole REV fails, and Overall Score becomes 0%

SCORE GUIDE

OPERATIONS STANDARDS

Category	Total Points	# of GEC
Guest Service & Experience	255	9
Food Quality	190	7
Management	135	0
Guest Journey Cleanliness and Maintenance	150	4
Back of House & Equipment Cleanliness and Maintenance	140	0
Digital Operations	130	2
Jack's Café	70	0
TOTAL	1070	22

GRADE	Overall Score (%)
A	90 - 100
B	80 – 89.9
C	70 – 79.9
D	60 – 69.9
FAIL	Below 60

REV
RESTAURANT EXCELLENCE VISIT

FOOD SAFETY

Food Safety will be Pass/Fail only, with a Fail threshold of 25 Points.
If Pass (<25 points deduction): No impact on the overall REV score. Areas of improvement will be highlighted in the action plan.
If Fail (>=25 points deductions): The whole REV fails, and overall score becomes 0%

	Food Safety - Overview
Scoring method	Pass/Fail
Pass/Fail threshold	25 deduction points
Value by question	4 pts for Important items 8 pts for Critical items 16 pts for Escalation items

BRAND PROTECTION FLAGS (RED FLAGS)

While it is important to work on resolving all issues found during the REV, some situations cannot wait and should be resolved immediately to avoid any risks to our guest, our team members or the Burger King brand reputation.
These items have been indicated throughout the REV Guidebook by a Red Flag next to them:

Brand Protection Flags will be specifically highlighted in the report & a separate communication will go out to the Operator and ARL highlighting the need to fix these as soon as possible.

After every 48 hours, if action plans are not submitted via NSF portal, an automatic email escalation will be sent to the next level up in the FRUM hierarchy

Recognition

GOLD CERTIFICATE

Awarded to restaurants scoring "A" grade with food safety 'pass'

PLATINUM CERTIFICATE

Awarded to restaurants scoring "A" grade with no food safety findings

DIAMOND CERTIFICATE

Awarded to restaurants with two consecutive "A" grade with no food safety findings

BURGER KING® REV PROGRAM
Gold Certificate
AWARDED TO

BK 10159

Overall Score: 96

Round #
Month Day, Year

David Shear
President, EMEA

Bryce Raff
Head of Operations, EMEA

BURGER KING® REV PROGRAM
Platinum Certificate
AWARDED TO

BK 10159

Overall Score: 100

Round #
Month Day, Year

David Shear
President, EMEA

Bryce Raff
Head of Operations, EMEA

BURGER KING® REV PROGRAM
Diamond Certificate
AWARDED TO

BK 10159

Overall Score: 100

Round #
Month Day, Year

David Shear
President, EMEA

Bryce Raff
Head of Operations, EMEA

ZERO TOLERANCE

1. Serious gas or electrical issues, which are deemed a danger to employee's or the public. This includes no electricity.

2. Only 1 member of staff/ management present in restaurant or no manager on shift resulting in compromised safety of the team and Food Safety execution (excluding absence due to bank run or restroom break for a maximum of 20 minutes)

3. Employees identified as having a serious illness which puts the public safety at risk

4. No running water and no approved alternative source available

5. Pest infestation in the restaurant (Rodents, nesting birds, roaches, etc.):
   a. Two or more cockroaches (alive or dead) found anywhere in the restaurant
   b. One or more rodent (alive or dead) found anywhere in the restaurant (Note: do not open traps to inspect interiors)
   c. 5 or more rodent droppings observed anywhere in the restaurant
   d. Rodent gnaw marks on food products, food packaging, or food contact smallware
   e. Nesting birds/bats inside the restaurant

6. Pest Control report mentions potential infestation & recommended actions have not been executed

7. Backed up drains in the kitchen, or in restaurant and the area cannot be safely cordoned off.

8. Critical equipment not functioning properly:
   a. Walk-in freezer/walk-in cooler: If temperature of 80% of products (maximum 10 products) is not within BK® temperature standards (8 or more total products above 8°C/46°F)
   b. Broiler: If broiler is incapable of cooking patties and not shut down until proper maintenance can be performed or if beef is cooked in an unapproved method

9. Dish soap and sanitizer not available in the restaurant. Hand soap not available in the restaurant. 2/3 comp sink not available in Back of House

10. No working restroom available

11. Falsified Servsafe Certificate(s) observed

12. Unapproved Golden-Core Commodity found in the restaurant: (see next page for full scope)
    a. Beef: WHOPPER® Patty (4.4 oz); WHOPPER Jr® Patty (1.7-2.4 oz)
    b. Chicken: Original Chicken Patty; Royale Patty; Long Chicken Patty; Crispy Chicken Patty; Nuggets; Tenders; Grilled Chicken; Chicken Stripes

13. The restaurant refuses entry to an auditor

13. Any unapproved golden commodity/commodities in the restaurant
a. List of golden commodity items under scope

CATEGORY	ITEM	CATEGORY	ITEM
Buns	WHOPPER® Bun (5" Sesame Seeded Bun)	Condiments	Mayonnaise
Buns	Burger Bun (4" Sesame Seeded Bun)	Condiments	Ketchup
Buns	Specialty Bun (7" Sesame Seeded Bun)	Condiments	Mustard
Beef	WHOPPER® Patty	Condiments	Pickles
Beef	WHOPPER Jr® Patty (Burger Patty 1.7 – 2.4 oz)	Produce	Iceberg Lettuce (Whole & Pre-cut)
Chicken	Original Chicken Sandwich / Royale / Long Chicken Patty	Produce	Onions (Whole, Peeled & Pre-Sliced)
Chicken	Nuggets / Tenders	Produce	Tomatoes (Whole)
Chicken	Crispy Chicken	Fries	Thick Coated Fries
Chicken	Grilled Chicken	Fries	Low Coat Fries
Chicken	Chicken Strips	Fries	Shoestring Fries
Whopper Add On	American Cheese	Fries	Low Fat Fries
Whopper Add On	Bacon		

Food Safety

FS11   Personal Hygiene Practices meet Standard   8 Points

STANDARD	LOOK FOR	SCORE IF
1- Hands are washed when required	• Hands are being washed when required: before donning gloves, in between glove changes, upon entering the kitchen, before starting a shift, after taking breaks, talking on the phone, after eating/drinking/tobacco use, after touching hair or body, after performing any non-food handling tasks, returning from the restroom, before and after handling raw food, before produce preparation, after opening trash can lid • Hands are being washed and sanitized at least once an hour or more frequently as needed • Timers or other tracking systems to ensure that frequent handwashing is occurring • Trash cans that can't be opened without using the hands	ΔHands are not washed when required
2 – Handwashing procedure is executed properly	• Hands are washed in accordance with the posted procedure and for the requisite amount of time • Use of nail brush and sanitizer is optional, but the procedure posted and followed should be adjusted accordingly	ΔImproper procedure is observed on any occasion
3 – Paper towel, soap, and hand sanitizer dispensers are stocked, easily dispensed, and unexpired	• Dispensers from approved suppliers are mounted on or near the hand sink for the sole purpose of handwashing • Soaps or paper towels stacked on/near the hand washing sink	ΔIf they become empty and are not restocked within 10 minutes ΔSoap and/or sanitizer is expired ΔDispensers are placed in a manner that would prohibit the proper use of the device (such as the need to walk to it during the handwashing process) ΔPaper towels are observed placed outside of the dispenser
4 – No Evidence of Team Members working while ill	• Signs of cold, flu, or stomach ailments exhibited by Team Members like sneezing, vomiting, jaundice, or excessive coughing	ΔAny Team Member that is clearly sick is working anywhere in the restaurant
5 – Team Member observed with uncovered sore on hand/arm	• Team Members with sores or scabs on hands or arms that are not covered by a blue band-aid and a glove or undershirt	ΔAny Team Member has an uncovered sore, scab, or other wound ΔAny band-aid is not covered by gloves or clothing

Food Safety

FS11   Personal Hygiene Practices meet Standard (Cont.)   8 Points

STANDARD	LOOK FOR	SCORE IF
6 – Gloves (if required) are available and used appropriately	• A glove rack that can accommodate two glove boxes installed at a hand washing sink (only applicable if gloves required in food handling) • Colored restroom gloves being used for something other than cleaning the restroom or handling trash • Food handling gloves used to clean the restroom or handle trash • Gloves stored anywhere other than the hand washing sink	ΔImproper procedure is observed on any occasion
7 – At least one handwashing sink in the back of house is functional	• The three-compartment sink being used to wash hands • Hand-washing sinks marked as "Do not use"	ΔTeam Members have to exit the Back of House areas to wash their hands ΔTeam Members using the three-compartment sink to wash hands

FS11E	Food Safety Escalation	Double Deduction (16 points)
1- Hands are washed when required	• Hands are being washed when required: before donning gloves, in between glove changes, upon entering the kitchen, before starting a shift, after taking breaks, talking on the phone, after eating/drinking/tobacco use, after touching hair or body, after performing any non-food handling tasks, returning from the restroom, before and after handling raw food, before produce preparation	ΔNo handwashing at start of shift, after cleaning or after restroom visit
2- Any 3 line-items scored		Δ3 or more line items within FS11 observed

Food Safety

FS12   **Personal Hygiene Practices meet Standard**   **4 Points**

STANDARD	LOOK FOR	SCORE IF
1- Handwashing sinks are free from obstruction	• Items needing to be moved out of the way to access the sink • Evidence of anything other than water in the sink basin (ice, pans, etc.)	ΔAn item must be physically moved to gain access to the sink ΔAnything is observed in the sink that is not water
2 – Handwashing sinks in kitchen areas meet a minimum of 100ºF/38ºC	• The Hand-washing sinks reach a minimum of 100°F/38°C (allowing for the 1°F/0.5°C thermometer variance) within 60 seconds • A failed first temperature meets the minimum standard within 60 seconds after a 20-minute resting period • A stable temperature while taking the temperature of all Hand-washing sinks in the kitchen area	ΔBoth temperatures are below the target temperature
3 – Blue Band-Aids are available	• Blue band-aids in the first aid kit or otherwise available	ΔBlue band-aids are not available
4 – Gloves (if required) are available and used appropriately	• A glove rack that can accommodate two glove boxes installed at a hand washing sink (only applicable if gloves required in food handling)	ΔGlove rack is empty ΔOnly one size of glove available at each hand washing sink (if glove box mentions universal/free size then different sizes not required) ΔGloves stored inappropriately ΔGlove racks are not immediately restocked after running out or colored restroom gloves are not available in the restroom caddy ΔGloves are observed anywhere other than at the hand washing sink
5 – Handwashing procedure is executed properly	• A posted and updated procedure	ΔNo procedure is posted or the procedure is outdated
6 – Paper towel, soap, and hand sanitizer dispensers are stocked, easily dispensed, and unexpired	• Dispensers from approved suppliers	ΔDispensers are not approved

Food Safety

FS21 **Cooking Practices are adequate** **8 Points**

STANDARD	LOOK FOR	SCORE IF
1- Manager is able to perform proper Cook-Out procedures	• Manager able to articulate the procedure from memory or using a guide (tray or poster) while performing process • Manager following the approved procedure, with appropriate load level, and by placing the probe at a 45-degree angle in middle of patty • Person performing cook-out to discard the product, W/R/S the PHU pan, tongs and sanitize the temperature probe if the cook-out fails • The time recipe to be adjusted if the cook-out fails	ΔAny step is missed by the Manager or person performing the Cook – Out

FS21E	*Food Safety Escalation*	Double Deduction (16 points)
1- Manager is able to perform proper Cook-Out procedures	• Manager able to articulate the procedure from memory or using a guide (tray or poster) while performing process • Manager following the approved procedure, with appropriate load level, and by placing the probe at a 45-degree angle in middle of patty • Person performing cook-out to discard the product, W/R/S the PHU pan, tongs and sanitize the temperature probe if the cook-out fails • The time recipe to be adjusted if the cook-out fails	ΔCook-out fails and refusal to take appropriate action – discard product, W/R/S PHU pan & tongs, sanitize the temperature probe, adjust time recipe, place workorder for maintenance (if required ΔProduct used to sell to a guest even after cookout failed

Food Safety

FS31   Contamination Protections are in place   8 Points

STANDARD	LOOK FOR	SCORE IF
1 – Proper use of tongs observed	• Lift-n-Grip tongs used only for frozen meat and stored in the meat well not touching the meat • Blue tongs used only for uncooked products that are not beef and stored in the specialty freezer not touching product • Green tongs used only for uncooked Veggie patties and removing Veggie patties from the microwave • Red tongs used only for cooked and finished products	ΔThe wrong color tong is used in an inappropriate manner ΔTongs are not stored as required ΔTong handles are directly touching the product
2 – Cooked and raw products are kept separate, with no potential for contamination	• Raw product coming into contact with cooked product at the broiler or fryer • Raw products stored above ready-to-eat products not in an air tight container (such as shell eggs above an opened package of lettuce)	ΔAnything raw is stored above a ready-to-eat product not in an air-tight container in coolers, boards areas, or food preparation areas
3 – Physical Contamination is not observed	• Any physical contaminants in food that are visible to the eye like dirt, mold, plastic, hair, or insects	ΔAny physical contamination is found
4 – Allergen Guidelines and Procedures are properly followed	• Posted communication in the front of house and at the drive-thru communicating the allergen warning • Proof of training for all current employees • Back of house poster is up outlining training surrounding the allergen • Clearly segregated products and smallwares used to prepare the allergen in dry storage and in all coolers • Smallwares used to prepare the allergen are washed, rinsed, sanitized separately from other smallwares	ΔCommunication is not posted at the front counter or in the drive-thru ΔNo proof of training is available or all Team Members working on the shift have not signed the allergen training acknowledgement form ΔAllergens open packaging is stored touching or in a manner that may contaminate other products ΔAllergen and other smallware are observed mixed/touching in dry storage or at the three-compartment sink ΔAllergen smallware are used in lieu of other smallware or vice-versa
5 – Back of House areas are free from roof leaks	• Leaking liquid from the roof not due to condensation from an air vent or buckets collecting water in the Back of House	ΔAny roof leak is observed in the food prep, kitchen, or dry storage areas, regardless if it can be cordoned off or not

Food Safety

FS31   Contamination Protections are in place (cont.)   8 Points

STANDARD	LOOK FOR	SCORE IF
6 – All chemicals present are labeled and stored properly	• Containers of chemicals not identified with a label • Containers of chemicals stored away from food contact surfaces, smallware, and service area • Containers of chemicals at least 12 inches/30 centimeters away from food	ΔContainers of chemicals (other than sanitizer) are not labeled ΔContainers of chemicals are not stored appropriately away from food, food contact surfaces, smallware, or the service area
7 – Scoops are stored properly	• Ice Scoop handle touching ice • Scoop with no handle being used • Cups being used as scoops • Ice Scoop improperly stored in water/sanitizer	ΔAny scoop observed without a handle ΔIce scoop stored in water/sanitizer ΔAny scoop handle observed to be touching ice ΔAny cup observed being used as a scoop

Food Safety

FS31E	Food Safety Escalation	Double Deduction (16 points)
1 – Proper use of tongs observed	• Lift-n-Grip tongs used only for frozen meat and stored in the meat well not touching the meat • Blue tongs used only for uncooked products that are not beef and stored in the specialty freezer not touching product • Green tongs used only for uncooked Veggie patties and removing Veggie patties from the microwave • Red tongs used only for cooked and finished products	ΔSame tong used for raw (not pre-cooked) product & finished product
2 – Cooked and raw products are kept separate, with no potential for contamination	• Raw product coming into contact with cooked product at the broiler or fryer • Raw products stored above ready-to-eat products not in an airtight container (such as shell eggs above an opened package of lettuce)	ΔRaw product touches cooked product and both are not discarded
3 – Allergen Guidelines and Procedures are properly followed	• Posted communication in the front of house and at the drive-thru communicating the allergen warning • Proof of training for all current employees • Back of house poster is up outlining training surrounding the allergen • Clearly segregated products and smallwares used to prepare the allergen in dry storage and in all coolers • Smallwares used to prepare the allergen are washed, rinsed, sanitized separately from other smallwares	ΔUnwrapped allergen product stored directly with other products or other direct cross-contamination
4 – Back of House areas are free from roof leaks	• Leaking liquid from the roof not due to condensation from an air vent or buckets collecting water in the Back of House	ΔAny roof leak right above an area where food is handled.
5 - Any 3 line-items scored		Δ3 or more-line items within FS31 observed

Food Safety

FS32 **Contamination Protections are in place** **4 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Restaurant is free from drainage back up	• Drains that have standing liquid in them or that are actively backing up • Signs that a restaurant may have a back up problem (drain flushing chemicals or equipment, smell of sewage)	ΔAny drain is observed actively backing up (score drains with water pooling under Repair and Maintenance) in the food prep, kitchen, or dry storage areas, but it can be safely cordoned off
2 – Dented, Rusted, Swollen, or Leaking cans are segregated and marked "Do Not Use"	• Cans that are rusted or swollen • Cans that have a dent along the edges • Cans that have a dent on the side forming a point • Cans that are not labeled "do not use" or equivalent	ΔAny cans are rusted, swollen, or dented (along the edges or on the side forming a point) and not appropriately segregated
3 – All handwashing sinks are functional	• Handwashing sink not functioning and not marked "Do Not Use"	ΔSink is not functional and does not have "Do Not Use" sign

Food Safety

FS41   **Holding Practices are implemented appropriately**   **8 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Hot PHFs meet the requisite minimum temperature guidelines	• One item in each PHU/hot holding cabinet that is ready to serve (green light) meeting a minimum temperature of 140°F/60°C (allowing for the 1°F/0.5°C thermometer variance) , if not meeting take two more temperatures in the same PHU/unit of a different product	ΔEither of the second temperatures does not meet standard ΔThere is only one pan of product in the PHU or one item in the hot holding cabinet, and it does not meet standard
2 – Cold PHFs meet the requisite minimum temperature guidelines	• Three items in the walk-in cooler and all other refrigerated units not temping higher than 40°F/4°C (allowing for the 1°F/0.5°C thermometer variance), if not meeting take two more temperatures in the same unit of a different product	ΔEither of the second temperatures does not meet standard ΔThere is only one product in the unit, and it does not meet standard
3 – No expired PHF items held at room temperature are observed 🚩	• PHF items on the board or in service areas within holding times • Labeled PHF items are mark with extended hold times	ΔAny PHF item past the expiry time that is served to a Guest ΔAny PHF item is more than 10 minutes past the expiry time
4 – All PHF items held at room temperature are properly marked 🚩	• All PHF items on the board and in service areas are labeled • Labeled PHF items are marked with extended hold times	ΔAny PHF item at room temperature is missing a hold time ΔAny PHF item is marked with the wrong hold time that is longer than allowed
5 – Old and new PHFs are not mixed 🚩	• New batches of produce, product, and other PHFs combined into the in-use container of an older batch of product • Smallwares that are required to be washed, rinsed, and sanitized every four hours (like the mayo spatula or squeeze bottles of PHF sauces) aren't placed into use with the replacement batch of product	ΔAny batches of produce, product or other PHFs are combined into the in-use container of product ΔAny smallware are reused with a new batch of products
6 – Soft serve and Shake mix in hopper meets requisite minimum temperature guidelines	• The temperature in the middle of the hopper between 34°F/1°C - 40°F/4°C (allowing for the 1°F/0.5°C thermometer variance) • Shake/soft serve mix being chilled before being placed into service	ΔMix in either the shake or soft serve hoppers do not meet standard ΔPowdered mix is placed into the hopper before reaching the requisite temperature

Food Safety

FS41E	Food Safety Escalation	Double Deduction (16 points)
1 – Cold PHFs meet the requisite minimum temperature guidelines	• Three items in the walk-in cooler and all other refrigerated units not temping higher than 40°F/4°C (allowing for the 1°F/0.5°C thermometer variance), if not meeting take two more temperatures in the same unit of a different product	Δ2 or more products over 8C
2 – No expired PHF items held at room temperature are observed	• PHF items on the board or in service areas within holding times • Labeled PHF items are mark with extended hold times	Δ3 or more (containers and/or ingredients)
3 – All PHF items held at room temperature are properly marked	• All PHF items on the board and in service areas are labeled • Labeled PHF items are marked with extended hold times	Δ3 or more (containers and/or ingredients)
4 – Old and new PHFs are not mixed	• New batches of produce, product, and other PHFs combined into the in-use container of an older batch of product • Smallware that are required to be washed, rinsed, and sanitized every four hours (like the mayo spatula or squeeze bottles of PHF sauces) aren't placed into use with the replacement batch of product	Δ3 or more (containers and/or ingredients) ΔItem returned by a Guest is placed back in PHU/holding cabinet or served to another Guest
5 – Soft serve and Shake mix in hopper meets requisite minimum temperature guidelines	• The temperature in the middle of the hopper between 34°F/1°C - 40°F/4°C (allowing for the 1°F/0.5°C thermometer variance) • Shake/soft serve mix being chilled before being placed into service	ΔMix in either shake or soft serve over 8C
6 - Any 3 line-items scored		Δ3 or more-line items within FS41 observed

Food Safety

FS51   Equipment Protected from Contamination   8 Points

STANDARD	LOOK FOR	SCORE IF
1 – Sanitizing solution strength meets minimum strength requirement	• All buckets and the three-compartment sink meet minimum strength standards (50 – 200ppm for Chlorine, 200 – 400ppm for Quat) • Any Dishwashing machine meets the strength standards	ΔAny bucket or spray bottle does not meet the strength standards
2 – Sanitizer solutions are not expired, in properly labeled and approved containers	• All buckets, spray bottles and the three-compartment sink have a legible label identifying the chemical within as sanitizer • The three-compartment sink is sanitized before being used as the veggie sink • No dish washing or items in the wash basin while using the three-compartment sink for produce prep • Sink Sanitizer and vegetable washing chemical are not expired	ΔTwo or more containers or spray bottles are not labeled, counting the three-compartment sink as one container ΔThe three-compartment sink is not washed, rinsed, and sanitized before being used for prep ΔDishwashing occurs or items are placed in the wash basin while using the three-compartment sink for produce prep ΔAn empty basin is not between the vegetable washing chemical and dishes ΔExpired Sink Sanitizer or vegetable washing chemical observed
3 – Sanitizing buckets/bottles available for all stations and/or not close to open food containers	• Buckets at least 12 inches/30 centimeters from food and food contact surfaces or placed where they could leak onto food • A spray bottle or bucket in the restroom caddy • At least one blue bucket per level in the dining room • Buckets at all requisite stations in the kitchen	ΔAny buckets or spray bottles are stored inappropriately near or above open food
4 – Approved clean cloths are submerged in sanitizing solution	• Wet cloths sitting on shelving or counters that aren't being actively used • Cloths are completely submerged in buckets • Any cloths used for deep cleaning are knotted at one end • Any cloths to be reused later are drip drying at the three-compartment sink • Use of appropriate colored cloths	ΔA wet cloth is observed not being actively used for >5 minutes and not submerged or drip drying as appropriate ΔWrong colored cloth is found in the sanitizer bucket or used for cleaning ΔA cloth is more than 50% out of the sanitizer solution
5 – Food Contact surfaces of equipment are free of mold	• Mold, dirt, or other build-up on food contact surfaces of equipment	ΔMold, dirt, or other build-up are present in this area as confirmed by a wipe or paper towel while wearing a glove

Food Safety

FS51   **Equipment Protected from Contamination (contd.)**   **8 Points**

STANDARD	LOOK FOR	SCORE IF
6 - Food contact surfaces of Vegetable Slicers, PHU Pans, and Tongs are properly cleaned before storage with no build-up observed	• Smallware stored as clean do not have any food debris, grease, build up, or other physical contamination • Debris or build up on the food contact surface (including the platform, blades, and fins) of the vegetable slicers	ΔAny build-up is observed on any food contact surfaces stored as clean ΔAny build-up is observed on veggie slicers stored as clean ΔTwo or more smallware are observed soiled
7 - Wash/Rinse/Sanitize procedure is properly followed	• Dishes being washed, rinsed, and sanitized appropriately • All dishes are sanitized for at least one minute	ΔAny dish not sanitized for at least one minute
8 – Three Comp Sink being used for something besides its intended purpose	• Look for Team Members washing mops or personal containers/smallware in the sink • 3 –comp sink being used as a storage unit for items not meant to be W/R/S	ΔImproper use of 3-comp sink is observed

Food Safety

FS52   Equipment Protected from Contamination   4 Points

STANDARD	LOOK FOR	SCORE IF
1 – Non-handwashing sinks in kitchen areas meet a minimum of 120ºF/49ºC	• The Non-handwashing sinks reach a minimum of 120°F/49°C (allowing for the 1°F/0.5°C thermometer variance) within 60 seconds • A failed first temperature meets the minimum standard within 60 seconds after a 20-minute resting period • A stable temperature while taking the temperature of all Non-handwashing sinks in the kitchen area	ΔBoth temperatures are below the target temperature
2 – Soda nozzles are properly cleaned with no build-up observed	• Dirt, mold, or other build-up on the food contact part of the soda nozzle (both the diffuser and the cap)	ΔBuild-up (not staining) is observed on any of the soda nozzles in the dining room and drive-thru
3 – All equipment and prep washing sinks are functional	• Sinks marked "Do Not Use" • Sinks that do not have running water • Sinks that are damaged to the point where a Team Member will not use them (such as missing legs, or requiring a bucket and trips to the mop sink to drain)	ΔAny equipment or prep washing sinks are not functioning and do not have a "Do Not Use" sign ΔAny sinks damaged to the point where a Team Member will not use them
4 – Sanitizing solution strength meets minimum strength requirement	• All buckets and the three-compartment sink meet minimum strength standards (50 – 200ppm for Chlorine, 200 – 400ppm for Quat) • Any Dishwashing machine meets the strength standards	ΔThe restaurant doesn't setup the three-compartment sink within 15 minutes of draining (if using Chlorine)
5 – Sanitizing buckets/bottles available for all stations and/or not close to open food containers	• Buckets at least 12 inches/30 centimeters from food and food contact surfaces or placed where they could leak onto food • A spray bottle or bucket in the restroom caddy • At least one blue bucket per level in the dining room • Buckets at all requisite stations in the kitchen	ΔRequired buckets or spray bottles are missing from their stations, the dining room, or Restroom Caddy ΔAny buckets or spray bottles not labeled

Food Safety

FS52 **Equipment Protected from Contamination (Cont.)** **4 Points**

STANDARD	LOOK FOR	SCORE IF
6- All required shake/soft serve brushes are present, clean, in-good condition, and stored properly	• All required brushes are present • All brushes are clean • No brushes need to be swapped for a new one to avoid being scored • Brushes stored in an approved clean, labeled, and drainable plastic container or approved stainless steel brush cabinet	ΔAny required brushes are missing ΔAny brushes are dirty when observed from arms length ΔAny unused brushes not stored in approved container ΔThe container storing brushes is dirty or does not drain (coach if the container is not labeled)
7 – Soft serve machine sanitizer is available	• Unexpired packs of green/Kay5 sanitizer	ΔKay5 sanitizer and/or lube is missing or otherwise unavailable in the restaurant ΔNo Kay5 sanitizer is available. Cannot be expired Kay5
8 – Smallware and PHU pans are properly maintained and not burned, no evidence of cracks on the food contact surface	• Smallware that have been burned or melted • Smallware that have scratches or cracks on the food contact surfaces • PHU pans that are scratched or cracked on the food contact surfaces • PHU pans that have been melted	ΔTwo or more of the same smallware are observed damaged ΔA smallware is found damaged and immediate action is not taken to discard the item

Food Safety

FS61   **Purchases are from Approved Sources**   **8 Points**

STANDARD	LOOK FOR	SCORE IF
1 – All food present is approved	• Items that are not on the ABL • Items bought from a local store being served to Guests without approval	ΔFood is present that is unapproved and not labeled for employees or for a product test
2 – All equipment, smallware, and tools present are approved	• Items that are not on the ABL or AEL	ΔSmallware, tools, and equipment present are not approved
3 – All chemicals present are approved	• Items that are not on the ABL • Items bought from a local store being served to Guests without approval • Store bought knock-down, pyrethrin based pest sprays are acceptable	ΔChemicals present are not approved
4 – Soft serve machine lube is approved	• Lube that is not approved for the soft serve machine	ΔSoft serve lube present is not approved

FS61E	Food Safety Escalation	Double Deduction (16 points)
2 – All food present is approved	• Items that are not on the ABL • Items bought from a local store being served to Guests without approval	Δ2 or more unapproved food items
3 – All equipment, smallware, and tools present are approved	• Items that are not on the ABL or AEL • Golden core equipment includes Broilers, Fryers, Toasters, PHU's, Fry Holding Stations & Soft Serve machine	ΔUnapproved golden core equipment
4 - Any 3 line-items scored		Δ3 or more-line items within FS61 observed

Food Safety

FS62   **Purchases are from Approved Sources**   **4 Points**

STANDARD	LOOK FOR	SCORE IF
1- All packaging and paper supplies are approved	• Items that are not on the ABL • Items bought from a local store being used to serve Guests without approval	ΔPackaging/paper is present that is unapproved and not labeled for employees or for a product test
2 – Employee food is properly stored and not prepared on/with restaurant equipment	• Employee food on prep tables or storage shelving • Employee food must be stored in the break room or in a marked container in chillers stored in a manner where it will not contaminate food for Guests • Any employees eating on or near preparation tables • Employee food prepared on restaurant equipment	ΔAny employee food is observed improperly stored ΔEmployees are eating on or near preparation areas

Food Safety

FS71   **Pest Issues are not observed**   **8 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Monthly Pest Control report is on file in the restaurant 🚩	• A monthly pest control binder with the report inside • An e-mail or electronic record with details from the latest pest service in the contents written out • Documentation from restaurant that action is taken on the report findings	ΔThe Monthly Pest Control Report is not available or on file in the restaurant at time of REV ΔThe Monthly Pest Control Report that is available is more than a month old ΔActions provided by PC and not completed within 5 days of the Inspection
2 – Rodent droppings are not observed 🚩	• Droppings inside of fryer, storage, and boards cabinets by using a flashlight • Droppings in the corners of the dry storage areas or inside of boxes that may also show signs of gnaw markings	ΔAny rodent droppings are observed
3 – Live or dead cockroaches are not observed	• Areas of unclean floor/counter under/behind shelving and equipment • Look inside equipment where it is warm and dark • Droppings that look like pepper grounds inside of cabinets and boxes	ΔAny live or dead cockroaches are observed
4 – Flies are not observed landing on food	• The presence of flies in the kitchen • Flies landing on food	ΔFood that any flies land on is not discarded
6 – Excessive fly activity is not observed	• A large group of flies in one area of the restaurant	ΔTen or more flies are observed in one area of the back of house

FS72   **Pest issues are not observed**   **4 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Ant trails are not observed in the back of house	• Spilled/leaking foods in storage areas or along walls that could attract pests	ΔA trail of at least ten ants is observed anywhere in the back of house

Food Safety

FS81   **Food Safety Systems are in place and implemented appropriately**   **8 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Critical issues on the Health Department Inspection are corrected within 10 days or the timeline specified on the inspection	• All Critical items on the report have been both corrected and maintained within ten days or the date specified (whichever is less)	ΔItems have not been corrected in accordance with the timeline specified or ten days from Inspection completion
2 – Daily Planner/Quality Check Logs are completed for the last 30 days	• Temperatures for non-beef logs are being over the past 30 days (starting 2 days prior to the day which the evaluation is being conducted) are all completed, and none are missing • No more than three days of paper logs if there were internet connectivity issues with ZENPUT	ΔThere are 2 or more missing temperatures without an action plan ΔThere are four or more missing temperatures with an action plan ΔAny temperatures are not in accordance with the timelines as outlined on the region appendix at the beginning of the REV Guidebook
3 – Approved calibrated thermometer is available	• A working and approved probe thermometer is available in the restaurant • Thermometer is calibrated within 1°F/0.5°C of the calibration standard	ΔThermometer is out of power or otherwise not working ΔThermometer is not available in the restaurant ΔThermometer is unable to calibrate within the allowed variance of the standard
4 – Registered temperatures in the Cook-Out Log are within proper range	• Any temperatures under the minimum standard and not corrected • Product that does not meet temperature being discarded • No corrective actions for missed temperatures	ΔAny temperatures are under the minimum standard and not corrected
5 – Cook-Out Logs are completed for the last 30 days	• Cook-Out Logs available for the last 30 days • Cook-Out Logs completed for the past 30 days starting two days before (for example, if it is 10am on June 8, 2013, start verifying from June 6, 2013, at 10am and go back 30 days) • More than three days recorded on paper for ZENPUT restaurants • More than three missing temperatures ("highlights" or corrective actions) • The correct Cook-Out log in use with the broiler that is in the restaurant (Nieco MPB94 with Nieco and Duke FBB with Duke)	ΔIf restaurant has 2 or more missing Cook-Out events ΔMore than three days recorded on paper and the restaurant uses ZENPUT ΔThe restaurant is using the wrong Cook – Out Guide for the broiler in-use
6 – Servsafe Certificate is available and unexpired for the person in charge	• Servsafe Certificates for all Managers • Expired Servsafe Certificates	ΔThe Manager-in-Charge cannot produce a valid Servsafe certificate by the end of the visit

Food Safety

STANDARD	LOOK FOR	SCORE IF
7 – Sanitizer test strips are available	• An open package of Sanitizer Strips in-use, readily available, and undamaged • The expiration date on the Sanitizer Test Strips and ensure they are not expired • An available color comparison chart for the test strips	ΔThere are no test strips available ΔThe package of test strips is still wrapped ΔThe test strips are damaged or expired ΔThere is no color chart for the test strips
8 – Health certificates are available	• Locally required Health Certificates not available for all Team Members (where required by local government)	ΔOne or more Health Certificates from the team roster is missing

FS81E	*Food Safety Escalation*	Double Deduction (16 points)
1 – Daily Planner/Quality Check Logs are completed for the last 30 days	• Temperatures for non-beef logs are being over the past 30 days (starting 2 days prior to the day which the evaluation is being conducted) are all completed, and none are missing • No more than three days of paper logs if there were internet connectivity issues with ZENPUT	Δ10 or more temperatures are missing or logged outside of allowed timeframes ΔObserved manipulation of daily planner/quality check logs ΔAny future temperatures are present
2 – Registered temperatures in the Cook-Out Log are within proper range	• Any temperatures under the minimum standard and not corrected • Product that does not meet temperature being discarded • No corrective actions for missed temperatures	Δ3 or more temperatures are under the minimum standard and not corrected ΔProduct that does not meet the temperature standard during a Cook-Out is not discarded
3 – Cook-Out Logs are completed for the last 30 days	• Cook-Out Logs available for the last 30 days • Cook-Out Logs completed for the past 30 days starting two days before (for example, if it is 10am on June 8, 2013 start verifying from June 6, 2013 at 10am and go back 30 days) • More than three days recorded on paper for ZENPUT restaurants • More than three missing temperatures ("highlights" or corrective actions) • The correct Cook-Out log in use with the broiler that is in the restaurant (Nieco MPB94 with Nieco and Duke FBB with Duke)	ΔCook-Out Logs are not available for the previous 30 days ΔIf restaurant has 3 or more missing Cook-Out events that are not highlight/have an associated action plan ΔObserved manipulation of cookout logs ΔAny future temperatures are present
4 - Any 3 line-items scored		Δ3 or more-line items within FS81 observed

Food Safety

FS82   Food Safety Systems are in place and implemented appropriately   4 Points

STANDARD	LOOK FOR	SCORE IF
1 – Most recent Health Department Inspection is Available	• A posted inspection or inspection filed in a readily available place in the Managers office	ΔThe Health Inspection cannot be located or is not posted as required ΔThe Health Inspection is not provided by the end of the REV
2 – Non-Critical issues on the Health Department Inspection are corrected within the necessary timeline	• All Non-critical items on the report have been both corrected and maintained within thirty days or the date specified (whichever is less)	ΔItems have not been corrected in accordance with the timeline specified or thirty days from Inspection completion

GUEST SERVICE & EXPERIENCE

GS11   Team Members and Managers Use Please and Thank You   10 Points

STANDARD	LOOK FOR	SCORE IF
1- Please and Thank You observed with every Guest	• Team Members incorporating the use of "Please" and "Thank You" in their order taking scripts (Examples: "Thank you for choosing Burger King", "May I please have your name?") and Guest interactions	ΔAny Guest does not receive at least one "Please" and "Thank You" during five interactions at the Front Counter and five interactions at the Drive-Thru

GS12   Team Member behavior at the start of the Guest interaction meets Standards   10 Points

STANDARD	LOOK FOR	SCORE IF
1- Team Member is present when Guest arrives	• Team Member present at the counter or Drive-Thru Window when Guest arrives	ΔTeam Member is not present at the Front Counter or Drive-Thru window when the Guest arrives during five interactions each at the Front Counter and Drive-Thru
2 – Guest is greeted within five seconds	• Team Members are greeting Guests within five seconds of their arrival at the Front Counter or Drive-Thru Menu board • Team Members are hustling to be present for the Guest's arrival if performing other tasks	ΔTeam Member does not greet within five seconds during five interactions at the Front Counter and five interactions at the Drive-Thru
3 – Greeting includes an initial welcome to the restaurant and an offer to help the Guest	• Team Members providing a friendly greeting that welcomes the Guest to BK and offers to help them	ΔTeam Member does not provide an appropriate greeting during five interactions at the Front Counter and five interactions at the Drive Thru

GS12C	*Guest Experience Critical*	Additional -30 Points
2 – Guest is greeted within five seconds	• Team Members are greeting Guests within five seconds of their arrival at the Front Counter or Drive-Thru Menu board • Team Members are hustling to be present for the Guest's arrival if performing other tasks	ΔTeam Member does not greet within 20 seconds at the Front Counter or at the Drive-Thru

GUEST SERVICE & EXPERIENCE

GS13   **Team Member behavior through the duration of Guest interactions meets Standards**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Team Member smiles at Guests	• Team Members smiling at Guests when greeting or helping them • A pleasant facial expression is maintained	ΔAny Team Member does not smile when helping Guests (it does not have to be a consistent smile)
2 – Team Member makes eye contact with the Guest	• Team Members providing eye contact during greeting and through the Guest interaction	ΔAny Team Member does not make eye contact when greeting Guests
3 – Team Member gives Guest their full attention	• Team Members dividing their attention between multiple Guests/situations	ΔAny Team Member is observed not providing Guests with their full attention

GS14   **Team Member behaviors support Speed of Service**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Orders are being fulfilled immediately	• Team Members sitting in the break room or working on other tasks during peak hours • Team Members not hustling to start orders after they appear on the Kitchen Display Screen (KDS) unless finishing a previous order	ΔOrders are not started within 5 seconds of Guest placing the order ΔIf the Team Member is working on other tasks and does not immediately stop to wash hands and prepare the order when it comes in
2 – Restaurant is Rush Ready	• Secondary tasks being completed during peak periods that interfere with business need • Guests leaving before placing their order • Stock levels at all stations of ingredients and other supplies (cups, napkins, receipt tape, etc.)	ΔAny Guest leaves before placing an order ΔTeam is working on secondary tasks two or more times during peak periods
GS14C	***Guest Experience Critical***	**Additional -30 Points**
1 – Orders are being fulfilled immediately	• Team Members not hustling to start orders after they appear on the Kitchen Display Screen (KDS) unless finishing a previous order	ΔOrders are not started within 30 seconds of Guest placing the order

GUEST SERVICE & EXPERIENCE

GS15 **DSS is executed properly** **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 - Positioning guide has individual and specific positions for expediting	• A posted Positioning Guide, Schedule, or List telling Team Members what position they will work during their shift • Positioning guide has the position of "controller"	ΔThere is no Positioning Guide posted ΔThe Positioning Guide is not filled out ΔPositioning guide does not have the position "controller" on it
2 - Team working expediting positions – are not running around between stations	• Multiple team members standing at landing zone / heat chute with no one working at drinks & deserts or fries or assembly area. • Same TM who collects food at landing zone / heat chute to make fries or make deserts	ΔThere are more than one person working at landing zone / heat chute while no one is working fries station, assembly area, or drinks & deserts ΔDon't score if two or less Team Members are working on expediting positions
3 - An assembly area is selected for all items in all orders to be consolidated. This can be in a few different locations, but if must be known by team	• Team taking tray or bag to other stations to collect ingredients • Confusion about where food should be consolidated	ΔWhen asked, the team cannot define the assembly area ΔThe team is moving the bags or trays around to collect drinks or deserts ΔDon't score if two or less Team Members are working on expediting positions
4 - Assembly area has access to condiments, and utensils	• Condiments and utensils not kept at assembly area. • Assembly area has no room for condiments or utensils	ΔAssembly area does not have condiments and utensils within reach
5 – Landing Zone, Kitchen Display Screen and Printers are installed and working correctly for stores opened or remodeled after Jan 2023	• Opening and remodel dates • Products are made-to-order (MTO) • Screens and printers at all open boards in the kitchen, at the LZ and the drinks and deserts station are installed and functioning	ΔScreens and printers at all open boards in the kitchen, at the LZ and the drinks and deserts station are not installed or do not work ΔSticky Labels are not used

GS15C	*Guest Experience Critical*	**Additional -30 Points**
6 – Full and proper DSS implementation for all new restaurants opened on or after Jan 1, 2023	• All above DSS elements not being executed properly in restaurant newly opened on or after Jan 1, 2023	ΔOne or more DSS elements are missing AND open date is on or after Jan 1, 2023

GUEST SERVICE & EXPERIENCE

GS16　　　**Team Member behaviors support Accurate Orders**　　　**10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Sales and Service Leaders repeat the order when necessary	• Five orders being taken at the Front Counter and Five at the Drive-Thru • Verification that custom and large orders (5 or more sandwiches) are repeated back to the Guest	ΔOrders are not repeated back to the Guest when required two or more times
2 – Controller or Handout uses tickets or screens to fill orders	• Controller or Handout referencing a Kitchen Display System or Receipt/Ticket to fulfill orders	ΔOrders are not verified two or more times

GS17　　　**No Guests return with Incorrect Order**　　　**10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – No Guests return with Incorrect Order	• Guests returning and asking for a Manager or telling the Team Member their order was wrong	ΔAny Guest receives the incorrect order and returns to the counter or the Restaurant to fix it

GS18　　　**Team Member closes the transaction in a positive manner**　　　**10 Points**

STANDARD	LOOK FOR	SCORE IF
1- Warm parting phrase used	• Polite and Friendly salutations to Guests as they are leaving	ΔTeam Members or Managers are observed not providing a warm parting phrase on two or more occasions
2 – Tray or bag presented to the Guest	• Tray or bag being handed to the Guest and not placed or "tossed" on the counter or into a vehicle • Tray of food being walked out to Guests at their table in the dining room	ΔTeam Members or Managers are observed not handing the tray or bag to the Guest on two or more occasions
3 – Expediter asks Guest if they need additional condiments	• The person handing the Guest their food if they need additional condiments • Guests returning to get more condiments after receiving their food • Condiments, napkins and utensils are placed on the tray, in the bag, handed to Guests or offered at a condiment station	ΔAdditional condiments are not offered at the Front Counter or Drive-Thru window to the Guest during five interactions each at the Front Counter and Drive-Thru ΔCondiments, napkins and utensils are not provided/offered to the Guest during five interactions each at the Front Counter and Drive Thru

GUEST SERVICE & EXPERIENCE

GS19   Receipt is included with the Order   5 Points

STANDARD	LOOK FOR	SCORE IF
1 – Receipt is included with the order	• Receipts placed on the tray, in the bag, or handed directly to Guests	ΔReceipt is not provided at the Front Counter or Drive-Thru window to the Guest during five interactions each at the Front Counter and Drive-Thru

GS21   Restaurant conducts at least Two Table Touches per hour   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – A Manager or a Team Member Conducts at least two table touches per hour	• Manager conducting at least two table touches per hour while Guests are in the dining room • Team Members conducting Table Touches if the Manager is busy • An empty dining room or only one Guest, if so, only one Table Touch is required	ΔManager forces to have conversation with guests – and guest is visibly disturbed ΔManager or Team Member do not conduct two table touches per hour
2 – A Manager or Team Member asks for specific feedback on visit from Guest	• Manager asks the Guest about specific menu items they ate or a Team Member that helped them • Manager asking generic questions • Team Members conducting Table Touches if the Manager is busy	ΔManager or Team Member does not ask about specific items relating to the Guest's experience

GUEST SERVICE & EXPERIENCE

GS23 **Travel Paths completed effectively & appropriate corrective action taken** **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 - Travel Paths completed effectively	• Regular (partial) travel paths. Manager does a travel path through at least 1 zone once every half hour • During travel path issues, when existing, are identified	ΔManager does not do a travel path through at least 1 zone every half hour. ΔNo action is taken on issues during the travel path
2 - Appropriate corrective action taken	• Identified issues are prioritized according to their urgency/impact • This can be doing or delegating small or urgent things immediately, delegating other tasks or adding less urgent or bigger tasks to a to-do list • "Major" issues are any issues that would directly impact guest or team member safety, food safety, product quality • f.e. Trip/slip hazards, any food safety violations, serving expired products to guest, guest complaints	ΔAction on major quality, safety, food safety and guest facing issues was not taken within 15 minutes (This also applies if major issues were not noticed due to a missing travel path)
GS23C	*Guest Experience Critical*	**Additional -30 Points**
2 - Appropriate corrective action taken	• Identified issues are prioritized according to their urgency/impact • This can be doing or delegating small or urgent things immediately, delegating other tasks or adding less urgent or bigger tasks to a to-do list • "Major" issues are any issues that would directly impact guest or team member safety, food safety, product quality • f.e. Trip/slip hazards, any food safety violations, serving expired products to guest, guest complaints	ΔAction on major quality, safety, food safety and guest facing issues was not taken within 60 minutes (This also applies if major issues were not noticed due to a missing travel path)

GUEST SERVICE & EXPERIENCE

GS31   B.L.A.S.T. is used in case of a Guest Complaint   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – B.L.A.S.T. is used in case of a Guest complaint	• Team Members or Managers using B.L.A.S.T. if a Guest issue arises • Team Members or Managers apologizing to Guests in a sincere manner • Team Members and Managers display effort to find a solution to the Guest complaint • The upset Guest leaving happy and/or satisfied with the resolution of the situation	ΔAny Team Member or Manger does not use B.L.A.S.T. when dealing with a Guest complaint

GS32   Team Members behave in a manner that demonstrates to Guests they are welcome at Burger King   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Team Members behave in a manner that demonstrates to Guests that they are welcome at Burger King 🚩	• Team Members or Managers locking the door before closing time • Team Members or Managers allowing a discussion with a Guest to escalate to an argument	ΔTeam Members or Managers make any Guest feel unwelcome as a result of their behavior
GS32C	**Guest Experience Critical**	**Additional -30 Points**
1 – Team Members behave in a manner that demonstrates to Guests that they are welcome at Burger King	• Team Members or Managers insults a guest • Team Members or Managers uses offensive language • Team Members or Managers uses offensive humor • Team Members or Managers show inappropriate behavior • Team Members or Managers show poor or negative attitude with customers	ΔTeam Members or Managers show inappropriate behavior

GS41   **All Menu Items are available**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – All items advertised on the menu are available for Guests to purchase	• LTO items that are near their run out period • Guests upset that they cannot receive a product due to the restaurant being out • Sold out signs on the interior Menu Board but not on the exterior Menu Board and vice-versa	ΔThe item is advertised as available on the Menu Boards but is not available to the Guest
GS41C	*Guest Experience Critical*	**Additional -30 Points**
1 – All items advertised on the menu are available for Guests to purchase	• LTO items that are near their run out period • Guests upset that they cannot receive a product due to the restaurant being out • Sold out signs on the interior Menu Board but not on the exterior Menu Board and vice-versa	Δ3 or more items are advertised as available on the Menu Boards but are not available to the Guest

GUEST SERVICE & EXPERIENCE

GS51   **Drive-Thru Order Time is within standards**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Drive-Thru Order Time from the previous month is <= 40 secs for single lane order point and <= 45 secs for dual lane order point	• The previous month Drive-Thru Speed of Service Order Time from the Drive-Thru Timer • The Drive-Thru Timer and ensure it is the approved version	Δ The restaurant is unable to provide the previous month of Drive-Thru Speed of Service, regardless of Workorder status Δ The restaurant does not have an approved Drive-Thru Timer Δ Dual Lane Order Point- The restaurant Order Time is greater than 00:45 secs • Award 8 points if between 00:46 and 00:50 • Award 6 points if between 00:51 and 00:55 • Award 4 points if between 00:56 and 1:00 • Award 0 points if greater than 1:00 min Δ Single Lane Order Point - The restaurant Order Time is greater than 00:40 secs • Award 8 points if between 00:41 and 00:45 • Award 6 points if between 00:46 and 00:50 • Award 4 points if between 00:51 and 00:55 • Award 0 points if greater than 00:55 secs
GS51C	*Guest Experience Critical*	**Additional -30 Points**
1 – Drive-Thru Order Time from the previous month is <= 40 secs for single lane order point and <= 45 secs for dual lane order point	• The previous month Drive-Thru Speed of Service Order Time from the Drive-Thru Timer • The Drive-Thru Timer and ensure it is the approved version	Δ Single/Double Lane Order Point – The restaurant order time is greater than 2:15 mins

GS52　　　**Window Time is 1:00 or below**　　　**10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Drive-Thru Window Time from the previous month is 1:00 or below	• The previous month Drive-Thru Speed of Service Window Time from the Drive-Thru Timer • Window Time is only being measured at the pick-up window, this is the second window the Guest comes to in a two-window setup and the only window that a Guest comes to in a one window setup	ΔThe restaurant has greater than 1:00 Window Time • Award 8 points if between 1:01 and 1:05 • Award 6 points if between 1:06 and 1:10 • Award 4 points if between 1:11 and 1:15 • Award 0 points if greater than 1:15 ΔThe restaurant is unable to provide the previous month of Drive-Thru Speed of Service, regardless of Workorder status

GS52C	*Guest Experience Critical*	Additional -30 Points
1 – Drive-Thru Window Time from the previous month is 1:00 or below	• The previous month Drive-Thru Speed of Service Window Time from the Drive-Thru Timer • Window Time is only being measured at the pick-up window, this is the second window the Guest comes to in a two-window setup and the only window that a Guest comes to in a one window setup	ΔThe restaurant has greater than 2:30 window time

GS53   **Dine-In Prep Time is 150 seconds or below**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Dine-In Prep Time is 150 seconds or below	• Record 7 manual dine-in times (combination of front counter and kiosk orders if restaurant has kiosks) • Wait time starts when Guest receives Receipt or Cash/Card back and ends when Guest receives their order (valid for both Kiosk & Front Counter) • If order has four or more combo meals in one transaction, do not include as one of the dine-in	ΔAward 15 points if dine-in prep time is between 2:31 and 2:35 ΔAward 10 points if dine-in prep time is between 2:36 and 2:40 ΔAward 5 points if dine-in prep time is between 2:41 and 2:45 ΔAward 0 points if dine-in prep time is greater than 2:45 ΔIf minimum of 5 dine-in times are not able to be observed during the REV, mark N/A

GS53C	*Guest Experience Critical*	**Additional -30 Points**
1 – Dine-In Prep Time is 150 seconds or below	• Record 7 manual dine-in times (combination of front counter and kiosk orders if restaurant has kiosks) • Wait time starts when Guest receives Receipt or Cash/Card back and ends when Guest receives their order (valid for both Kiosk & Front Counter) • If order has four or more combo meals in one transaction, do not include as one of the dine-in	ΔThe restaurant is greater than 5:00 Dine-In Prep Time

GUEST SERVICE & EXPERIENCE

GS61 **SOS tools are in place and working properly** **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – The Restaurant has the required number of headsets available and in-use	• Team in production positions are wearing headsets, with the minimum number required in the appendix in use • Manager-in-Charge wearing a headset to listen to the flow of orders	ΔThe minimum number of required headsets are not in use or the number of headsets that are broken/malfunctioning prevents reaching the minimum in use requirement ΔManager-in-Charge is not wearing headset
2– An Approved Drive-Thru Timer is installed and is working correctly	• The Drive-Thru Timer and confirm its brand, the approved models are HME Zoom and SICOM Drive-Thru Director, Summit • Any error messages on the results screen	ΔThe timer in use is not approved ΔThe restaurant does not have a drive-thru timer ΔThe timer is not on or broken, regardless of Workorder status ΔA timer loop error is on the screen and does not clear before the end of the REV
3 – OCU Speaker present and can be clearly heard	• An OCU Speaker present that can be clearly heard • Guests asking the Order Taker to repeat themselves	ΔThe speaker sound is muffled or unclear ΔTwo or more Guests ask the Order Taker to repeat themselves due to the volume/clarity of the speaker
4 – Approved Order Confirmation Screen is Installed and Order is being displayed as it is taken	• Order Confirmation Screen is present in the Drive-Thru (it may be part of the Digital Menu Board) • Order appearing on the screen as it is being taken	ΔThe restaurant does not have an Order Confirmation Screen ΔThe Order Confirmation Screen is not displaying the order as it is being taken

GUEST SERVICE & EXPERIENCE

GS64   **Multi-conventional Front Counter**   **10 Points**

STANDARD	LOOK FOR	SCORE IF**
1 - Guests receive all orders at pickup area	• Guest receiving food at POS • No defined Pickup area	Δ Guest receiving food at POS Δ There is no pickup area for POS guests
2 - Order Ready Screen displays all orders in preparation and ready	• No Order Ready Screen or Order Ready Screen not showing POS or Kiosk or App orders	Δ No Order Ready Screen or Order Ready Screen not showing POS or Kiosk or App orders

** Do not score if only one crew member working at front counter

FOOD QUALITY

FQ11 — Ordered Products are Prepared Correctly — 15 Points

STANDARD	LOOK FOR	SCORE IF
1 – Sandwiches are built correctly	• Three sandwich builds on each Sandwich Board, at least one must be a WHOPPER® • Proper addition of Salt and Pepper blend to the WHOPPER® Patty products (where applicable) • Proper sequence and items used on each build, in accordance with Guest request • Allow Tomatoes overlapping up to 2 cm	ΔAny improper build is performed
2 – Sandwiches are marked correctly	• Sandwiches marked in accordance with customizations as requested by the Guest • Sandwiches for level marked with expiry times for the heat chute	ΔAny improper marking is performed
3 – Beverages and Desserts are prepared according to proper procedures	• Three Beverage or Dessert preparations • Beverages and Desserts prepared according to Operations Procedures	ΔAny improper build is performed
4 – Salads are prepared correctly	• Vegetables used meet quality standards, including withered or bad quality pieces • Salads have holding times marked	ΔAny improper build is performed
5 – Orders are assembled and bagged in accordance with standards	• Bagging and tray loading procedures are followed	ΔHot and cold items are not placed in separate bags ΔSandwiches are incorrectly placed on top of fried side items in a bag ΔProducts are incorrectly stacked on top of one another on a tray
6 – Products that are declared as vegan/vegetarian are prepared correctly 🚩	• Usage of dedicated gloves, tongs, spatula, PHU bands and fry basket with handle to differentiate with other meat products • Vegan/Vegetarian products and dedicated tongs must not come in contact with non-plant-based products or tongs • Vegan/Vegetarian products are placed in the Fry Vat • Dedicated packaging is used • The recommended color for vegan/veg dedicated smallware/tools is green	ΔAny cross contamination observed

8 – All sandwiches are Made to Order (MTO)	• Products are prepared and kept on the heat chute/landing zone before they have been ordered	ΔProducts are not made to order
FQ11C	*Guest Experience Critical*	**Additional -30 Points**
6 – Products that are declared as vegan/vegetarian are prepared correctly	• Usage of dedicated gloves, tongs, spatula, PHU bands and fry basket with handle to differentiate with other meat products • Vegan/Vegetarian products and dedicated tongs must not come in contact with non-plant-based products or tongs • Vegan/Vegetarian products are placed in the Fry Vat • Dedicated packaging is used • The recommended color for vegan/veg dedicated smallware/tools is green	ΔFrying Plant-Based patty in Multi-Vat or adding meat on the sandwich when Plant-Based is ordered

FOOD QUALITY

FQ21   **French Fries, Hash Browns, and Side Items are Cooked Properly**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – French Fry fryer items are loaded into the fryer basket properly	• Basket is filled to fill line on portioning pan or no more than outlined in the Operations Procedures	ΔOverloading occurs two or more times
2 – French Fry fryer items are cooked properly	• Watch three cook cycles from start to finish • The correct fryer button being pushed • Product removed from the fryer before timer reaches 0 • Team Member shakes product after 30 seconds • Product removed from fryer promptly at the end of the cook cycle	ΔAny improper procedures are observed
3 – French Fry fryer items have the proper cook time programmed	• Watch three cook cycles from start to finish • Make note of the cook time when the Team Member starts the timer, compare to Operations Procedures	ΔAny item has the improper cook time programmed

FQ22   **French Fries, Hash Browns, and Side Items are Prepared and Stored Properly**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – French Fry Fryer items are drained, placed, and salted as required within 10 seconds	• Watch three cook cycles from start to finish • Product being drained for five seconds over the fryer before being moved to the holding station • Approved AccuSalt™ Dispenser is used • Salt falling from the dispenser without shaking while being held 12 – 18 inches above the station • Team Members not adjusting how the salt is dispensed over the product • Product shuffled after salting	ΔAny improper procedures are observed ΔRestaurant has less than two AccuSalt™ Dispensers
2 – Batches of French Fry fryer items are rotated properly	• Two groups of Product, one nearing expiry • Mixing of the two groups of Product	ΔIntentional mixing of Product occurs in the holding station

FOOD QUALITY

FQ31   Buns are Toasted Properly   5 Points

STANDARD	LOOK FOR	SCORE IF
1 – Buns are toasted to order and not held for more than 30 seconds	• Buns sitting on the toaster • Large amounts of buns being dropped while no orders are being taken	ΔAny buns are not used within 30 seconds of toasting
2 – Buns are toasted according to BK procedures and meet quality standards	• Buns that have completed toasting that can be compared to the color chart	ΔTwo or more buns are not toasted to the Operations Procedure standard

FQ32   Buns in use are in Good Condition and Stored Appropriately   5 Points

STANDARD	LOOK FOR	SCORE IF
1 – Buns in use are in Good Condition and Stored Appropriately	• Buns covered or bun bag closed between uses • Buns are not crushed with something placed on top of them • Buns are stored outside of BOH or blocking TM path in BOH	ΔAnything is placed on top of the bun racks, crushing the buns ΔBuns are not covered two or more times between uses ΔBuns are stored inappropriately

FQ41   Specialty Items Cooked in the Multi-Pot Fryer or Broiler are Cooked Properly   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Items are loaded into the Fryer Basket Properly	• Items being loaded into the basket in accordance with Operations Procedures • Items only being filled up to approximately ¾ of a basket, or the fill line on the portioning pan and shake tray	ΔAny improper loading is observed
2 – Items are Cooked using the Proper Procedure	• Watch three cook cycles from start to finish • The correct fryer button being pushed • Product removed from the fryer before timer reaches 0 • Product removed from fryer promptly at the end of the cook cycle	ΔAny improper procedures are observed
3 – Fryers are Programmed Properly	• Watch three cook cycles from start to finish • Make note of the cook time when the Team Member starts the timer, compare to Operations Procedures	ΔAny item has the improper cook time programmed

FOOD QUALITY

FQ42 — Side Items are Portioned, Packed, and Served according to Ops Procedures — 5 Points

STANDARD	LOOK FOR	SCORE IF
1 – Side Items are Portioned, Packed, and Served according to Ops Procedures	• Products not held on the Ribbon Rack when not needed for a current order • Products are placed into the wrong containers when packing • Products served in damaged or dirty packaging	ΔProducts held on the Ribbon Rack when not needed for a current order ΔAny product is packed inappropriately ΔAny product is served in a damaged or dirty packaging

FQ51 — All Products are Labeled and not Expired — 10 Points

STANDARD	LOOK FOR	SCORE IF
1 – All Thawed or Opened products are Labeled and not Expired	• Opened Items in coolers, freezers, or dry storage to have a Ready/PTD Sticker • Items expired	ΔAny Product does not have an appropriate label ΔAny Product is expired and not marked "Do Not Use"
2 – All Drinks, FCB Syrup, Bag in Box, Milk Based Products, Juices, and Soft Serve Mix are Labeled and not Expired	• All items to have a Ready/PTD Sticker • Items expired	ΔAny Product does not have an appropriate label ΔAny Product is expired and not marked "Do Not Use"
3 – Unopened Products in the Cooler, Freezer, and Dry Storage are Labeled and not Expired	• Unopened items in coolers, freezers, or dry storage without expiry date • Unopened Items expired	ΔAny Product does not have an appropriate expiry ΔAny Product is expired and not marked "Do Not Use"

FQ51C — Guest Experience Critical — Additional -30 Points

STANDARD	LOOK FOR	SCORE IF
1 – All Thawed or Opened products are Labeled and not Expired	• Opened Items in coolers, freezers, or dry storage to have a Ready/PTD Sticker • Items expired	Δ2 or more (containers and/or ingredients) expired
2 – All Drinks, FCB Syrup, Bag in Box, Milk Based Products, Juices, and Soft Serve Mix are Labeled and not Expired	• All items to have a Ready/PTD Sticker • Items expired	Δ2 or more (containers and/or ingredients) expired
3 – Unopened Products in the Cooler, Freezer, and Dry Storage are Labeled and not Expired	• Unopened items in coolers, freezers, or dry storage without expiry date • Unopened Items expired	Δ2 or more (containers and/or ingredients) expired

FOOD QUALITY

FQ61   Produce meets Holding and Quality Standards   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Preparation procedures are properly executed	• Prepped pans of Lettuce, Tomatoes, and Bacon • Tomatoes with ends cored • Onions are separated with a minimum diameter of ½ inch once cut, with no middle pieces in the pan • Grate in pans for all required products	ΔIf any preparation procedure is not followed ΔIf two or more pans of product are missing the required grate
2 – Produce meets minimum quality standards for color and condition	• Browned or wilted lettuce • Over or under-ripened tomatoes • Dried out Onions	ΔAny produce does not meet the minimum quality standard
3 – Produce is held at proper temperature	• Prepped pans of Lettuce, Tomatoes, and Onions • Allow minimum temperature of 64°F/18°C	ΔIf any do not meet standard

FQ62   Products in the PHU meet Quality Standards   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Products in the PHU meet Quality Standards	• Product that appears dried out, burned, broken, or otherwise damaged • Product served with missing pieces • Proper setup of Grates and Slotted/No Lids for Specialty Products and No Grates/Solid Lid for Broiler Products	ΔProduct that misses quality standard is served two or more times ΔTwo or more products have an improper setup in the PHUs
2 – Products prepared in the Broiler and Fryer meet Quality Standards	• No team member paying attention to the broiler or fryer • Products lie at the broiler for a long time • Products left in the fry basket after frying for a long time	ΔPatties left at the broiler for more than 5 minutes after last patty dropped ΔPatties left in the fry basket for more than 1 minute after frying finished
3 – Products in Pans meet Quality Standard	• Pans are not correctly placed in PHU cavities • Broiler products are not protected with a lid in PHU cavities	ΔMore than 2 pans in the PHU cavities are found open more than 2 cm while not in use

FOOD QUALITY

FQ63   **Expired PHU Products are Discarded**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Expired PHU Products are Discarded	• Products expired in the PHU (Flashing Red or without Hold Times)	ΔExpired Products are served to Guests ΔProducts are not discarded
FQ63C	*Guest Experience Critical*	**Additional -30 Points**
1 – Expired PHU Products are Discarded	• Products expired in the PHU (Flashing Red or without Hold Times)	ΔExpired Products are served to Guests on 3 or more occurrences ΔProducts are not discarded on 3 or more occurrences ΔButton is pressed again, after the timer has expired ΔDeliberately extended holding time

FQ64   **Guests are not served Expired French Fries, Hash Browns, or Side Items**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Guests are not served Expired French Fries, Hash Browns, or Side Items	• Products in the Fry Holding Station without a Timer • Expiring Fries to be thrown into the French Fry Waste Bucket	ΔProducts in the Fry Holding Bin do not have an expiry timer ΔExpired French Fries, Hash Browns, or Side Items are served to a Guest
FQ64C	*Guest Experience Critical*	**Additional -30 Points**
1 – Guests are not served Expired French Fries, Hash Browns, or Side Items	• Products in the Fry Holding Station without a Timer • Expiring Fries to be thrown into the French Fry Waste Bucket	ΔProducts in the Fry Holding Bin do not have an expiry timer on 3 or more occurrences ΔExpired French Fries, Hash Browns, or Side Items are served to a Guest on 3 or more occurrences

FOOD QUALITY

FQ65   **Guests are not served any other Expired Items**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Guests are not served any other Expired Items	• Guests being served other items that are expired based on their labeled expiry date	ΔAny Guest is served an expired item

FQ65C	***Guest Experience Critical***	**Additional -30 Points**
1 – Guests are not served any other Expired Items	• Guests being served other items that are expired based on their labeled expiry date	ΔAny Guest is served an expired item on 3 or more occurrences

FQ71   **PHUs are Programmed and Used Properly**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – PHUs are programmed correctly	• The hold times on three random products that are loaded into the PHU, ensure that they match the Operations Procedures	ΔAny holding times do not match the Operations Procedures
2 – Team Members are pushing the correct buttons	• Products being placed into the PHUs • Team Members pushing the PHU timer buttons	ΔButton is not pressed for the cavity, or the wrong cavity button is pressed
3 – Products are placed in the correct PHU cavity	• Products being placed into the PHUs	ΔProduct is placed into the wrong cavity two or more times
4 – Products have the necessary number of PHU slots available and PHU slots are labeled properly	• Each product has either no slots in the PHU or 2+ slots available in the PHU • PHU slots are correctly labeled to show which product is held	ΔAny product has only 1 PHU slot available Δ2 or more PHU slots are missing labelling or are incorrectly labeled

FQ71C	***Guest Experience Critical***	**Additional -30 Points**
1 – Team Members are pushing the correct buttons	• Products being placed into the PHUs • Team Members pushing the PHU timer buttons	ΔButton is not pressed for the cavity on 3 or more occasions

FQ72   **Equipment and Products are Stored Properly**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – All Equipment, Ingredients, and Packaging stored at least 6 inches/15 centimeters above the floor and at least 2 inches/5 centimeters from the wall in coolers and freezers	• Items stored directly on the floor anywhere in the Restaurant • Items stored directly against the walls in coolers and freezers	ΔAny items are stored directly on the floor anywhere in the restaurant ΔAny items are stored directly against the walls in freezers and coolers ΔAny shelving is clearly less than the requisite distance off the ground without measurement
2 – First In, First Out (FIFO) rotation is used	• Old dates behind new dates and opened items with sooner expiry dates at the front of shelves	ΔThere is no evidence of FIFO in use
3 – Open Bags of Products are Stored Properly	• Product to be covered and wrapped in accordance with the Operations Procedures • If open product contains allergens, score under Food Safety	ΔAny open product is stored improperly

FQ73   **Frozen & Chilled Products are Stored at Correct Temperatures**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 - Frozen Products are stored at -10°F to 5°F or -23°C to -15°C 2 – Chilled Products are stored at 34°F to 40°F or 1°C to 4°C	• Products that show signs of thawing or with freezer burn • Items that should be frozen are clearly "soft"	ΔThe internal temperature of these items with a thermometer does not meet the target temperature ΔAllow for a 1°F or 0.5°C thermometer variance ΔTwo or more items do not meet target temperature or found with freezer burn ΔAny item placed in wrong temperature conditions

FOOD QUALITY

FQ81   **Oil in the Fryers meets standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – All Fryers pass Shortening Test 🚩	• If using the Color Test Kit Method: The French Fry Fryers should be lighter than the lightest tube, and the Multi-Pot Fryers should be lighter than the darkest tube • If using the TPM Method: TPM must be less than 25% or the market regulatory requirement, whichever is stricter	ΔAny fryer does not pass the Shortening Test
2 – Oil Levels are not below fill line or overfill line	• Oil levels in all fryers when they are resting (no product cooking) and at the ready temperature (temperature to cook product)	ΔAny fryer is below the fill line or above the overfill line

FQ81C	*Guest Experience Critical*	**Additional -30 Points**
1 – All Fryers pass Shortening Test	• If using the Color Test Kit Method: The French Fry Fryers should be lighter than the lightest tube, and the Multi-Pot Fryers should be lighter than the darkest tube • If using the TPM Method: TPM must be less than 25% or the market regulatory requirement, whichever is stricter	ΔAny oil over 30 TPM or less than 3 basket lines visible with basket test

FQ82   **Excess Breading and Broken Pieces are Skimmed Regularly**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Excess Breading and Broken Pieces are Skimmed Regularly	• Excess breading pieces in the fryer • Fried food debris floating in the fryer	ΔExcess breading or debris covers 25% of the shortening surface in the fryer

MANAGEMENT

MA11 Manager behaviors support realistic conditions 10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Manager-in-Charge works with realistic labor	• Additional Team Members or Managers showing up during the audit	ΔMore then two additional Team Member according to Schedule

MA21 Restaurant acts appropriately to problems 20 Points

STANDARD	LOOK FOR	SCORE IF
1 – Action Plan is executed properly	• Online or paper version of the Action Plan • Action Plan is executed properly	ΔCorrective Action Plan report from previous REV is not submitted and acted upon

MA31 Manager behaviors support Speed of Service 10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Manager-in-Charge is coaching team to work with urgency	• Manager-in-Charge coaching team on their speed • Manager-in-Charge using tools and the Manager Command Station to update the team on the Speed of Service	ΔManager-in-Charge does not use tools to coach the team on their speed ΔManager-in-Charge does not intervene when team is not rush ready or not working with urgency

MANAGEMENT

MA32   **Manager Command Station has all required elements and is up-to-date**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Half Hour Sales are posted or available through the Kitchen Management System	• Half Hour Sales available through the CHEF Kitchen Management System • Recorded Half Hour Sales are available on posted sheet or tablet in the FOH or kitchen area	ΔThe restaurant is using CHEF but CHEF is not functioning or is switched off ΔThe restaurant is not using CHEF and does not have a posted Half Hour Sales sheet or the half hours available on the tablet ΔThe restaurant missed more than the last 30 minute update of half hour sales
2 – Speed of Service performance is tracked by the Manager-in-Charge	• Speed of Service Tracking for the Speed by Daypart is available • Speed of Service Tracking print out or digital list that tracks speed by day	ΔThe restaurant does not have a Speed of Service Tracking Sheet printed out or the digital list available in Team Member areas ΔThe restaurant has missed a total of four or more shifts throughout the week (give the restaurant until lunch before counting any missing shifts from the previous day)
3 – Restaurant is using a Positioning Guide	• A posted Positioning Guide, Schedule, or List telling Team Members what position they will work during their shift	ΔThere is no Positioning Guide posted ΔThe Positioning Guide is not filled out
4 – All cleaning tasks completed	• All cleaning tasks are assigned and completed for the last 30 days	ΔThree or more instances of missed cleaning tasks without an action plan
5 – Guest touchpoints meet increased cleaning & sanitizing standard	• Cleaning & sanitizing of PIN pads, front counter, kiosks, dining tables & chairs, restrooms, door handles once every 4 hour at least	ΔTwo or more instances of cleaning & sanitizing not observed during REV

MANAGEMENT

MA41 All Prep and Thaw Charts are Posted/Available & in use 5 Points

STANDARD	LOOK FOR	SCORE IF
1 – Fresh and Ready (Shelf Life), Condiment, and Thaw Charts are Posted and Available	• Current Fresh and Ready/Shelf Life, Condiment, and Thaw Charts posted in the prep area or available on CHEF	ΔAny charts are out of date or not posted ΔUsing the Fresh and Ready System, and certain stickers are not available to the Restaurant
2 – Managers and Team Members are able to Demonstrate use of Prep and/or Thaw System	• Managers and Team Members able to explain use of the chart, ask a Manager to explain to you how the charts work	ΔThe Manger is unable to explain how the charts work ΔPrep or Thaw charts are not posted

MA42 Effective Waste Management System is in Place 5 Points

STANDARD	LOOK FOR	SCORE IF
1 – Effective Waste Management System is in Place	• Dedicated Waste Buckets throughout the Kitchen • Waste Tracking Sheets posted throughout the Restaurant	ΔThere is no Waste Bucket at the Broiler ΔThere is no Waste Bucket at the Fry Holding Station

MANAGEMENT

MA51   Approved KMS is Present and In-Use   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Approved Kitchen Management System is Present and Executed Properly	• SICOM CHEF or Global GPLS in use • Levels of product in the PHU and compare to the amount asked for by the KMS • PLS chart (paper-based) is acceptable if not using SICOM or GPLS	ΔNo system or an Unapproved System is in use ΔLevels of product are at or below the amount that the system is calling for in each pan (allow variance of 1 in quantity)
2 – Manager-in-Charge is able to explain how to use and adjust the Kitchen Management System	• Manager able to describe how to use the system, ask them how to adjust projections up by 20%	ΔManager is unable to describe or demonstrate how to increase / decrease projections by 20%
3 – Correct projections are used in the Kitchen Management System	• The day of week that was selected on the GPLS • The current date on the CHEF unit, if the date is correct, the projections are accurate	ΔThe day of week selected on the GPLS is wrong ΔThe date on the CHEF unit is incorrect
4 – Kitchen Management System is Powered On, Functioning	• CHEF unit on and functioning • GPLS in use, if GPLS in use and posted appropriately, full points are awarded	ΔNo system or an Unapproved System is in use ΔCHEF is unplugged or is not functioning at a level to provide guidance to the team

MA52   Shortening Test Kit (Color or TPM) and Skimmer are Available   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – Shortening Test Kit (Color or TPM) and Skimmer are Available	• A complete Oil Test Kit with two color tubes and a dropper or a functioning TPM device • A fryer skimmer that is clean and in good condition available to the Restaurant Team	ΔThe Test Kit or TPM device is unavailable ΔThe Test Kit is damaged to the point of non-use or the TPM device is out of batteries with no replacement batteries available ΔNo fryer skimmer is available to the team ΔThe fryer skimmer has build-up

MA61   **Uniform elements are approved, worn appropriately, and in good condition**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – All Uniforms are approved image	• Uniform shirts in the WHOPPER® Stripes design or T-Shirt designs as approved by BKC Marketing • Color of long-sleeved undershirts • Pants that are flat black, they may be denim, cotton, or linen • All Team Members and Managers wearing a Name Tag in the WHOPPER® stripes design with a legibly written name • [Jack's Cafe] - All Barista on shift is wearing the approved Jack's Café Uniform	ΔUniforms being worn are the wrong image or color ΔLong-sleeved undershirts in a color other than black are worn ΔPants worn are corduroy or of a legging material ΔAny Team Member or Manager without a legibly written name on their name tag Δ [Jack's Cafe only] - 1 or more barista is not wearing Jack's café approved uniform
2 – All Uniforms are in good condition	• Frayed, discolored, faded or dirty shirts • Shirts that are clearly too small, being unable to button • Pants dragging on the ground, frayed pant bottoms, or capris • Team Members taking off uniform items for various reasons but continuing to work	ΔUniforms being worn are faded, too small or not clean ΔPants are frayed, damaged, or are not black in color without designs ΔAny uniform item that is not worn consistently throughout the visit
3 – Shoes & hats are approved, clean and in good condition	• Shoes that are a solid black color, leather or vinyl • Shoes that are slip resistant • Shoes that reach all around the back of the heel and toes without socks or socks showing • Hats in the approved Burger King brand image • Hats/Visors worn by all Food Handlers • Hats/visors are clean and in good condition	ΔShoes are not solid black, leather or vinyl & without designs ΔHats are not the approved image ΔHat or visor worn is not by Food Handlers ΔHat or visor is frayed or damaged ΔHat or visor is unclean with encrusted food debris ΔManager works the sandwich boards for more than 15 minutes without hat
4 – Hair is pulled back and properly restrained, all hair and facial hair meets standards	• Long hair lifted off of the shoulders • Facial hair is a goatee or moustache and does not cover the cheeks • Facial hair is more than ½ inch in length	ΔLong hair is not pulled back and lifted off the shoulders ΔFacial hair is not in the approved style ΔFacial hair is too long
5 – Jewelry and accessories are worn according to the standards	• Necklaces properly tucked into the shirt of Team Members and Managers • All piercings are in the ear only and ½ inch or less in diameter • Rings on the hands of both Team Members and Managers • Rings with engravings or other jewels • Nail length on all Team Members and Mangers • Artificial Nails covered with a glove if the person is preparing food and in good condition without chipped paint or adornments	ΔThe necklace is not tucked into the shirt and the Manager or Team Member does not take immediate action to put it back ΔPiercings are anywhere other than ears or larger than ½ inch in diameter ΔRings are bejeweled or have other engravings that would impede proper handwashing or more than one ring on each hand ΔNails are longer than 1/8 inch beyond the fingertip ΔArtificial Nails are not covered with a glove, damaged or have adornments that would impede proper handwashing

MANAGEMENT

MA71   Modules are completed as required on BK University or RTT is present and complete   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – If using BK University, module completion is at or above 85%	• The module completion report is provided by RBI • The posted restaurant roster (such as schedule) and the number of persons in the BK University report provided by RBI • Position based module completions (i.e. excluding Foundations, CRT, and regional modules) for team members that were hired more than six weeks prior	ΔThe restaurant has lower than 85% module completion: • award 8 points if between 80 and 84.9% • award 6 points if between 75 and 79.9% • award 4 points, if between 70 and 74.9% • award 0 points if less than 70% ΔIf the variance of active Team Members in BK University (compared to the roster) is 5 or greater, award 0 points
2 – If using RTT, the RTT program is present, and scorecards have been completed	• RTT books and binders available in the manager's office or in the training room • RTT proficiency chart in the manager's office, training room, or on the King Board • The proficiency chart being at "3" for any three Team Members working by themselves without trainer supervision	ΔRTT materials are unavailable or improperly posted ΔA Team Member working by themselves is not rated a "3" on proficiency chart

MA72*   Team Members working in position have been verified and certified in that position on BK UNIVERSITY or the RTT Restaurant Training Plan is in place   10 Points*

STANDARD	LOOK FOR	SCORE IF
1 – If using BK UNIVERSITY, Performance Scorecards are completed for Team Members working a position	• The BKU position scorecards for all TMs on shift are certified in the respective position (with a max of 10 TMs checked)	ΔOne or more Team Member who is working does not have a properly signed off Performance Scorecard
2 – If using RTT, the restaurant has posted a training plan in the restaurant	• Restaurant having a posted training plan in the Manager's Office, Training Room, or on the King Board • A system of follow-ups on Team Members in place in some form	ΔThere is no plan for follow-ups every six months ΔThere is no plan for follow-ups on Team Members that are below a level 3 proficiency on the station they are currently working

MA73　　　Manager-in-Charge has current Foundations Certificate　　　15 Points

STANDARD	LOOK FOR	SCORE IF
1 – Manager-in-Charge has a valid Foundations Certificate	• A badge or certificate for the Manager-in-Charge that is unexpired and shows no signs of falsification • Foundations Shift Basics Badge and either the Opening Shift or Closing Shift Badge in the Managers **BK UNIVERSITY** Profile	ΔThe Manager-in-Charge cannot provide a valid and unexpired badge or certificate by the end of the visit ΔThe Manager-in-Charge does not have the Foundations badge in BKU

GC11   **Paved Exterior areas meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Paved Exterior areas like sidewalks, parking lots, drive-thru lane, and dumpster pad are clean and free of build-up or debris	• Food debris, oil stains, splatter, gum, traffic trails, litter, or foliage build-up in the paved areas around the exterior of the restaurant • Bollards with food debris	ΔAny area is unclean with any traffic trails, foliage build-up, or food debris/splatter, clearly visible from 2-meter distance ΔMore than 10 pieces of gum are observed on all paved surfaces ΔMore than 4 pieces of litter are observed on all paved surfaces
2 – Paved Exterior areas like sidewalks, parking lots, drive-thru lane, and dumpster pad are in good condition	• Cracks in the pavement or concreate of paved areas around the exterior of the restaurant • Any safety hazards caused by the paved areas around the restaurant such as uneven level changes that would pose a trip hazard • Clear and crisp paint striping of parking lot lines • Bollards in good condition	ΔAny cracks in the sidewalks that are larger than 12 inches ΔAny crumbling or dislodging concrete ΔAny potholes that are 8 inches in diameter and 1 inch deep or greater ΔIf lines are missing in 50% or more of the parking spaces belonging to the Restaurant ΔAny bollards have chipping paint ΔAny item that poses a safety risk to Guests

GC11C	*Guest Experience Critical*	Additional -30 Points
1 – Paved Exterior areas like sidewalks, parking lots, drive-thru lane, and dumpster pad are clean and free of build-up or debris	• Gum and litter in the paved areas around the exterior of the restaurant	ΔMore than 30 pieces of gum are observed on all paved surfaces ΔMore than 10 pieces of litter are observed on all paved surfaces

GC12 **Landscaping and Furniture meets standard** **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Landscaping and Exterior Furniture are clean and free of build-up	• Railings, retaining walls, and fencing being clean and free of build-up or food splatter • All tables in the Exterior Dining area are free from build-up, debris or litter • Newspaper or other vending machines are clean	ΔAny area is unclean with any traffic trails, foliage build-up, or food debris/splatter ΔMore than 10 pieces of gum are observed on all surfaces ΔMore than 4 pieces of litter are observed in all landscaped areas ΔTables are not bussed after 10 minutes
2 – Landscaping and Exterior Furniture are free of debris and in good condition	• Railings, retaining walls, and fencing are painted and not fading or damaged • Grass and landscaping is trimmed, with no debris, bare spots, dead plants, or dead shrubs • All tables in the Exterior Dining area are free from rust, peeling paint, or uneven stance on the ground • Any safety hazards caused by the landscaping or exterior furniture • Newspaper or other vending machines are in good condition	ΔAny tables, chairs, benches, railings, retaining walls, or fencing are damaged or have peeling paint ΔGrass or landscaped areas are poorly maintained and it's below 100°F/38°C and not during the winter or after heavy snowfall ΔAny item that poses a safety risk to Guests

GC12C	*Guest Experience Critical*		Additional -30 Points
1 – Landscaping and Exterior Furniture are clean and free of build-up	• Railings, retaining walls, and fencing being clean and free of build-up or food splatter • All tables in the Exterior Dining area are free from build-up, debris or litter • Newspaper or other vending machines are clean		ΔMore than 30 pieces of gum are observed on all surfaces ΔMore than 10 pieces of litter are observed in all landscaped areas Δ<mark>Tables are not cleared after 60 minutes</mark>
2 – Landscaping and Exterior Furniture are free of debris and in good condition	• Railings, retaining walls, and fencing are painted and not fading or damaged • All tables in the Exterior Dining area are free from rust, peeling paint, or uneven stance on the ground • Any safety hazards caused by the landscaping or exterior furniture • Newspaper or other vending machines are in good condition		ΔMore than 5 <mark>pieces of furniture (in any combination)-</mark> tables, chairs, benches, railings, retaining walls, or fencing are damaged or have peeling paint

GC13   **Trash Receptacles meet standard**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Trash Receptacles (including the Dumpster) are clean	• Trash Receptacles are clean without food splatter or other build-up and are not overflowing • Dumpster doors/lids and dumpster enclosure gates are closed • Dumpster exterior is clean	ΔAny trash receptacle is dirty ΔDumpster doors/lids and dumpster enclosure gates are not closed ΔDumpster exterior is clean
2 – Trash Receptacles (including the Dumpster) are in good condition	• Dumpster exterior is in good condition	ΔAny trash receptacle is in poor condition ΔDumpster exterior is in good condition without missing pieces

GC14   **Exterior Building Structure meets standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Walls, Roof, and Exterior Doors/Windows are clean	• Roof around the exterior of the building has no build-up • Gutters and downspouts are with no build-up • Walls around the exterior of the building are free from build-up • Doors and windows with finger prints or other build-up on them	ΔAny walls, roof, or gutters, not clean with build-up or cobwebs ΔTwo or more doors/windows have build-up, fingerprints or cobwebs
2 – Walls, Roof, and Exterior Doors/Windows are in good condition	• Roof around the exterior of the building is in good condition without missing tiles or singles or peeling paint • Gutters and downspouts are not rusted or pulling away from the building • Walls around the exterior of the building are in good condition with no holes or peeling paint	ΔAny walls, roof, or gutters with graffiti ΔAny walls, roof, or gutters, are in poor condition with rust, chipped paint, holes, or other damage ΔAny items pose a safety risk to Guests ΔTwo or more doors/windows have graffiti ΔTwo or more doors/windows are in poor condition with rust, chipped paint, holes, missing weather stripping, or other damage

GUEST JOURNEY - CLEANLINESS AND MAINTENANCE

GC15   **Exterior Signage and Lighting meets standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Exterior lights and signage (including building lights, parking lot lights, and directional signs) are clean	• All lights free from dead insects, cobwebs, bird droppings or other build-up	ΔAny lights have build-up or dead insects
2 – Exterior lights and signage (including building lights, parking lot lights, and directional signs) are in good condition	• Lenses free from defects or cracks • All lights lit at night • Poles for lights in good condition and without rust	ΔAny lenses are damaged ΔAny lights are burnt out or not functioning ΔAny poles for lights or directional signs have peeling paint, rust, or are otherwise in poor condition

GC16   **Menu Boards meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Menu Board and Preview Board Frames and Bases are clean	• Dirt, mold, or other build-up on the frames and bases of the Boards	ΔFrames and bases of either the Menu or Preview Boards have any build-up
2 – Menu Board and Preview Board Frames and Bases are in good condition	• Paint condition and any damage to the frames or bases of the Menu and Preview Boards	ΔFrames and bases of either the Menu or Preview Boards have damage or chipping paint
3 – Menu Board and Preview Board Panels are clean	• Dirt, mold, or other build-up on the panels of the board	ΔPanels are dirty or have any evidence of build-up
4 – Menu Board and Preview Board Panels are in good condition, and installed appropriately	• Absence of gaps between Menu Board Panels and the frame • Tears, rips, or taped together pieces of menu panels	ΔPanels have gaps or are otherwise not installed properly (example: taped to door lenses) ΔPanels are in poor repair
5 – Menu Board and Preview Board Doors and lenses are clean	• Doors are clean • Lenses are free from old tape residue or other cleanliness issues	ΔDoors have build-up ΔLenses are unclean
6 – Menu Board and Preview Board Doors and lenses are in good condition, and installed appropriately	• Doors are in good condition, and closed with their latches functioning correctly • Lenses are free from scratches or cloud spots	ΔDoors do not lock properly or are otherwise in poor repair ΔLenses are damaged with graffiti or otherwise in poor repair

GUEST JOURNEY - CLEANLINESS AND MAINTENANCE

GC17   OCU Screen and OCU overhang meets standard   10 Points

STANDARD	LOOK FOR	SCORE IF
1 – OCU Screen, Pedestal, and Overhang are clean	• Build-up of any kind including dirt, old tape residue, or graffiti	ΔThe OCU Screen, Pedestal, or Overhang is dirty ΔAny graffiti is observed on these items
2 – OCU Screen, Pedestal, and Overhang are in good condition	• Peeling/faded paint, rust, decorative finishes pulling away	ΔThe OCU Screen, Pedestal, or Overhang is in poor condition

GC18   P.O.P. meets Burger King Standards   5 Points

STANDARD	LOOK FOR	SCORE IF
1 – P.O.P. elements are clean, current, and in good condition	• P.O.P. that is falling away from the window or taped up • P.O.P. that is torn or Window Statics with a bubble in them • P.O.P. that is not current, displaying old messaging	ΔP.O.P. is taped up or not mounted in a professional manner ΔP.O.P. window static with a bubble more than 5 inches in diameter ΔAny P.O.P. is torn, dirty, or in poor condition ΔAny P.O.P. that is not current
2 – Restaurant is free from unapproved or unprofessional P.O.P.	• Handwritten notes or P.O.P. for local advertisements that was clearly typed up onto a standard word document and has not been approved by BKC Marketing	ΔAny handwritten notes are posted ΔAny unapproved or unprofessional P.O.P. is posted

GC21   **Dining Room and Restroom meets standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Walls in the Dining and Restroom Areas are clean	• Walls free of dust and other build-up	ΔAny walls are observed with build-up
2 – Walls in the Dining and Restroom Areas are in good condition	• Walls free of damage including graffiti or chipped/missing paint	ΔAny walls are observed with damage or other repair issues
3 – Windows in the Dining and Restroom Areas are clean	• Windows with fingerprints or other build-up • Window sills with dead insects or dust build-up	ΔTwo or more windows are unclean
4 – Windows in the Dining and Restroom Areas are in good condition	• Cracks or scratches on windows	Δ10% or more of windows are scratched or if 20% or more of a single window is scratched
5 – Doors and Door Frames in the Dining and Restroom Areas are clean	• Doors, Door Frames, and Door Thresholds have no build-up	ΔTwo or more doors are unclean
6 – Doors and Door Frames in the Dining and Restroom Areas are in good condition	• Doors, Door Frames, and Door Thresholds are in good condition without damage or chipped paint	ΔAny damage to a door or door frame ΔAny damage is observed that would pose a safety risk to a Guest (example: door threshold posing tripping hazard)
7 – Partitions in the Restroom Areas are clean	• Partitions with build-up	ΔAny partitions are observed with build-up
8 – Partitions in the Restroom Areas are in good condition	• Partitions without peeling laminate or holes • Partitions with graffiti of any kind	ΔAny partitions are observed with damage or graffiti
9 - Floors in the dining and restroom areas are clean	• Floors are free of build-up • Floors are free of trash	ΔAny floors are observed with build-up ΔAny floors are observed with more than two pieces of trash, litter, or food debris
10 - Floors in the dining and restroom areas are in good condition	• Floors are in good conditions and free of damage	ΔAny floors are observed with damage or other repair issues
11 – Temperature of dining room is comfortable	• Temperature is above 75°F/30°C • Temperature is below 68°F/19°C	ΔAllow the temperature to stabilize for at least 5 minutes ΔAttempt to determine the cause for dining room temperatures being excessively warm or cold ΔFor example, the RGM states air conditioner unit is not functioning properly

GUEST JOURNEY - CLEANLINESS AND MAINTENANCE

GC21C	Guest Experience Critical	Additional -30 Points
1 – Walls in the Dining and Restroom Areas are clean	• Walls free of dust and other build-up	Δ3 or more walls are observed with build-up
2 – Walls in the Dining and Restroom Areas are in good condition	• Walls free of damage including graffiti or chipped/missing paint	Δ3 or more walls are observed with damage or other repair issues
3 – Windows in the Dining and Restroom Areas are clean	• Windows with finger prints or other build-up • Window sills with dead insects or dust build-up	ΔFour or more windows are unclean
4 – Windows in the Dining and Restroom Areas are in good condition	• Cracks or scratches on windows	Δ30% or more of windows are scratched or if 50% or more of a single window is scratched
7 – Partitions in the Restroom Areas are clean	• Partitions with build-up	Δ3 or more partitions are observed with build-up
8 – Partitions in the Restroom Areas are in good condition	• Partitions without peeling laminate or holes • Partitions with graffiti of any kind	Δ3 or more partitions are observed with damage or graffiti
9 - Floors in the dining and restroom areas are clean	• Floors are free of build-up • Floors are free of trash	ΔAny floors are observed with 10 or more pieces of trash, litter, or serious food debris
10 - Floors in the dining and restroom areas are in good condition	• Floors are in good conditions and free of damage	ΔAny floors are observed with 3 or more damages or other repair issues

GUEST JOURNEY - CLEANLINESS AND MAINTENANCE

GC22 **Dining Room and Restroom Lights and Ceilings meet standard** **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Lights in the Dining and Restroom Areas are clean	• Lights and lighting fixtures are free from dust or other build-up	ΔTwo or more lights are observed with build-up
2 – Lights in the Dining and Restroom Areas are in good condition	• Lights are lit without blown or missing bulbs • No frayed or exposed wiring posing risks to Guests • Lights do not have any other observable damage	ΔTwo or more lights are observed with repair issues including if bulbs are out ΔAny damage or exposed wiring is observed that would pose a safety risk to a Guest
3 – Ceilings and Ceiling Vents in the Dining and Restroom Areas are clean	• Dust or other build-up on ceiling tiles or ceiling vents	ΔTwo or more vents or ceiling tiles are unclean
4 – Ceilings and Ceiling Vents in the Dining and Restroom Areas are in good condition	• Ceiling tiles are mismatched • Ceiling tiles are water damaged or missing	ΔTwo or more vents or ceiling tiles are in poor condition ΔAny ceiling tiles mismatch in color or type

GC23 **Guest facing Trash Receptacles meet standard** **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Trash Receptacles are Clean and lined	• Trash receptacles have a liner inside and are not overflowing • Trash receptacles are clean and free from food splatter or build-up	ΔAny trash receptacles are unclean, overflowing, or unlined
2 – Trash Receptacles are free from Damage	• Trash receptacles are not damaged in anyway	ΔAny trash receptacles are damaged
3 – Trash Receptacle Housings are clean	• Housings for Trash Receptacles are clean within food splatter on the interior, exterior, or doors	ΔAny trash receptacle housings have build-up
4 – Trash Receptacle Housings are free from damage	• Housing for Trash Receptacles are in good condition with no peeling laminate or graffiti	ΔAny trash receptacle housings are damaged ΔAny trash receptacle housings are observed with graffiti

GUEST JOURNEY - CLEANLINESS AND MAINTENANCE

GC24   **Playground meets standard**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Playgrounds (including safety flooring, safety netting, shoe holders, tunnels, and slides) are clean	• Dirt, litter, dust, or other build-up on areas of the playground that are visible from standing outside of the structure	ΔAny build-up is observed on any part of the playground structure
2 – Playgrounds (including safety flooring, safety netting, shoe holders, tunnels, and slides) are in good condition	• Any damage to areas of the playground that are visible from standing outside of the structure • Any items that would pose a safety risk to Guests	ΔAny damage is observed on any part of the playground structure ΔAny items are observed that would pose a safety risk to Guests (example: no lock on service areas)

GC25   **Beverage and Condiment Stations meets standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Beverage and Condiment Stations are clean and free of litter	• Litter, soda/condiment spills, or other build-up on the beverage or condiment stations	ΔAny litter, spills, or build-up is observed on the beverage or condiment stations
2 – Beverage and Condiment Stations are in good condition	• Damage to the beverage or condiment stations such as peeling laminate or missing doors	ΔAny damage to the beverage or condiment stations

GC26   **Front Counter and Menu Boards meet standard**   **15 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Front Counter and Dine-In Menu Boards are Clean	• Front Counter is free from litter, spills or other build-up • The façade of the Front Counter is free from shoe marks and the finishes are not falling away • Digital Menu Boards are powered on and free from dust or other build-up • No old tape residue on the Front Counter or Menu Boards	ΔFront Counter or Menu Boards are observed with build-up, spills, dust, or old tape residue ΔMenu Boards are powered off
2 – Front Counter and Dine-In Menu Boards are in good condition	• Menu Boards with Panels have no gaps and panels are installed properly	ΔFront Counter has any damage ΔMenu Boards are not working ΔMenu Board panels have gaps exposing the light/wiring beneath the panels

GC27   **Dining Room Furniture and Décor meets standard**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Dining Room Furniture and Décor are clean	• A combination of ten Chairs and Booths to ensure that they have no build-up on the legs or any other cleanliness issues • Ten tables to ensure that they have no gum underneath or any other cleanliness issues • Décor and art on the wall is free from dust or other build-up • Check one chair and one table in the lounge seating areas to ensure that they have no build-up on the arms or any other cleanliness issues • If tables are dirty due to Guest, allow 10 minutes for Team to clean before taking the Opportunity	ΔTwo or more tables are observed with pieces of trash, litter or food debris ΔIf 5 or more pieces of gum under tables ΔTwo or more chairs or booths are observed with issues ΔAny décor items are observed with build-up ΔAny chairs or tables in the dining areas are observed with build-up
2 – Dining Room Furniture and Décor are in good condition	• A combination of ten Chairs and Booths to ensure that they are even on the ground, not missing pieces, damaged, have torn seats, or any other repair issues • Ten tables to ensure that they are even on the ground, not missing pieces, damaged, have graffiti on the surface, or any other repair issues • Décor and art on the wall is in good condition • Check one chair and one table in the lounge seating areas to ensure that they are even on the ground, not missing pieces, damaged, have torn seats, or any other repair issues	ΔTwo or more chairs or booths are observed with issues ΔTwo or more tables are observed with issues ΔAny décor items are observed are in poor repair ΔAny chairs or tables in the lounge seating areas are observed in poor repair ΔAny items are observed that would pose a safety risk to Guests (example: table legs so rusted that there are holes in the leg)

GC27C	Guest Experience Critical	Additional -30 Points
1 – Dining Room Furniture and Décor are clean	• A combination of ten Chairs and Booths to ensure that they have no build-up on the legs or any other cleanliness issues • Ten tables to ensure that they have no gum underneath or any other cleanliness issues • Décor and art on the wall is free from dust or other build-up • Check one chair and one table in the lounge seating areas to ensure that they have no build-up on the arms or any other cleanliness issues • If tables are dirty due to Guest, allow 10 minutes for Team to clean before taking the Opportunity	ΔFive or more tables are observed with pieces of trash, litter or food debris ΔIf 10 or more pieces of gum under tables ΔFive or more chairs or booths are observed with issues Δ3 or more décor items are observed with build-up
2 – Dining Room Furniture and Décor are in good condition	• A combination of ten Chairs and Booths to ensure that they are even on the ground, not missing pieces, damaged, have torn seats, or any other repair issues • Ten tables to ensure that they are even on the ground, not missing pieces, damaged, have graffiti on the surface, or any other repair issues • Décor and art on the wall is in good condition • Check one chair and one table in the lounge seating areas to ensure that they are even on the ground, not missing pieces, damaged, have torn seats, or any other repair issues	ΔFive or more chairs or booths are observed with issues ΔFive or more tables are observed with issues Δ3 or more décor items are observed are in poor repair Δ3 or more items are observed that would pose a safety risk to Guests (example: table legs so rusted that there are holes in the leg)

GUEST JOURNEY - CLEANLINESS AND MAINTENANCE

GC28   **Fixtures and Dispensers meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Restroom Fixtures are clean	• Sinks, faucets, mirrors, counters, and air hand dryers are clean and free of build-up • Baby changing station, if present, is clean	ΔAny fixtures are observed with build-up
2 – Restroom Fixtures are in good condition	• Sinks, faucets, mirrors, counters, and air hand dryers free of graffiti • Baby changing station, if present, is free of any damage, the safety strap is installed and working appropriately	ΔAny damage is observed to any fixtures ΔAny fixtures are observed with graffiti ΔAny items are observed that could pose a safety risk to Guests
3 – Restroom Dispensers are clean	• Paper Towel and Soap Dispensers are clean and stocked appropriately • Sanitizer Dispenser is present if a baby changing station is present, the sanitizer station is stocked and clean • Baby changing liners are stocked at the baby changing station	ΔAny dispensers are not stocked ΔThe dispenser runs out during the assessment and is not immediately refilled ΔA Sanitizer dispenser is not present but a baby changing station is
4 – Restroom Dispensers are in good condition	• Paper Towel and Soap Dispensers are in good condition • Sanitizer Dispenser is present if a baby changing station is present, the sanitizer station is in good condition	ΔAny damage is observed to any Dispensers ΔAny Dispensers are observed with graffiti ΔAny items are observed that could pose a safety risk to Guests
5 – Hand Sanitizer Dispensers are available for Guests to use and in good condition	• At least one Hand sanitizer dispenser installed in the restaurant (Entrance or Dining Area) and available for guests to use	ΔNo Hand sanitizer dispenser installed ΔHand sanitizer dispenser is empty and not refilled within an hour ΔHand sanitizer is not dispensing correctly

BC11 **Back of House Building Structure meets standard** **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Floors in the back of house are clean	• Floors in the back of house (under equipment and in all storage areas) are clean • Mats are setup appropriately	ΔFloors are observed with build-up in any area ΔFloor mats and floor drains are in position
2 – Floors in the back of house are in good condition	• Floors in the back of house (under equipment and in all storage areas) are clean and in good repair • Mats are in good condition	ΔFour or more floor or coving tiles are damaged ΔGrout is damaged allowing water to pool ΔAny item is observed that could pose a safety risk to the Restaurant Team
3 – Walls in the back of house are clean	• Walls in the back of house are clean	ΔAny walls are observed unclean with oil, dust, or other build-up
4 – Walls in the back of house are in good condition	• Walls in the back of house are in good repair	ΔAny walls are damaged
5 – Lights in the back of house are clean	• Lights are free from dust or other build-up	ΔTwo or more lights are observed with build-up
6 – Lights in the back of house are in good condition	• Lights are lit, without cracked lenses or other repair issues	ΔTwo or more lights are burnt out or in need of repair
7 – Ceiling and Ceiling vents in the back of house are clean	• Ceiling in the back of house is clean • Ceiling vents are free from dust or other build-up • Ceiling vent guards are cleaned and free from dust or other build-up	ΔTwo or more vents are unclean Δ10% or more of the ceiling grid is unclean
8 – Ceiling and Ceiling vents in the back of house are in good condition	• Ceiling in the back of house is in good repair • Ceiling tiles are not mismatched, water stained, or otherwise damaged • Ceiling grid is either white, bronze, or black • Ceiling vents are free from rust or other damage	ΔTwo or more ceiling tiles are missing, stained, or otherwise in poor repair ΔAny ceiling tiles are mismatched in Guest visible areas of the Back of House ΔTwo or more vents are in poor repair ΔThe ceiling grid is the wrong or mismatched color Δ10% or more of the ceiling grid is rusted, peeling paint, or other wise damaged

BACK OF HOUSE & EQ - CLEANLINESS AND MAINTENANCE

BC12   **Sinks and Shelves meet standards**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Handwash, Warewash, Prep, and Mop Sinks are clean	• Sinks free of build-up including mold or dirt	ΔAny sink is observed unclean or with build-up
2 – Handwash, Warewash, Prep, and Mop Sinks are in good condition	• Sinks without leaking faucets, not hanging from the wall, or have otherwise damaged parts	ΔAny sink is observed in poor repair or damaged
3 – Shelves are clean	• Shelves with grease or dust build-up	ΔTwo or more shelves are unclean
4 – Shelves are in good condition	• Shelves rusting or chipping paint, including dry storage areas	ΔTwo or more shelves are rusting or have chipped paint

BC13   **Trash Receptacles in the Back of House meet standards**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Trash Receptacles in the back of house are clean	• Trash overflowing out of any Trash Receptacles • All Trash Receptacles are lined • Food splatter or other build-up on Trash Receptacles	ΔTwo or more Trash Receptacles have trash overflowing out of them ΔAny Trash Receptacles are not lined ΔTwo or more Trash Receptacles are unclean
2 – Trash Receptacles in the back of house are in good condition	• Trash Receptacles that have pieces chipped off	ΔTrash Receptacles have holes/pieces chipped off

BACK OF HOUSE & EQ - CLEANLINESS AND MAINTENANCE

BC21   Broilers, Fryers, and their Hoods meet standard   20 Points

STANDARD	LOOK FOR	SCORE IF
1 – Broilers and Broiler Hoods are clean	• Grease build-up on the exterior of the broiler • Dripping grease or encrusted debris on the hood and hood vents • Bent or missing feeder bars/guides on the broiler • Smoke pouring back into the restaurant • Cleaning tools and cleaning poster	ΔAny build-up is observed on the broiler ΔAny build-up is observed in the broiler hood ΔCleaning tools and cleaning poster are not available
2 – Broilers are in good condition	• Exposed or frayed power wires • Damaged control panels exposing wires beneath • Last Broiler Maintenance Report • High-risk locations (Airports, Train Stations, Petrol Stations, Malls)	ΔAny repair issues are observed on the broiler ΔAny items are observed that could pose a safety risk to the Restaurant Team ΔThe Broiler Maintenance Report is not available or on file in the restaurant at time of REV ΔThe Broiler Maintenance Reports for gas/electric broilers are available but older than 6 months ΔThe Broiler Maintenance Report for gas/electric broilers in not high-risk locations are available and older than 12 months
3 – Broiler Hoods are in good condition	• Exposed or frayed power wires • Damaged control panels exposing wires beneath • Last Duct Cleaning and Ansul Inspection Reports	ΔAny repair issues are observed with the broiler hood ΔAny items are observed that could pose a safety risk to the Restaurant Team ΔThe Duct Cleaning and Ansul Inspection Reports are not available or on file in the restaurant at time of REV ΔThe Duct Cleaning and Ansul Inspection Reports that are available but older than 6 months
4 – Fryers and Fryer Hoods are clean	• Grease or encrusted food debris on the exterior and interior of the fryer (including doors) • Dripping grease or encrusted debris on the hoods and hood vents	ΔAny build-up is observed on the fryers ΔAny build-up is observed in the fryer hoods
5 – Fryers and Fryer Hoods are in good condition	• Damaged fryer control panels with wires exposed • Exposed or frayed power wires	ΔAny repair issues are observed on the fryers ΔAny repair issues are observed with the fryer hoods ΔAny items are observed that could pose a safety risk to the Restaurant Team

BC22 **Ovens, Toasters, Microwaves, and Egg Cookers meet standard** **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Ovens are clean	• Grease collecting at the bottom of the oven • Encrusted food or splatter on the racks	ΔAny build-up is observed on the interior or exterior of the oven
2 – Ovens are in good condition	• Damaged control panel exposing wires beneath • Exposed or frayed power wires	ΔAny repair issues are observed that affect the function of the machine ΔAny items are observed that could pose a safety risk to the Restaurant Team
3 – Toasters are clean	• Build-up on the exterior of the toaster • Build-up on the Teflon sheet or belt	ΔAny build-up is observed on the interior or exterior of the toaster
4 – Toasters are in good condition	• Damaged Teflon sheets, belts, or other parts • Exposed or frayed power wires	ΔAny repair issues are observed that affect the function of the machine ΔAny items are observed that could pose a safety risk to the Restaurant Team
5 – Microwaves are clean	• Food splatter on the interior of the microwave, build-up, or spills on the exterior of the microwave	ΔAny build-up is observed on the interior or exterior of the microwave
6 – Microwaves are in good condition	• Damaged control panels exposing wires beneath • Any repair issues with the microwaves • Exposed or fraying power wires	ΔAny repair issues are observed that affect the function of the machine ΔAny items are observed that could pose a safety risk to the Restaurant Team
7 – Egg Cookers are clean	• Food splatter or build-up on the platform and exterior of the egg cooker	ΔAny build-up is observed on the egg cooker
8 – Egg Cookers are in good condition	• Damaged control panels and buttons • Any repair issues with the Egg Cooker • Exposed or fraying power wires	ΔAny repair issues are observed that affect the function of the machine ΔAny items are observed that could pose a safety risk to the Restaurant Team

BC23   **Walk-in Coolers and Freezers meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Walk-In Coolers are clean	• Door and door gaskets are clean • Floor and floor panels are even and clean • Fan guard is free of build-up	ΔAny cleanliness issues are observed with the door, door gasket, floor, walls, ceiling, or lights
2 – Walk-In Coolers are in good condition	• Door and door gaskets are in good condition • Floor and floor panels are in good condition • Fan guard is in place • Lights are shielded and not burned out • Any issues that would pose a Safety Risk	ΔAny repair issues are observed with the door, door gasket, floor, walls, ceiling, or lights ΔAny items are observed that could pose a safety risk to the Restaurant Team
3 – Walk-In Freezers are clean	• Door and door gaskets are clean • Floor and floor panels are even and clean • Fan guard is free of build-up	ΔAny cleanliness issues are observed with the door, door gasket, floor, walls, ceiling, or lights
4 – Walk-In Freezers are in good condition	• Door and door gaskets are in good condition • Floor and floor panels are in good condition • Fan guard is in place • Lights are shielded and not burned out • No condensation is dripping from the condenser • Any issues that would pose a Safety Risk	ΔAny repair issues are observed with the door, door gasket, floor, walls, ceiling, or lights ΔAny items are observed that could pose a safety risk to the Restaurant Team

BC24   **Reach-In Coolers and Freezers meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Reach-In Coolers are clean	• Exterior of units are clean • Door and door gaskets are clean • Bottom and shelves are clean • Fan guard is free of build-up	ΔAny cleanliness issues are observed with the exterior, door, door gasket, interior, or lights
2 – Reach-In Coolers are in good condition	• Exterior of units are in good condition • Door and door gaskets are in good condition • Bottom and shelves are in good condition • Fan guard is in place • Lights are shielded and not burned out • Any issues that would pose a Safety Risk • Frayed or exposed power wires	ΔAny repair issues are observed with the exterior, door, door gasket, interior, or lights that affect the function of the equipment ΔAny items are observed that could pose a safety risk to the Restaurant Team
3 – Reach-In Freezers are clean	• Exterior of units are clean • Door and door gaskets are clean • Bottom and shelves are clean • Fan guard is free of build-up	ΔAny cleanliness issues are observed with the exterior, door, door gasket, interior, or lights
4 – Reach-In Freezers are in good condition	• Exterior of units are in good condition • Door and door gaskets are in good condition • Bottom and shelves are in good condition • Fan guard is in place • Lights are shielded and not burned out • No condensation is dripping from the condenser • Any issues that would pose a Safety Risk • Frayed or exposed power wires	ΔAny repair issues are observed with the exterior, door, door gasket, interior, or lights that affect the function of the equipment ΔAny items are observed that could pose a safety risk to the Restaurant Team

BC25   **PHUs meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – PHU Exteriors, Slots, Faceplates, and Timer Bars are clean	• Build-up on the exterior of the unit, inside the tops/bottoms/sides of the slots, faceplates, and timer bars	ΔAny cleanliness issues observed with PHUs
2 – PHU Exteriors, Slots, Faceplates, and Timer Bars are in good condition	• Timer Bars not functioning or flashing with no time being recorded • Frayed or exposed power wires	ΔAny repair issues observed with PHUs ΔAny items are observed that could pose a safety risk to the Restaurant Team

BC26   **Fry Holding Station meets standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Fry Holding Station are clean	• Build-up on the exterior of the machine, interior of the bin, from the lights, support arm, or on the ribbon rack	ΔAny cleanliness issues are observed with the Fry Holding Station
2 – Fry Holding Station are in good condition	• Any repair issues such as a damaged bin or burnt out bulb • Frayed or exposed power wires	ΔAny repair issues are observed with the Fry Holding Station ΔAny items are observed that could pose a safety risk to the Restaurant Team

BC27   **Smallwares (Non-Food Contact Surfaces) meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Non-food contact surfaces of smallware are clean	• Build-up on handles and other non-food contact surfaces of smallware • Old label residue on the outside of pans	ΔTwo or more pans have old label residue on the outside of pans ΔTwo or more of the same type of smallware has build-up on the non-food contact surface
2 – Non-food contact surfaces of smallware are in good condition	• Cracked edges of pans or melted handles of non-food contact surfaces of smallwares	ΔTwo or more of the same type of smallware has damage on the non-food contact surface
3 – Non-food contact surfaces of slicers are clean	• Build-up on handles or legs of slicers	ΔAny build-up observed on non-food contact surfaces of slicers
4 – Non-food contact surfaces of slicers are in good condition	• Legs missing from slicers • Safety pin missing or not in place while slicer is stored as clean	ΔAny repair issues are observed on non-food contact surfaces of slicers ΔAny items are observed that could pose a safety risk to the Restaurant Team ΔWizard gloves not available
5 – Containers holding smallware as clean (such as bins) are clean	• Crumbs or other debris in the bottom of bins or pans holding smallware stored as clean	ΔAny debris, standing water, or build-up is observed in bins holding clean smallware
6 – Containers holding smallware as clean (such as bins) are in good condition	• Damage to bins or containers holding smallware that would make it difficult to adequately clean	ΔAny damage to bins holding clean smallware

BACK OF HOUSE & EQ - CLEANLINESS AND MAINTENANCE

BC28 **Sandwich Boards meet standard** **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Main Sandwich Board are clean	• Crumbs or other build-up on the Board or between the heater layer and the Board itself • Build-up or rust beneath and on the legs of the Board	ΔAny cleanliness issues are observed with the sandwich board
2 – Main Sandwich Board are in good condition	• Chips or scratches in the Board surface • Heated Board turned off or not functioning • Frayed or exposed power wires	ΔAny repair issues are observed with the sandwich board ΔAny items are observed that would pose a safety risk to the Restaurant Team
3 – Specialty Sandwich Board are clean	• Crumbs or other build-up on the Board or between the heater layer and the Board itself • Build-up or rust beneath and on the legs of the Board	ΔAny cleanliness issues are observed with the sandwich board
4 – Specialty Sandwich Board are in good condition	• Chips or scratches in the Board surface • Heated Board turned off or not functioning • Frayed or exposed power wires	ΔAny repair issues are observed with the sandwich board ΔAny items are observed that would pose a safety risk to the Restaurant Team

BC29 **Prep Tables and Heat Chute meet standard** **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Prep Tables are clean	• Build-up on the tops, underneath, support bars, or legs of Prep Tables • Rust beneath and on the legs of Prep Tables	ΔAny cleanliness issues are observed with the tables
2 – Prep Tables are in good condition	• Chips or scratches on the table surface	ΔAny repair issues are observed with the sandwich tables ΔAny items are observed that would pose a safety risk to the Restaurant Team
3 – Heat Chute/Landing Zones are clean	• Build-up and encrusted layers of grease on the heat chute	ΔAny cleanliness issues are observed with the heat chute
4 – Heat Chute / Landing Zones are in good condition	• Damage to the heating surface • Frayed or exposed power wires • Chute not currently heating • Lights (if present) burned out or not working	ΔAny repair issues are observed with the heat chute or landing zone ΔAny items are observed that would pose a safety risk to the Restaurant Team

BACK OF HOUSE & EQ - CLEANLINESS AND MAINTENANCE

BC41 **Ice Machines (Non-Food Contact Surfaces) meet standard** **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Ice Machines (Non-Food Contact Surfaces) are clean	• Build-up or dust on the exterior of the machine • Build-up in the air filters	ΔAny cleanliness issues are observed on the non-food contact surfaces of the ice machine
2 – Ice Machines (Non-Food Contact Surfaces) are in good condition	• Damage to the lid or machine covers • Frayed or exposed power wires • Any repair issues that would affect the function of the machine	ΔAny items observed that could pose a safety risk to the Restaurant Team ΔAny repair issues that would affect the function of the machine

BC42 **Drive-Thru Beverage and Coffee/Tea Stations meet standard** **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Drive-thru Beverage Stations are clean	• Dust, syrup, or other build-up on the exterior of the drink machines and on the surfaces/legs of the machine table	ΔAny cleanliness issues are observed with the non-food contact areas of the beverage machine or the immediate area surrounding the beverage machine
2 – Drive-thru Beverage Stations are in good condition	• Any repair issues that would affect the function of the machine • Beverage machine drain not working • Frayed or exposed power wires	ΔAny repair issues that affect the function of the machine ΔAny repair issues that are cosmetic in nature that can be seen by the Guests ΔAny items observed that could pose a safety risk to the Restaurant Team
3 – Coffee and Tea Stations are clean	• Spills or other build-up on the exterior of the drink machines, the urns, or on the surfaces/legs of the table that these items sit on	ΔAny cleanliness issues are observed with the non-food contact areas of the coffee machine, tea machine, or the immediate area surrounding these machines
4 – Coffee and Tea Stations are in good condition	• Any repair issues that would affect the function of the machines or the ability to serve the product • Machines not draining • Machines with damaged control panels • Frayed or exposed power wires	ΔAny repair issues that affect the function of the machines ΔAny repair issues that are cosmetic in nature that can be seen by the Guests ΔAny items observed that could pose a safety risk to the Restaurant Team

BACK OF HOUSE & EQ - CLEANLINESS AND MAINTENANCE

BC43   **Other Beverage Stations meet standard**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Non-Food Contact Surfaces of the FCB machine are clean	• Syrup spills in the stand/cabinet that the FCB machine is sitting on • Dust or other build-up on the exterior of the machine	ΔAny cleanliness issues are observed with the non-food contact areas of the beverage machine or the immediate area surrounding the FCB machine
2 – Non-Food Contact Surfaces of the FCB machine are in good condition	• Damage that does not affect the function of the machine • Frayed or exposed power wires	ΔAny repair issues that affect the function of the machine ΔAny repair issues that are cosmetic in nature that can be seen by the Guests ΔAny items observed that could pose a safety risk to the Restaurant Team
3 – Non-Food Contact Surfaces of the Shake/Soft Serve machines are clean	• Syrup spills or shake mix pouring from various areas of the machine • Dust or other build-up on the exterior of the machine	ΔAny cleanliness issues are observed with the non-food contact areas of the beverage machine or the immediate area surrounding the shake/soft serve machine
4 – Non-Food Contact Surfaces of the Shake/Soft Serve machines are in good condition	• Damage that does not affect the function of the machine • Frayed or exposed power wires	ΔAny repair issues that affect the function of the machine ΔAny repair issues that are cosmetic in nature that can be seen by the Guests ΔAny items observed that could pose a safety risk to the Restaurant Team

BACK OF HOUSE & EQ - CLEANLINESS AND MAINTENANCE

BC44   **Other Cleanliness & Maintenance standards**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Other Equipment are clean	• Any non-standard equipment due to a special menu item or test, ensure it is clean	ΔAny other piece of equipment is unclean
2 – Other Equipment are in good condition	• Any non-standard equipment due to a special menu item or test, ensure it is in good condition	ΔAny other piece of equipment is in poor repair ΔAny other piece of equipment is in a state that poses a safety risk to the Restaurant Team
3 – No safety hazards are present in the back of house	• No exposed wiring on equipment (i.e. cords/plugs) • No missing covers from outlets/light switches with exposed wiring • No damaged shelving that could fall over onto a Team Member • CO2 tanks that are securely chained with caps in place, or held in railings of at least 75% of height • No other safety hazards are present (i.e. torn carpets, wet floors not marked, etc.)	ΔAny exposed wiring on equipment ΔAny missing covers from outlets/light switches with exposed wiring ΔAny shelving damaged such that it could fall onto a Team Member ΔAny CO2 tank that are not securely chained with caps in place, held in railings of less than 75% of height, or any CO2 tank that obstructs normal foot traffic in the back of house ΔAny other safety hazard is present
4 - Sanitizer spray bottle usage meets standard	• Sanitizer spray bottles are available in kitchen and hand-out area • Sanitizer spray bottles are used correctly	ΔNo ready-to-use Sanitizer spray bottle available in kitchen, or hand-out area ΔSanitizer solution sprayed onto any surface ΔSanitizer solution not sprayed on at least 50% of surface of the paper towel which will be in contact with the surface to clean

DIGITAL OPERATIONS

DG11   **Digital sales channels are functioning and in acceptable physical condition**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – The Restaurant is using POS Injection for delivery orders	• Ask the Manager if the restaurant participates in Delivery, if so, ask how they receive their orders across aggregators • If the order appears in the ordering queue without effort (auto-accept) from the Restaurant Team, this is POS Injection and the Restaurant earns full points	ΔThe Restaurant Team manually inputs any delivery order into the POS
2 – Self-Order Kiosks are powered on and accepting orders	• Self-Order Kiosks are on and available for Guests • Signage stating that the Self-Order Kiosks are broken/not functioning	ΔAny Self-Order Kiosk is unable to take orders and no Workorder is in place ΔThere are no self-order kiosks in the restaurant (new stores after Jan 1, 2023)
3 – Self-Order Kiosks are clean	• Self-Order Kiosk screens, housings, and support frame/legs are clean and free of build-up	ΔAny build-up is observed on Self-Order Kiosk screens, housings, and support frame/legs
4 – Self-Order Kiosks are free from damage	• Self-Order Kiosk screens, housings, and support frame/legs are damaged	ΔAny damage is observed on Self-Order Kiosk screens, housings, and support frame/legs

DG11C	*Guest Experience Critical*	Additional -30 Points
2– Self-Order Kiosks are powered on and accepting orders	• Self-Order Kiosks are on and available for Guests • Signage stating that the Self-Order Kiosks are broken	ΔAll Self-Order Kiosks are unable to take orders and no Workorder is in place

DIGITAL OPERATIONS

DG12   **Digital platforms are updated with the latest menu and offerings**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 - Delivery channel is displaying updated promotions and products	• Spot check the latest LTO listed on the interior Menu Board and ensure it is on at least one delivery channel's ordering page in addition to one other item • Offers and promotions listed on delivery channel/s should be current and up-to-date • Digital ordering channels – mobile app and 3P delivery channels	ΔAny item, excluding in-store exclusives, is missing between the interior menu board and delivery channel ΔItem availability is not updated properly in all the digital ordering channels
2- Self Order Kiosk pricing matches those on the Menu board	• Spot check 5 items and compare the kiosk price to the price listed on the interior Menu Board	ΔAny price is different between the Menu Board and the Self Order Kiosk ΔThe Self Order Kiosk is broken/not accepting orders and no Workorder is in place
3- Self Order Kiosks are displaying updated promotions and products	• Spot check the latest LTO listed on the interior Menu Board and ensure it is on the Self Order Kiosk in addition to one other item • Check that offers advertised on P.O.P. outside the restaurant are uploaded to the Self Order Kiosk	ΔAny item or promotion is different/missing between the P.O.P. and the Self Order Kiosk

DIGITAL OPERATIONS

DG13   **Team Member behaviors support delivery operations**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Delivery or Off premise Orders are being accepted in restaurants that offer Delivery	• The Restaurant is online on delivery channels • All delivery orders are accepted, except for stockouts	ΔThe Restaurant is offline on delivery channels ΔThe Restaurant is rejecting orders which can be fulfilled
2- Delivery orders are being fulfilled immediately	• Team Members are hustling to start orders as they come in	ΔThe Restaurant Team does not prepare delivery orders when they come in ΔAny Delivery Rider that cancels order after waiting for five or more minutes
DG13C	*Guest Experience Critical*	**Additional -30 Points**
1 – Delivery or Off premise Orders are being accepted in restaurants that offer Delivery	• If the Manager uses a tablet or separate register, ask them to show you the tablet/register and ensure that it is powered on and plugged in • Team makes the orders as they come in	ΔThe Restaurant is not accepting Delivery or Off premise orders due to on-going REV audit

DG14   **Delivery orders are made-to-order**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1-Sandwiches for delivery orders are made-to-order	• Sandwich for a delivery order is made fresh after receiving the order	ΔAny sandwich for a delivery order is not made fresh after receiving the order
2- Sides for delivery orders are made-to-order	• Side for a delivery order is made fresh after receiving the order	ΔAny sides for a delivery order is not made fresh after receiving the order
3- Drinks for delivery orders are made-to-order	• Drink, excluding pre-packed, for a delivery order is filled fresh after receiving the order	ΔAny drink, excluding pre-packed, for a delivery order is not filled fresh after receiving the order

DIGITAL OPERATIONS

DG15   **Delivery orders are expedited according to standard**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1- Orders are expedited in the proper sequence	• If Expediter draws drinks, drinks > sandwiches/entrees > fried products • If Expediter does not draw drinks, sandwiches/entrees > fried products > drinks	ΔTwo or more instances where the Expediter did not follow the prescribed expediting order sequence
2- Orders are bagged according to standard	• Heavier items are placed at the bottom of the bag • All products are placed upright • Sandwiches are not placed on top of fried side items • Bags are not overloaded • Drinks are bagged separately or held in drink-specific compartments	ΔTwo or more instances where the Expediter did not bag orders according to standard
3- Condiments are packed according to standard	• Orders are packed with napkins, required utensils and condiments	ΔTwo or more instances where the Expediter did not add required napkins, utensils or condiments
4- Order packaging is according to standard	• Use of cup sealing machine or approved non-spill lids on cold cups	ΔCold cups are not sealed using cup sealing machine or approved non-spill lids

DIGITAL OPERATIONS

DG16   **Delivery orders are packed according to standard**   **20 Points**

STANDARD	LOOK FOR	SCORE IF
1- Orders are sealed shut and labeled	• Delivery bags are sealed and tamper-proof • Orders are labeled with order number/receipt	ΔAny delivery bag that is unsealed ΔAny sealed delivery bag that is not tamper-proof ΔAny delivery bag that is unlabeled ΔAny labeled delivery bag that cannot be traced to a current order
2- Orders are packed in dedicated, approved delivery packaging (refer to Additional Notes for country specific alignments)	• Delivery orders are to be packed in a dedicated outer carrier bag • Fries, onion rings and sides are packed in fry pods • Wrapped burgers are placed in burger bags / clam shell boxes • Meals and drinks are packed in meal pack trays	ΔNo dedicated outer carrier bag is used ΔNo fry pods are used ΔFry pods used are without flap ΔNo burger bags/clam shells are used ΔNo meal pack trays are used

DG17   **Delivery orders are handled according to standard**   **15 Points**

STANDARD	LOOK FOR	SCORE IF
1- There is a designated/labeled pick up area for Third Party Delivery or a designated Delivery area for Self Managed Delivery	• Signage designating "Pick Up Here" to guide third party drivers (if required) • An area in the restaurant designated only for deliveries if running self managed delivery (if required)	ΔThere is no designated/labeled pick up area for third party drivers (if required) ΔThere is no designated area in the Restaurant for self managed delivery (if required)
2- Delivery orders are verified	• Orders are verified before handed over to Delivery Riders	ΔAny Delivery Rider receives the incorrect order and returns to the counter/Restaurant to fix it

DIGITAL OPERATIONS

DG18   **Restaurant tracks delivery results**   **15 Points**

STANDARD	LOOK FOR	SCORE IF
1- The restaurant team is aware of delivery results	• Recent delivery results (e.g tickets, sales, eater rating, accuracy rate, refunds, acceptance rate) are posted in a visible location Team Members know where you can find delivery results, ask 3 of them A restaurant is open for at least 90 days, restaurants open for a shorter duration may not have delivery results and should not be scored	ΔTwo or more Team Members do not know where to find results ΔResults are not posted in a visible location ΔResults posted are not current

Jack's Cafe

CS01   **Cafe Barista Coffee Training**   **25 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Jack's Cafe Barista Training	• Barista able to show target dose of 22-22.5 grams of Coffee in group handle • [Barista task] Observe calibration of Coffee grinder • Extraction time for a small coffee should be between 22 – 26 seconds	ΔBarista cannot demonstrate target dose of 22-22.5 grams of Coffee in group handle ΔBarista is unable to calibrate the Grinder correctly ΔBarista cannot demonstrate the target extraction time ΔBarista is unable to achieve extraction time after Grinder calibration (should not take more than 5 minutes total)

CS02   **Drinks Recipe Card Available**   **5 Points**

STANDARD	LOOK FOR	SCORE IF
1 – Restaurant has drinks recipe card available	• Physical or digital copy of latest drinks recipe card	ΔTeam members are not able to produce either a physical or digital copy of the drinks recipe card ΔRestaurant does not use the latest recipe card available

Jack's Cafe

CS03   Coffee Beans Labeled and Unexpired   5 Points

STANDARD	LOOK FOR	SCORE IF
1 – Coffee Beans are not expired and stored correctly	• Open packets stored in airtight containers [without the packet] • Expiry date on unopened coffee packet/box	ΔCoffee is expired ΔExpired items are not labeled "Do Not Use" ΔOpen packets are not stored in airtight containers [without the packet]

CS04   Order Preparation and Presentation   15 Points

STANDARD	LOOK FOR	SCORE IF
1 – Beverages are prepared correctly and presented well	• For Jack's Cafe, check if the recommended Barista technique in use • For Jack's Cafe, check if the milk is portioned correctly and jug rinsed after each use • Drink has correct amount of foam • Drink has the correct top and is well presented	Δ[For coffee beverages] there is no integration of milk and crema whilst pouring Δmilk portioning is more than 30ml per dose of coffee ΔMilk jug is not rinsed after each use ΔThere are drips or spills from/on cup ΔThere is no visible latte art ΔFoam level other than - 2cm for Cappuccino, 1cm for latte, foam held back for flat white

Jack's Cafe

CS05   **All crew are well trained to operate**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 – If using JEDI, Team Members' proficiency of his/her current working position are reflected on proficiency chart	• Restaurant Manager on shift is proficient on station • Barista on shift is ==proficient== on station	ΔBarista on shift does not have JEDI proficiency signoff for their station ΔRest Manager on shift does not have JEDI proficiency signoff

CS06   **Smallware (Non-Food Contact Surfaces) meet standard**   **10 Points**

STANDARD	LOOK FOR	SCORE IF
1 - Station smallware present, in good condition, and clean	• Barista toolkit: Spatula, Bar Spoon, Milk Jugs • Cleaning tools: Blind Filters x 2, Gasket Brush, Grinder Cleaner, Espresso Cleaner • Cloths: Filter Basket Towel, Steam Wand Cloth • Evidence of buildup on handles and non-food surfaces of smallware	Δ Any build up observed on group handles, spouts, baskets, steam wand, steam tips, and milk jugs Δ Milk Jug's paint/enamel is peeling off Δ Group Handles are rusted or damaged (partially/fully broken)

Franchisee Systems

FZS01   **Digital Labor Tool**   **Yes/No**

Best-in-Class	LOOK FOR	SCORE IF
Labor Tool is a digital, online platform with sales projections and labor targets automatically integrated	• Schedule isn't handwritten • Schedule is displayed for whole week, not only day-by-day • Manager says sales are integrated • Clock-in & Clock-out system available & integrated to Tool	ΔSchedule is handwritten ΔThere is no Schedule available which shows an overview of all shift during a full week ΔManager says sales projection must be manually entered ΔSystem does not automatically calculate overtime or productivity ΔClock-in & Clock-out system is not available or not integrated to Tool

FZS02   **Repair and Maintenance System**   **Yes/No**

Best-in-Class	LOOK FOR	SCORE IF
A digital system through which Repair & Maintenance requests can be submitted, tracked & approved by superiors	• A system to call in needed repairs & maintenance • A confirmation from the system of scheduling the repair request • A system for logging & keeping track of requests • Urgent repair needs can be requested within 24 hours (f.e. Broiler or Walk-In Freezer & Chiller)	ΔNo 24-hour response system for urgent repairs ΔSystem does not give a confirmation of scheduling of request

FZS03   **Zenput digital tool launched and in use**   **Yes/No**

Best-in-Class	LOOK FOR	SCORE IF
Managers are trained to use Zenput for Routine Checklists & Cookout Logs. Use of the	• Completion rate of mandatory checklists/logs at ==100%==	ΔCompletion rate for the past ==3 months== are less than 100% ΔManager has to use a manual checklist to complete any form of checklist or cookout log

Franchisee Systems

FZS04   Utilities Monitoring Tool   Yes/No

Best-in-Class	LOOK FOR	SCORE IF
Utilities are monitored using a digital, online platform with insights of each equipment's energy consumption	• Sensors/monitoring device equipped at DB box or equipment • Manager is aware of how much energy consumed in restaurant • Energy tracking data is available on platform • Energy is tracked for key equipment including HVAC, Fryer, Chillers/Freezers, PHU	ΔNo monitoring devices or sensors equipped at restaurants ΔNo digital, online platform for energy tracking

FZS05   Kitchen Monitoring System (KMS)   Yes/No

Best-in-Class	LOOK FOR	SCORE IF
Kitchens can accurately cook and prepare the correct amount of food based upon historical usage and live data from the point of sale.	• Kitchen monitoring screens/software used at BOH • TMs are aware of how much to prepare without manual calculations • PMIX is tracked using POS data to provide predictive forecasting	ΔNo KMS in place ΔTMs are using manual calculations for product preparation

FZS06   Connected Kitchen Information   Checkbox

Best-in-Class	LOOK FOR	SCORE IF
POS and Label Printers	• POS Vendor Name • POS Version Name (compulsory text field) • POS Version Number (compulsory text field) • Label Printer Brand (compulsory text field)	ΔPOS providers: • rPOS • NCR • Oracle • Xenial • Others (text box) Δ Label printer brand: • Epson • Bixolon • Others (text box)

Franchisee Systems

FZS08   **Correct Equipment**   **Yes/No**

Best-in-Class	LOOK FOR	SCORE IF
New Gen PHU, FHS, Auto-filtering Fryers, & working OCU	• Old Generation equipment or old generation hold-times • Manual fryer filtering equipment • No OCU or OCU not showing guest order clearly	ΔAny old Generation Equipment in use ΔFryer requires manual filtration (use of cart) ΔOCU is not working or is absent

FZS09   **Full DSS (for stores opened prior to Jan 1, 2023)**   **Yes/No**

Best-in-Class	LOOK FOR	SCORE IF
Printers print labels for all sandwiches and side items before preparation. Team members working expediting are working at stations, not all at landing zone. There are screens for all expediting positions. There is defined assembly area	• No sticky labels for sandwiches & sides • There is not a screen for deserts person, or fries person, or assembly person (controller) • Positioning guide does not have a "controller" position option • Sandwiches and sides being prepared and kept on the heat chute/landing zone before they've been ordered	ΔSandwiches do not have sticky labels ΔThere is not at least 1 screen for Drinks & Desserts, 1 screen for Sandwich & Sides, and 1 screen for Assembly ΔPositioning guide does not have a "controller" position option ΔThere is no defined assembly area ΔSandwiches are not "Made to Order"

FZS10   RGM Incentive Available (only asked when RGM or ARL are present)   Yes/No

Best-in-Class	LOOK FOR	SCORE IF
RGM is incentivized by some kind of bonus to perform well across the most important metrics	• Incentive system for RGM • There is an incentive system, but restaurant manager cannot clearly define it	ΔDO NOT ask this question to shift managers. Only review this when RGM or ARL are present to answer. If neither are present question is N/A.

FZS11   ARL Visit Report Available   Yes/No

Best-in-Class	LOOK FOR	SCORE IF
ARL leaves behind a report of their visit with a list of items to work on and an action plan for most important items	• ARL notes from visit are not readily available • ARL most recent notes from visit are more than 2 weeks old	ΔThere are no notes from ARL visit available ΔNotes from ARL visit are more than 2 weeks old Δ(do not score if FZ only operates 1 restaurant)

FZS12   Proper Training Room or TM Break Room   Yes/No

Best-in-Class	LOOK FOR	SCORE IF
A dedicated area is clean and organized for team to complete any training and for team to take breaks or get ready for work	• No training / TM room or area • Area is present but messy, disorganized, filled with non-training items – used as storage area	ΔThere is no training / TM room or area ΔTraining area is being used primarily for non-training activities like storage ΔTraining area is messy, disorganized, or filled with non-training items

Franchisee Systems

FZS13   CRT/CTR Program in place   Yes/No

Best-in-Class	LOOK FOR	SCORE IF
Managers are trained in CRT certified restaurants	• Gold Certificate Foundations certificates	ΔManager on the roster has a Silver instead of Gold Foundations Certificate

FZS14   Voice of Guest Program   Yes/No

Best-in-Class	LOOK FOR	SCORE IF
All surveys printed with static survey QR code, survey URL, and unique survey code	• Whether receipts have a working survey URL printed that directs guest to survey page • Whether receipts have a working QR code printed that directs guest to survey page • Whether receipts have a unique 15-20 digit ID printed that allows entry into the survey questions	Δ No working survey URL printed ΔNo working QR code printed ΔNo unique survey ID printed ΔURL printed does not direct to survey site ΔQR code printed does not direct to survey site Δ15-20 digit ID does not allow entry into the survey questions

Franchisee Systems

FZS15   Pest Management Practices   Yes/No

Best-in-Class	LOOK FOR	AWARD IF
The restaurant regularly completes the NSF pest-monitoring checklist	• Pest Monitoring checklist completions on NSF Portal • Paper based records are acceptable only if valid justification provided for not using NSF Portal checklist	Δ Pest Monitoring Checklist was completed at least 2 times per week in the last 30 days

FZS16   Self-REV Routines   Yes/No

Best-in-Class	LOOK FOR	AWARD IF
Self-REV Routines in place	• Self-REV task completions via Zenput • Excel-based self-rev tool is acceptable --- each file should be saved with date when self-rev was performed (open a file to verify if properly completed as spot checks)	ΔAt least 2 Self-REVs have been completed in the last 30 days

FZS17   Order Taker Upsells while taking Guests' Order   Yes/No

Best-in-Class	LOOK FOR	AWARD IF
Suggestive Upselling to Guests is practiced	• Observe 5 interactions between order taker and Guest (if DT store, at least 1 of them should be drive thru interaction)	Δ The Team Member taking order is practicing suggestive upsell to Guests

Work Order Acceptance

Workorder Acceptance began in 2019. The intention here is to encourage restaurants to work towards fixing broken items in their restaurants and get a portion of credit on the REV. Acceptable Workorders are those that show the date the repair issue was reported in addition to demonstration that the repair is progressing (such as the replacement part being ordered).

This can be demonstrated through Invoices or Repair Management Systems. E-Mails are not accepted as these do not provide a way to validate that work is occurring on the item.

A Workorder is subject to validation by the REV auditor and BKC, points may not be awarded if the Workorder is invalid. Workorders will be valid for 30 days from date of report where points may be awarded as long as Minimum Operations Standards are maintained (Workorders covering Food Safety, as an example, are not accepted).

Workorders will be recorded, and points may not be awarded for the line item in subsequent visits if the item is broken again or has not been repaired since the last visit.

FANS

Fans should not be used extensively, but can be acceptable as long as they meet the below criteria:

a.   No unit is blowing on exposed food or other prep processes, food prep areas / equipment
b.   No Base/bottom of unit is above Knee Level
c.   No unit is blocking access to hand sinks
d.   No visible or blowing dust build-up (follow current air vent calibration to judge this) – cleaning frequency established to maintain cleanliness of fans
e.   No frayed or spliced wires are observed
f.   No unit or wire poses a trip hazard

SPACE HEATERS

Any Space Heaters (Radiant or Forced Air) are acceptable at the drive-thru window as long as they meet the below criteria:

a.   No base/bottom of heater is above Knee Level, more than 5 Feet from the drive-thru window, or above exposed food (sachets of ketchup or salt are not considered exposed, but unwrapped straws would be)
b.   No visible or blowing dust build-up (follow current air vent calibration to judge this)
c.   No frayed or spliced wires are observed
d.   No unit or wire poses a trip hazard

PORTABLE AIR CONDITIONERS

Portable Air Conditioners should not be used extensively, but can be acceptable as long as they meet the below criteria:

• No unit is blowing on exposed food or other prep processes,
• No Base/bottom of unit is above Knee Level
• No unit is blocking access to hand sinks
• No visible or blowing dust build-up (follow current air vent calibration to judge this)
• No frayed or spliced wires are observed
• No unit or wire poses a trip hazard
• No A/C Filter needs to be changed out (sticker to change filter shows past 'change by' date)

Temperature Decision Chart

1. All refrigerated products should be held and received at maximum temperature of 4°C/40°F

2. Auditors will take temperatures between boxes/cartons/bags, but if the temperature is out of standard, they will open the box/carton/bag and take the temperature of the products inside

3. Auditors will take the temperature of 3 PHFs in a storage unit first. If any products are above 8°C/46°F the Zero Tolerance procedure is automatically activated in addition to the scoring of a FSC. An additional 7 products will be temped (these do not need to be a PHF) for a total of 10 products. Zero Tolerance will be confirmed if 80% of the temperatures taken are above 8°C/46°F

SCENARIO	ZT PROCEDURE ACTIVATED	ZT PRCEDURE OUTCOME	SCORING OUTCOME
1 PHF between 4°C/40°F and 8°C/46°F	No	N/A	No Score
Or 3 PHF between 4°C/40°F and 8°C/46°F	No	N/A	FS
Least one PHF above 8°C/46°F	Yes	7 or fewer total products above 8°C/46°F	FS
Least one PHF above 8°C/46°F	Yes	8 or more total products above 8°C/46°F	Zero Tolerance

ZT Procedures activation involves taking temperature of an additional 7 products (PHF or Non-PHF)

GS12   **Team Member behavior at the start of the Guest interaction meets Standards**

STANDARD	LOOK FOR	SCORE IF
GS12C	*Guest Experience Critical*	**Additional -30 Points**
2 – Guest is greeted within five seconds	• Team Members are greeting Guests within five seconds of their arrival at the Front Counter or Drive-Thru Menu board • Team Members are hustling to be present for the Guest's arrival if performing other tasks	ΔTeam Member does not greet within 20 seconds at the Front Counter or at the Drive-Thru

GS14   **Team Member behaviors support Speed of Service**

STANDARD	LOOK FOR	SCORE IF
GS14C	*Guest Experience Critical*	**Additional -30 Points**
1 – Orders are being fulfilled immediately	• Team Members not hustling to start orders after they appear on the Kitchen Display Screen (KDS) unless finishing a previous order	ΔOrders are not started within 30 seconds of Guest placing the order

GS15   **DSS is executed properly**

STANDARD	LOOK FOR	SCORE IF
GS15C	*Guest Experience Critical*	**Additional -30 Points**
6 – Full DSS implementation for all new restaurants opened on or after Jan 1, 2023	• All above DSS elements not being executed in restaurant newly opened on or after Jan 1, 2023	ΔOne or more DSS elements are missing or not being executed properly AND open date is on or after Jan 1, 2023

GUEST EXPERIENCE CRITICALS - SUMMARY

GS23   **Travel Paths completed effectively & appropriate corrective action taken**

STANDARD	LOOK FOR	SCORE IF
GS23C	*Guest Experience Critical*	**Additional -30 Points**
2 - Appropriate corrective action taken	• Identified issues are prioritized according to their urgency/impact • This can be doing or delegating small or urgent things immediately, delegating other tasks or adding less urgent or bigger tasks to a to-do list • "Major" issues are any issues that would directly impact guest or team member safety, food safety, product quality • f.e. Trip/slip hazards, any food safety violations, serving expired products to guest, guest complaints	ΔAction on major quality, safety, food safety and guest facing issues was not taken within 60 minutes (This also applies if major issues were not noticed due to a missing travel path)

GS32   **Team Members behave in a manner that demonstrates to Guests they are welcome at Burger King**

STANDARD	LOOK FOR	SCORE IF
GS32C	*Guest Experience Critical*	**Additional -30 Points**
1 – Team Members behave in a manner that demonstrates to Guests that they are welcome at Burger King	• Team Members or Managers locking the door before closing time • Team Members or Managers allowing a discussion with a Guest to escalate to an argument	ΔTeam Members or Managers show inappropriate behavior

GS33   **The restaurant team is aware of GuestTRAC® Results**

GS33C	*Guest Experience Critical*	Additional -30 Points
1 – The restaurant team is aware of GuestTRAC® Results	• Managers or TMs incentivizing Guests to give them a high rating • Falsified Guestrac reports found in restaurant • Managers or TMs seen using Guest receipts to attempt the survey • Handwritten ratings tracking sheet filled up for future dates	ΔObserved manipulation or falsification of Guestrac results

GUEST EXPERIENCE CRITICALS - SUMMARY

GS41   All Menu Items are available

STANDARD	LOOK FOR	SCORE IF
GS41C	*Guest Experience Critical*	**Additional -30 Points**
1 – All items advertised on the menu are available for Guests to purchase	• LTO items that are near their run out period • Guests upset that they cannot receive a product due to the restaurant being out • Sold out signs on the interior Menu Board but not on the exterior Menu Board and vice-versa	Δ3 or more items are advertised as available on the Menu Boards but are not available to the Guest

GS51   Drive-Thru Order Time is within Standards

STANDARD	LOOK FOR	SCORE IF
GS51C	*Guest Experience Critical*	**Additional -30 Points**
1 – Drive-Thru Order Time from the previous month is <= 40 secs for single lane order point and <= 45 secs for dual lane order point	• The previous month Drive-Thru Speed of Service Order Time from the Drive-Thru Timer • The Drive-Thru Timer and ensure it is the approved version	ΔSingle/Double Lane Order Point – The restaurant order time is greater than 2:15

GS52   Window Time is 1:00 or below

STANDARD	LOOK FOR	SCORE IF
GS52C	*Guest Experience Critical*	**Additional -30 Points**
1 – Drive-Thru Window Time from the previous month is 1:00 or below	• The previous month Drive-Thru Speed of Service Window Time from the Drive-Thru Timer • Window Time is only being measured at the pick-up window, this is the second window the Guest comes to in a two-window setup and the only window that a Guest comes to in a one window setup	ΔThe restaurant has greater than 2:30 window time

GS53   **Dine-In Prep Time is 150 seconds or below**

STANDARD		LOOK FOR	SCORE IF
GS53C		*Guest Experience Critical*	**Additional -30 Points**
1 – Dine-In Prep Time is 150 seconds or below		• Record 7 manual dine-in times (combination of front counter and kiosk orders if restaurant has kiosks) • Wait time starts when Guest receives Receipt or Cash/Card back and ends when Guest receives their order (valid for both Kiosk & Front Counter) • If order has four or more combo meals in one transaction, do not include as one of the dine-in	ΔThe restaurant is greater than 5:00 Dine-In Prep Time

FQ11   **Ordered Products are Prepared Correctly**

STANDARD		LOOK FOR	SCORE IF
FQ11C		*Guest Experience Critical*	**Additional -30 Points**
6 – Products that are declared as vegan/vegetarian are prepared correctly		• Usage of dedicated gloves, tongs, spatula, PHU bands and fry basket with handle to differentiate with other meat products • Vegan/Vegetarian products and dedicated tongs must not come in contact with non-plant-based products or tongs • Vegan/Vegetarian products are placed in the Fry Vat • Dedicated packaging is used • The recommended color for vegan/veg dedicated smallware/tools is green	ΔFrying Plant-Based patty in Multi-Vat or adding meat on the sandwich when Plant-Based is ordered

FQ51   **All Products are Labeled and not Expired**

STANDARD	LOOK FOR		SCORE IF
FQ51C	**_Guest Experience Critical_**		**Additional -30 Points**
1 – All Thawed or Opened products are Labeled and not Expired	• Opened Items in coolers, freezers, or dry storage to have a Ready/PTD Sticker • Items expired		Δ2 or more (containers and/or ingredients) expired
2 – All Drinks, FCB Syrup, Bag in Box, Milk Based Products, Juices, and Soft Serve Mix are Labeled and not Expired	• All items to have a Ready/PTD Sticker • Items expired		Δ2 or more (containers and/or ingredients) expired
3 – Unopened Products in the Cooler, Freezer, and Dry Storage are Labeled and not Expired	• Unopened items in coolers, freezers, or dry storage without expiry date • Unopened Items expired		Δ2 or more (containers and/or ingredients) expired

FQ63   **Expired PHU Products are Discarded**

STANDARD	LOOK FOR	SCORE IF
FQ63C	*Guest Experience Critical*	**Additional -30 Points**
1 – Expired PHU Products are Discarded	• Products expired in the PHU (Flashing Red or without Hold Times)	ΔExpired Products are served to Guests on 3 or more occurrences ΔProducts are not discarded on 3 or more occurrences ΔButton is pressed again, after the timer has expired ΔDeliberately extended holding time

FQ64   **Guests are not served Expired French Fries, Hash Browns, or Side Items**

STANDARD	LOOK FOR	SCORE IF
FQ64C	*Guest Experience Critical*	**Additional -30 Points**
1 – Guests are not served Expired French Fries, Hash Browns, or Side Items	• Products in the Fry Holding Station without a Timer • Expiring Fries to be thrown into the French Fry Waste Bucket	ΔProducts in the Fry Holding Bin do not have an expiry timer on 3 or more occurrences ΔExpired French Fries, Hash Browns, or Side Items are served to a Guest on 3 or more occurrences

FQ65   **Guests are not served any other Expired Items**

STANDARD	LOOK FOR	SCORE IF
FQ65C	*Guest Experience Critical*	**Additional -30 Points**
1 – Guests are not served any other Expired Items	• Guests being served other items that are expired based on their labeled expiry date	ΔAny Guest is served an expired item on 3 or more occurrences

FQ71   PHUs are Programmed and Used Properly

STANDARD	LOOK FOR	SCORE IF
FQ71C	*Guest Experience Critical*	**Additional -30 Points**
1 – Team Members are pushing the correct buttons	• Products being placed into the PHUs • Team Members pushing the PHU timer buttons	ΔButton is not pressed for the cavity on 3 or more occasions

FQ81   Oil in the Fryers meets standard

STANDARD	LOOK FOR	SCORE IF
FQ81C	*Guest Experience Critical*	**Additional -30 Points**
1 – All Fryers pass Shortening Test	• If using the Color Test Kit Method: The French Fry Fryers should be lighter than the lightest tube, and the Multi-Pot Fryers should be lighter than the darkest tube • If using the TPM Method: TPM must be less than 25% or the market regulatory requirement, whichever is stricter	ΔAny oil over 30 TPM or less than 3 basket lines visible with basket test

GC11   Paved Exterior areas meet standard

STANDARD	LOOK FOR	SCORE IF
GC11C	*Guest Experience Critical*	**Additional -30 Points**
1 – Paved Exterior areas like sidewalks, parking lots, drive-thru lane, and dumpster pad are clean and free of build-up or debris	• Gum and litter in the paved areas around the exterior of the restaurant	ΔMore than 30 pieces of gum are observed on all paved surfaces ΔMore than 10 pieces of litter are observed on all paved surfaces

GC12   Landscaping and Furniture meets standard

STANDARD	LOOK FOR	SCORE IF
GC12C	*Guest Experience Critical*	**Additional -30 Points**
1 – Landscaping and Exterior Furniture are clean and free of build-up	• Railings, retaining walls, and fencing being clean and free of build-up or food splatter • All tables in the Exterior Dining area are free from build-up, debris or litter • Newspaper or other vending machines are clean	ΔMore than 30 pieces of gum are observed on all surfaces ΔMore than 10 pieces of litter are observed in all landscaped areas ΔTables are not cleared after 60 minutes
2 – Landscaping and Exterior Furniture are free of debris and in good condition	• Railings, retaining walls, and fencing are painted and not fading or damaged • All tables in the Exterior Dining area are free from rust, peeling paint, or uneven stance on the ground • Any safety hazards caused by the landscaping or exterior furniture • Newspaper or other vending machines are in good condition	ΔMore than 5 items of furniture (in any combination) are damaged or have peeling paint – items can be any of tables, chairs, benches, railings, retaining walls, or fencing

GC21   **Dining Room and Restroom Building Structure meets standard**

STANDARD	LOOK FOR	SCORE IF
GC21C	*Guest Experience Critical*	**Additional -30 Points**
1 – Walls in the Dining and Restroom Areas are clean	• Walls free of dust and other build-up	Δ3 or more walls are observed with build-up
2 – Walls in the Dining and Restroom Areas are in good condition	• Walls free of damage including graffiti or chipped/missing paint	Δ3 or more walls are observed with damage or other repair issues
3 – Windows in the Dining and Restroom Areas are clean	• Windows with fingerprints or other build-up • Window sills with dead insects or dust build-up	ΔFour or more windows are unclean
4 – Windows in the Dining and Restroom Areas are in good condition	• Cracks or scratches on windows	Δ30% or more of windows are scratched or if 50% or more of a single window is scratched
7 – Partitions in the Restroom Areas are clean	• Partitions with build-up	Δ3 or more partitions are observed with build-up
8 – Partitions in the Restroom Areas are in good condition	• Partitions without peeling laminate or holes • Partitions with graffiti of any kind	Δ3 or more partitions are observed with damage or graffiti
9 - Floors in the dining and restroom areas are clean	• Floors are free of build-up • Floors are free of trash	ΔAny floors are observed with 10 or more pieces of trash, litter, or serious food debris
10 - Floors in the dining and restroom areas are in good condition	• Floors are in good conditions and free of damage	ΔAny floors are observed with 3 or more damages or other repair issues

GC27   **Dining Room Furniture and Décor meets standard**

STANDARD	LOOK FOR	SCORE IF
GC27C	*Guest Experience Critical*	**Additional -30 Points**
1 – Dining Room Furniture and Décor are clean	• A combination of ten Chairs and Booths to ensure that they have no build-up on the legs or any other cleanliness issues • Ten tables to ensure that they have no gum underneath or any other cleanliness issues • Décor and art on the wall is free from dust or other build-up • Check one chair and one table in the lounge seating areas to ensure that they have no build-up on the arms or any other cleanliness issues	ΔFive or more tables are observed with pieces of trash, litter or food debris Δ10 or more pieces of gum under tables ΔFive or more chairs or booths are observed with issues Δ3 or more décor items are observed with build-up Δ3 or more chairs or tables in the lounge seating areas are observed with build-up ΔIf tables are dirty due to Guest, allow 10 minutes for Team to clean before taking the Opportunity
2 – Dining Room Furniture and Décor are in good condition	• A combination of ten Chairs and Booths to ensure that they are even on the ground, not missing pieces, damaged, have torn seats, or any other repair issues • Ten tables to ensure that they are even on the ground, not missing pieces, damaged, have graffiti on the surface, or any other repair issues • Décor and art on the wall is in good condition • Check one chair and one table in the lounge seating areas to ensure that they are even on the ground, not missing pieces, damaged, have torn seats, or any other repair issues	ΔFive or more chairs or booths are observed with issues ΔFive or more tables are observed with issues Δ3 or more décor items are observed are in poor repair Δ3 or more chairs or tables in the lounge seating areas are observed in poor repair Δ3 or more items are observed that would pose a safety risk to Guests (example: table legs so rusted that there are holes in the leg)

DG11   **Digital Sales Channels are functioning and in acceptable physical condition**

STANDARD	LOOK FOR	SCORE IF
DG11C	*Guest Experience Critical*	**Additional -30 Points**
1 – Self-Order Kiosks are powered on and accepting orders	• Self-Order Kiosks are on and available for Guests • Signage stating that the Self-Order Kiosks are broken	ΔAll Self-Order Kiosks are unable to take orders and no Workorder is in place

DG13   **Team Member behaviors support delivery operations**

STANDARD	LOOK FOR	SCORE IF
DG13C	*Guest Experience Critical*	**Additional -30 Points**
1 – Delivery or Off premise Orders are being accepted in restaurants that offer Delivery	• If the Manager uses a tablet or separate register, ask them to show you the tablet/register and ensure that it is powered on and plugged in • Team makes the orders as they come in	ΔThe Restaurant is not accepting Delivery or Off premise orders due to on-going REV audit