

DATE: Q3 2024

FINNEY'S

CRAFTHOUSE

QUARTERLY AUDIT

TOTAL SECTION SCORES

1.	<u>45</u>	%
2.	<u>78</u>	%
3.	<u>91</u>	%
4.	<u>4</u>	%
5.	<u>79</u>	%
	<u>5</u>	%
	<u>5</u>	%

Bonus 5% if Food Audit > 90%

Bonus 5% if Total GET > 90%

Overall Score: 61 %

1. ENVIRONMENT

PART I: FRONT OF HOUSE	<u>34</u>	%
PART II: ENVIRONMENT WALK-THROUGH	<u>0</u>	%
PART III: BAR	<u>76</u>	%
PART IV: KITCHEN	<u>69</u>	%
FINAL SCORE	<u>45</u>	%

2. QUALITY CONTROL

PART I: FOOD AUDIT	<u>92</u>	%
PART II: FOCUSED MENU ITEMS	<u>80</u>	%
PART III: ATTENTION TO DETAIL	<u>63</u>	%
FINAL SCORE	<u>78</u>	%

3. GUEST EXPERIENCE

DINING ROOM GET	<u>81</u>	%
AMBIENCE, TEAM SERVICE & APPEARANCE	<u>100</u>	%
BAR GET	<u>100</u>	%
AMBIENCE, TEAM SERVICE & APPEARANCE	<u>83</u>	%
FINAL SCORE	<u>91</u>	%

4. TEAM TRAINING & DEVELOPMENT

PART I: FRONT OF HOUSE	<u>13</u>	%
PART II: BAR	<u>0</u>	%
PART III: KITCHEN	<u>0</u>	%
FINAL SCORE	<u>4</u>	%

5. OPERATIONS

PART I: BAR	<u>86</u>	%
PART II: KITCHEN	<u>72</u>	%
FINAL SCORE	<u>79</u>	%

FINNEY'S

CRAFTHOUSE

ENVIRONMENT

PART I: FRONT OF HOUSE

Front Entry Area

	<input checked="" type="checkbox"/>	exterior entrance area broom-swept and free of debris and litter
sign taped to threshold "stay off"	<input checked="" type="checkbox"/>	entry door kickplates and thresholds clean
	<input type="checkbox"/>	entry door glass clean
	<input type="checkbox"/>	entry mat clean (not soiled) and broom-swept
gum and food on floor	<input checked="" type="checkbox"/>	floors broom-swept and clean
	<input type="checkbox"/>	baseboards clean and well-maintained
	<input type="checkbox"/>	upholstered furniture in Waiting Area well-maintained
	<input checked="" type="checkbox"/>	window ledges clean and free of debris
	<input type="checkbox"/>	windows clean
	<input type="checkbox"/>	perimeter walls clean and well-maintained
	<input type="checkbox"/>	Greeters stand clean and well-organized
	<input type="checkbox"/>	Greeters stand well-maintained
	<input type="checkbox"/>	POS system and telephone clean and in good repair
	<input type="checkbox"/>	menus clean and well-maintained
4 Finney glasses need better display	<input checked="" type="checkbox"/>	merchandise properly displayed
exterior dirty	<input checked="" type="checkbox"/>	waste bin (interior and exterior)clean
white band above door needs cleaned	<input checked="" type="checkbox"/>	high ceiling area clean and well-maintained (lighting fixtures, ductwork, etc.)
	<input type="checkbox"/>	air-conditioning vents clean and dust free
	<input type="checkbox"/>	lighting fixtures (including exit signs) fully operational – no burnt-out light bulbs
	<input type="checkbox"/>	no evidence of pest activity (10 points)
	<input checked="" type="checkbox"/>	christmas planter in corner of entry
	<input checked="" type="checkbox"/>	strong odor when entering restaurant

Dining Area

gum and food on floor	<input checked="" type="checkbox"/>	general floor area broom-swept and clean
	<input checked="" type="checkbox"/>	floors along walls and baseboards clean
	<input type="checkbox"/>	floor mat clean (not soiled) and broom swept
	<input checked="" type="checkbox"/>	baseboards clean and well-maintained
	<input checked="" type="checkbox"/>	table bases wiped down and clean
booth fronts need cleaned	<input checked="" type="checkbox"/>	booths and banquette wiped down and clean
	<input type="checkbox"/>	booths and banquette well-maintained
	<input type="checkbox"/>	booth platforms clean and well-maintained
	<input type="checkbox"/>	dining chair seats wiped down and clean
	<input type="checkbox"/>	dining chair cracks free of crumbs and debris
	<input type="checkbox"/>	dining chair legs clean
	<input type="checkbox"/>	tabletops wiped down and clean
	<input type="checkbox"/>	condiments fully stocked, organized and clean at each table
	<input type="checkbox"/>	condiment caddies clean, well-maintained, and chalkboards legible and not smeared

- Finney tablets clean and fully operational
- window ledges clean and free of debris
- windows clean
- TV's clean and in good repair
- perimeter walls clean and well-maintained
- clean shelving
- service stations well-organized and clean
- service stations well-maintained
- POS systems clean and in good repair
- waste bins (interior and exterior) clean
- detailed clean required
- highchairs and booster seats clean and properly stored
- restroom corridor floor broom swept and clean along walls
- restroom corridor walls clean and well-maintained
- restroom corridor mat clean (not soiled) and broom swept
- high ceiling area clean and well-maintained (lighting fixtures, ductwork, etc.)
- air-conditioning vents clean and dust free
- one missing bulb
- lighting fixtures (including exit signs) fully operational - no burnt-out light bulbs
- no evidence of pest activity **(10 points)**
- service station next to entry door (kitchen)
- needs refurbished / replaced

Bar (Exterior)

-
- general floor area broom-swept and clean
- floors along walls and baseboards clean
- floor mat clean (not soiled) and broom swept
- baseboards clean and well-maintained
- table bases wiped down and clean
- bar stool seats wiped down and clean
- food in cracks
- bar stool cracks free of crumbs and debris
- bar stool legs clean
- tabletops wiped down and clean
- condiments fully stocked, organized and clean at each table
- condiment caddies clean, well-maintained, and chalkboards legible and not smeared
- Finney tablets clean and fully operational
- window ledges clean and free of debris
- windows clean
- perimeter walls clean and well-maintained
- bar station clean and well-organized
- service station clean and well-organized
- service station well-maintained
- POS System clean and in good repair
- menus clean and well-maintained
- waste bin (interior and exterior) clean
- speakers / goose neck fixtures
- high ceiling area clean and well-maintained (lighting fixtures, ductwork, etc.)
- air-conditioning vents clean and dust free
- lighting fixtures (including exit signs) fully operational - no burnt-out light bulbs
- exterior clean required
- ice machine clean and fully functional
- no evidence of pest activity **(10 points)**
-
-

Women's Restroom

- | | |
|----------------|---|
| | <input type="checkbox"/> floor area broom-swept and mopped |
| behind toilets | <input checked="" type="checkbox"/> baseboards clean |
| | <input checked="" type="checkbox"/> perimeter walls clean and well-maintained |
| | <input checked="" type="checkbox"/> restroom stalls clean and well-maintained (including doors, door locks & partition walls) |
| | <input type="checkbox"/> fixtures clean and in good repair (toilets, sensors, sinks, faucets, hand dryers, etc.) |
| | <input checked="" type="checkbox"/> restroom supplies stocked (toilet paper, toilet seat covers, soap, etc.) |
| | <input type="checkbox"/> restroom vanity clean and well-maintained |
| | <input checked="" type="checkbox"/> mirror clean and well-maintained |
| clean exterior | <input checked="" type="checkbox"/> waste bin (interior and exterior) clean |
| | <input type="checkbox"/> lighting fixtures (including exit signs) fully operational - no burnt-out light bulbs |
| | <input type="checkbox"/> ceiling clean and dust free |
| | <input checked="" type="checkbox"/> air-conditioning vents clean and dust free |
| | <input type="checkbox"/> odor free |
| | <input type="checkbox"/> no evidence of pest activity (10 points) |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |

Men's Restroom

- | | |
|-------------------------------|---|
| | <input type="checkbox"/> floor area broom-swept and mopped |
| | <input type="checkbox"/> baseboards clean |
| | <input checked="" type="checkbox"/> perimeter walls clean and well-maintained |
| | <input type="checkbox"/> restroom stalls clean and well-maintained (including doors, door locks & partition walls) |
| partition walls to be cleaned | <input checked="" type="checkbox"/> urinal stalls clean |
| | <input type="checkbox"/> fixtures clean and in good repair (toilets, urinals, sensors, sinks, faucets, hand dryers, etc.) |
| | <input type="checkbox"/> restroom supplies stocked (toilet paper, toilet seat covers, soap, etc.) |
| | <input type="checkbox"/> restroom vanity clean and well-maintained |
| | <input type="checkbox"/> mirror clean and well-maintained |
| | <input type="checkbox"/> waste bin (interior and exterior) clean |
| | <input type="checkbox"/> lighting fixtures (including exit signs) fully operational - no burnt-out light bulbs |
| | <input type="checkbox"/> ceiling clean and dust free |
| | <input checked="" type="checkbox"/> air-conditioning vents clean and dust free |
| | <input type="checkbox"/> odor free |
| | <input type="checkbox"/> no evidence of pest activity (10 points) |
| | <input checked="" type="checkbox"/> baby change station needs cleaned |
| | <input checked="" type="checkbox"/> door frame - dust build up |

Games Room

- | | |
|------------------------|--|
| | <input checked="" type="checkbox"/> floor area broom-swept and clean |
| | <input checked="" type="checkbox"/> floors along walls and baseboards clean |
| | <input type="checkbox"/> baseboards clean and well-maintained |
| | <input checked="" type="checkbox"/> perimeter walls clean and well-maintained |
| | <input checked="" type="checkbox"/> games are clean and well-maintained |
| skee ball out of order | <input checked="" type="checkbox"/> games are fully operational |
| | <input type="checkbox"/> lighting fixtures (including exit signs) fully operational - no burnt-out light bulbs |
| | <input type="checkbox"/> ceiling clean and dust free |
| | <input type="checkbox"/> no evidence of pest activity (10 points) |
| | <input checked="" type="checkbox"/> stair rail needs painted |
| | <input checked="" type="checkbox"/> partition glass to be cleaned |

Patio Area

crayons/propane caps/food/knife	<input checked="" type="checkbox"/>	floor area broom-swept and clean
	<input checked="" type="checkbox"/>	table bases wiped down and clean
cobwebs	<input checked="" type="checkbox"/>	patio chair seats wiped down and clean
	<input checked="" type="checkbox"/>	patio chair cracks free of crumbs and debris
	<input type="checkbox"/>	bench seats wiped down and clean
sticky - needs sanitized	<input checked="" type="checkbox"/>	tabletops wiped down and clean
	<input type="checkbox"/>	condiments fully stocked, organized and clean at each table
	<input type="checkbox"/>	condiment caddies clean, well-maintained, and chalkboards legible and not smeared
	<input type="checkbox"/>	Finney tablets clean and fully operational
need to be handled w/ more care	<input checked="" type="checkbox"/>	patio umbrellas clean and well-maintained
	<input type="checkbox"/>	lighting fixtures and ceiling fans fully operational
	<input checked="" type="checkbox"/>	perimeter walls clean and well-maintained
very dirty	<input checked="" type="checkbox"/>	patio heaters clean and in good repair
	<input type="checkbox"/>	outdoor games clean and well-maintained
	<input type="checkbox"/>	fire pits clean and in good repair
	<input type="checkbox"/>	no damaged furniture stored on patio
	<input type="checkbox"/>	no evidence of pest activity (10 points)
	<input checked="" type="checkbox"/>	patio threshold needs repaired
	<input type="checkbox"/>	_____
	<input type="checkbox"/>	_____

Exterior

	<input type="checkbox"/>	exterior building clean and well-maintained
planters need cleaned	<input checked="" type="checkbox"/>	landscaping clean and well-maintained
	<input type="checkbox"/>	exterior lighting fully operational (PM inspection)
	<input checked="" type="checkbox"/>	signage clean and fully operational (PM inspection)
	<input checked="" type="checkbox"/>	windows clean and well-maintained
	<input type="checkbox"/>	parking lot free of debris and litter
	<input type="checkbox"/>	no evidence of pest activity (10 points)
	<input checked="" type="checkbox"/>	signage - cobwebs to be removed
	<input checked="" type="checkbox"/>	planters need some TLC - more soil / remove debris
	<input type="checkbox"/>	_____

Environment Part I: Front of House (100 points) 34 / 100

1 point deduction for each unforced error unless otherwise stated

Comments:

The following items were also infractions, 1 point deduction each:

- Front Entry Area - grease build up @ entry
- Cocktail lounge - chair cracks dirty
- table surfaces dirty
- lounge windows dirty
- 2 out of 15 bulbs working in light fixture
- sofas are soiled + stained
- upholstered chair coiled + stained

PART II: ENVIRONMENT WALK-THROUGH

Management

- Manager conducts a thorough ***Environment Walk-Through*** of both the interior (Front Entry Area, Dining Area, Bar Area, Restrooms and Games Room) and exterior (Front Entry Area and Patio Area) before opening the doors to the Guests.

Management (10 points) no partial scoring 0 / 10

Team Members

- Servers conduct a thorough “***Section Check***” before Guests are seated in their assigned section **(10 points)**
 - floors are broom-swept and cleaned
 - table bases are wiped down and cleaned
 - booths and banquettes are wiped down and cleaned
 - dining chair cracks are free of crumbs and debris
 - table tops are wiped down and cleaned
 - table tops are set with plates and roll-ups
 - condiments are fully stocked, cleaned and organized
 - condiment caddies clean, well-maintained, and chalkboards legible and not smeared
 - Finney tablets are sanitized
 - Patio fully set-up – umbrellas opened, tables set, chairs organized and floors cleaned
- Servers consistently follow the proper steps to “***Close Down***” their section at the end of their shift **(10 points)**
 - floors are broom-swept and cleaned
 - table bases are wiped down and cleaned
 - booths and banquettes are wiped down and cleaned
 - dining chair cracks are free of crumbs and debris
 - table tops are wiped down and cleaned
 - condiments are fully stocked, cleaned and organized
 - condiment caddies clean, well-maintained, and chalkboards legible and not smeared
 - Finney tablets are sanitized

Team Members (20 points) no partial scoring 0 / 20

Environment Part II: Environment Walk-Through (30 points) 0 / 30

Comments:

Huge opportunity to ensure the environment walkthrough for both management and team members become a part of the daily routine.

PART III: BAR

<input type="checkbox"/>	copper draft wall well-maintained and polished (5 points)
<input type="checkbox"/>	copper bar counter well-maintained and polished
<input checked="" type="checkbox"/> accessible bar countertop	copper bar front panels well-maintained and polished
<input type="checkbox"/>	bar floor area broom-swept and mopped
<input type="checkbox"/>	floor drains thoroughly clean and sanitized
<input type="checkbox"/>	floor under bar equipment and stainless counters thoroughly clean and sanitized
<input checked="" type="checkbox"/>	baseboards clean and well-maintained
<input type="checkbox"/>	perimeter walls clean and well-maintained
<input type="checkbox"/>	draft beer menu chalkboards clean, dust free and no smudges
<input type="checkbox"/>	TV's clean and in good repair
<input type="checkbox"/>	glasswashers clean and well-maintained
<input type="checkbox"/>	glasswashers at proper temperature (130°F for washing and 140 to 160°F for rinsing)
<input checked="" type="checkbox"/> clean gaskets + seals	bar coolers clean, organized and at proper temperature (35 to 38°F)
<input type="checkbox"/>	bar coolers in good repair (doors/hinges, gaskets, free of coolant/water leaks)
<input checked="" type="checkbox"/> area under glassware needs cleaned	stainless countertops clean and sanitized
<input type="checkbox"/>	three-compartment sink area fully set-up and in good repair
<input type="checkbox"/>	ice wells clean and sanitized
<input type="checkbox"/>	handwash basin and taps clean and in good repair
<input type="checkbox"/>	hand soap dispenser full and in good repair
<input type="checkbox"/>	hand towels fully stocked
<input type="checkbox"/>	soda guns clean and sanitized
<input type="checkbox"/>	liquor bottles clean and organized
<input type="checkbox"/>	pour spouts clean and sanitized
<input type="checkbox"/>	juice bottles clean and sanitized
<input type="checkbox"/>	draft handles clean and sanitized
<input type="checkbox"/>	liquor shelving clean and well-maintained
<input checked="" type="checkbox"/> needs repaired / replaced	glassware shelving clean and well-maintained
<input type="checkbox"/>	POS printers clean and in good repair
<input type="checkbox"/>	odor free
<input checked="" type="checkbox"/>	waste bins (interior and exterior) clean
<input type="checkbox"/>	lighting fixtures fully operational - no burnt-out light bulbs
<input type="checkbox"/>	ceiling clean
<input type="checkbox"/>	keg cooler clean and organized
<input type="checkbox"/>	keg cooler well-maintained and at proper temperature (35 to 38°F)
<input checked="" type="checkbox"/> fruit flies evident (-1 point)	no evidence of pest activity (10 points)
<input checked="" type="checkbox"/>	<u>bar shakers need replaced</u>
<input checked="" type="checkbox"/>	<u>drink rail needs replaced - fully tarnished and bent</u>
<input type="checkbox"/>	

Environment Part III: Bar (50 points) 38 / 50

1 point deduction for each unforced error unless otherwise stated

Comments:

The following items were not deductions, but should be addressed:

- copper draft wall needs replaced (maintained as best as possible)
- clean area around "hoppy" on chalk beer menu

PART IV: KITCHEN

Exterior Back Area

- loading and delivery area clean and well-maintained
- trash enclosure area clean and free of grease, dirt and debris
- back entrance door clean and well-maintained
- storage area clean and well-organized
- storage room(s) well-maintained
- no evidence of pest activity **(10 points)**

- _____
- _____
- _____

Prep Area

- walk-in cooler clean and organized
- walk-in cooler shelving clean and sanitized
- walk-in cooler well-maintained and at proper holding temperature (35 to 40°F)
- walk-in cooler fans clean and fully operational
- walk-in cooler floor, walls, and ceiling clean
- walk-in freezer clean and organized
- walk-in freezer shelving clean
- walk-in freezer well-maintained and at proper temperature (0 to -10°F)
- walk-in freezer fans free of ice build-up and fully operational
- walk-in freezer floor, walls, and ceiling clean
- prep equipment clean and well-maintained
- prep floor clean, dry, and in good repair – no missing or damaged tiles
- baseboards clean and in good repair
- perimeter walls clean
- ceiling clean and in good repair – no missing or damaged ceiling tiles
- lighting (including exit signs) fully operational
- area under prep counters, sinks and equipment clean (floor, baseboards, and walls)
- prep sink and faucet clean and in good repair (no leaks)
- hand sink and faucet clean and in good repair (no leaks)
- soap dispenser and paper towels stocked and in good repair
- mop sink and faucet clean and in good repair (no leaks)
- mop sink area clean and organized
- needs sanitized
- prep shelving clean and organized
- baker racks (including castors) clean and in good repair
- prep stations clean and organized
- waste bins (interior and exterior) clean
- odor free
- no evidence of pest activity **(10 points)**

- _____
- _____
- _____
- _____
- _____

Dry Storage

- | | |
|--|--|
| | <input checked="" type="checkbox"/> shelving is clean and organized |
| | <input checked="" type="checkbox"/> floor clean, dry, and in good repair – no missing or damaged tiles |
| | <input type="checkbox"/> baseboards clean and in good repair |
| | <input checked="" type="checkbox"/> perimeter walls clean |
| | <input type="checkbox"/> ceiling clean and in good repair – no missing or damaged ceiling tiles |
| | <input type="checkbox"/> lighting fully operational |
| | <input checked="" type="checkbox"/> area under shelving clean and free of debris |
| | <input type="checkbox"/> food is stored at least 6" off the floor |
| | <input type="checkbox"/> no evidence of pest activity (10 points) |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |

Cooking Line

- | | |
|----------------|---|
| detailed clean | <input type="checkbox"/> hood vents clean and free of grease build-up |
| | <input type="checkbox"/> hood vents fully operational and in good repair |
| | <input checked="" type="checkbox"/> line coolers clean and organized – remove drawers to inspect cooler cabinets |
| | <input checked="" type="checkbox"/> line coolers in good repair (doors/hinges, gaskets, free of coolant/water leaks) |
| 58 degrees F | <input checked="" type="checkbox"/> line coolers at proper temperature (35 to 40°F) |
| | <input type="checkbox"/> fryers clean and free of grease build up |
| | <input type="checkbox"/> fryer oil clean and not dirty |
| | <input type="checkbox"/> fryers in good repair (temperature and functionality) |
| | <input checked="" type="checkbox"/> grill clean and well-maintained |
| | <input type="checkbox"/> grill in good repair (gas connection, temperature knobs, burners, etc.) |
| | <input checked="" type="checkbox"/> griddle clean and well-maintained |
| | <input checked="" type="checkbox"/> griddle in good repair (gas connection, switches, temperature knobs, etc.) |
| | <input type="checkbox"/> panfry unit clean and well-maintained |
| | <input type="checkbox"/> panfry unit in good repair (gas connection, switches, temperature knobs, etc.) |
| | <input checked="" type="checkbox"/> conveyor oven clean and well-maintained |
| | <input checked="" type="checkbox"/> conveyor oven in good repair (electrical, switches, temperature knobs, etc.) |
| | <input type="checkbox"/> floor clean, dry, and in good repair – no missing or damaged tiles |
| | <input checked="" type="checkbox"/> baseboards clean and in good repair |
| | <input checked="" type="checkbox"/> perimeter walls clean |
| | <input checked="" type="checkbox"/> shelving clean and organized |
| | <input checked="" type="checkbox"/> ceiling clean and in good repair – no missing or damaged ceiling tiles |
| | <input type="checkbox"/> lighting fully operational |
| | <input checked="" type="checkbox"/> area behind and under equipment and line coolers clean (floor, baseboards, and walls) |
| | <input checked="" type="checkbox"/> waste bins (interior and exterior) clean |
| | <input type="checkbox"/> odor free |
| | <input type="checkbox"/> no evidence of pest activity (10 points) |
| | <input type="checkbox"/> All deep fried prep overstocked - 3 days old - stale |
| | <input type="checkbox"/> gaskets + seals on all cooler doors and drawers |
| | <input type="checkbox"/> need cleaned |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |
| | <input type="checkbox"/> |

Dish Area

- dishwasher completely cleaned inside and out
- dishwasher fully operational and in good repair
- 115 degrees F dishwasher operates at optimal temperature of 134°F (low temp) and 180°F (high temp)
- dish area floor clean and in good repair – no missing or damaged tiles
- baseboards clean and in good repair
- perimeter walls clean
- ceiling clean and in good repair – no missing or damaged ceiling tiles
- lighting fully operational
- shelving clean and organized
- three-compartment sink and faucet clean and in good repair (no leaks)
- area under dishwasher, stainless counters and sink clean (floor, baseboards, and walls)
- waste bins (interior and exterior) clean
- odor free
- no evidence of pest activity **(10 points)**
- _____
- _____
- _____

Environment Part IV: Kitchen (100 points) 69 / 100

1 point deduction for each unforced error unless otherwise stated

Comments:

FINNEY'S

CRAFTHOUSE

QUALITY CONTROL

PART I: FOOD AUDIT

Review ticket times, plating and food presentation for all menu items prepared by the Kitchen team and make note of any menu item that does not meet Finney's high-quality standards and/or exceeds Finney's ticket time requirement. Track the total number of menu items reviewed and calculate the percentage of prepared menu items that meets Finney's standard requirements.

MENU ITEMS		UNFORCED ERRORS
Day One :		
Lunch Review	134	1)side tots not battered enough 2)smash burger not smashed 3)side tots not battered enough 4)pepperoni pizza not crispy 5)side tots not battered enough 6)prosciutto pizza not crispy 7)GF pizza not crispy 8)moroccan salad / salmon no grill marks 9)side tots not battered enough 10)potato chips too dark - overcooked 11)moroccan salad / salmon not grilled enough 12)prosciutto pizza not crispy 13)smash burger not smashed 14) 15)
Day Two :		MENU ITEMS
Lunch Review	155	1)lobster rolls portion unequal 2)chicken and waffles - chicken not battered enough 3)trio app had bacon jam not tomato sauce 4>wedge salad over dressed 5>chopped salad was flat and small - over dressed 6>hickory BBQ burger cheese not melted 7>Peggys crispy cheese not melted 8>tots side not battered correctly 9>steak taquitos over dressed with fresno aioli 10>smash burger not smashed 11>onion ring tower too much parm cheese 12) 13) 14) 15)

Quality Control Part I: Food Audit

265 / 289 (total # of menu items)

1 point deduction for each menu item that is not prepared to Finney's standard

Question: Are extra prepared items being delivered to Guests as a goodwill gesture?

PART II: FOCUSED MENU ITEMS

Does the Kitchen team **consistently** execute Finney's standards on the following menu items throughout the two (2) day audit...

MENU ITEM	FINNEY'S STANDARD	Y//N
BUFFALO CAULIFLOWER	Cauliflower pieces to be prepared to a similar size as a quarter	Y
GRILLED CHEESE & SOUP	Tomato Bisque requires a thin consistency – bread to be nicely toasted	Y
CHICKEN QUESADILLA	Tortilla to be served crispy and crunchy - not soft	Y
CRISPY COCONUT SHRIMP	Breading must stick to Shrimp and Shrimp to be displayed on banana leaf	Y
ONION RING TOWER	Parmesan Cheese and parsley to be sprinkled over top of the Onion Rings	N
CARNITAS NACHOS	Nacho ingredients to be evenly spread across the serving platter	Y
ASIAN AHI	Ahi Tuna to be prepared "pink" and displayed in a "fan" presentation	Y
HICKORY BBQ BURGER	Bacon must be crispy	Y
DOUBLE STACK SMASHBURGER	Patties smashed flat and irregular shaped	N
PASTRAMI REUBEN	Pastrami to be thinly sliced – NOT chunky and NOT overcooked	Y

Quality Control Part II: Focused Menu Items (10 points) 8 / 10

1 point for each menu item that is flawlessly executed during the Food Audit

PART III: ATTENTION TO DETAIL

Does the Kitchen team **consistently** execute Finney's standards on the following items throughout the two (2) day audit...

FOOD ITEM	FINNEY'S STANDARD	Y//N
Add Chicken - SALADS	Chicken to be chopped to the size of a dime	Y
Add Salmon - SALADS	Cross grill marks to be clearly displayed	N
SALADS	Lettuce to be crisp – NOT wilted	Y
PIZZA dough	Prepared crispy and crunchy – NOT doughy	N
PIZZA toppings	Evenly spread across the entire PIZZA	Y
Black Salsa	Recipe to be followed with the correct amount of garlic and salt	Y
Tortilla Chips / Potato Chips	Prepared to Finney's standard – NOT overcooked or burnt	N
Fries, Sweet Fries and Tater Tots	HOT and fully seasoned w/ salt or seasoned salt	Y

Quality Control Part III: Attention to Detail (8 points) 5 / 8

1 point for each item that is flawlessly executed during the Food Audit



GUEST EXPERIENCE TIMES
SCORE SHEET

<u>Dining Room</u>	GET	Ambience	Team Service	Appearance
Day One - Lunch	<u>38</u> / 50	<u>10</u> / 10	<u>10</u> / 10	<u>10</u> / 10
Day One - Dinner	<u>41</u> / 50	<u>10</u> / 10	<u>10</u> / 10	<u>10</u> / 10
Allergy Awareness	+ <u>2</u> pts			
Total	<u>81</u> / 100	<u>20</u> / 20	<u>20</u> / 20	<u>20</u> / 20

<u>Bar</u>	GET	Ambience	Team Service	Appearance
Day One - Dinner	<u>45</u> / 50	<u>10</u> / 10	<u>0</u> / 10	<u>10</u> / 10
Day Two - Lunch	<u>37</u> / 50	<u>10</u> / 10	<u>10</u> / 10	<u>10</u> / 10
Allergy Awareness	+ <u>10</u> pts			
Total	<u>92</u> / 100	<u>20</u> / 20	<u>10</u> / 20	<u>20</u> / 20



DINING ROOM

GUEST EXPERIENCE TIMES

Our Guests are our #1 priority...Finney's is committed to delivering a great **GUEST EXPERIENCE!**

- Greeter introduces Server by name when seating Guest(s) at their table and introduces "Finney Pay"
- Guest(s) given a full greeting within **2 minutes** of being seated
 - server introduces themselves by name
 - high energy with warm and friendly smile
 - Guest(s) asked if they would like to start with a craft beer or craft cocktail
- All non-alcoholic beverages delivered to table within **3 minutes** of order being placed
- All alcoholic beverages delivered to table within **5 minutes** of order being placed
- A recommended Starter is offered to Guest(s) once first beverage is delivered
- Starter delivered within **10 minutes** of order being placed
- Quality check given within **3 minutes** of Starter being delivered
- A recommended side is consistently offered to Guest(s) when Entrees ordered
- Non-alcoholic refills (excluding lemonade) delivered to table when glasses $\frac{1}{4}$ full and old glasses removed from table after asking Guest if they want to keep their straw
- Additional alcoholic beverages offered when glasses $\frac{1}{4}$ full
- Entrees delivered within **15 minutes** of order being placed
- Quality check given within **3 minutes** of Entrees being delivered
- Table maintenance performed by Server – **plates are pre-bussed throughout Guests' experience**
- Desserts delivered within **10 minutes** of order being placed
- Quality check given within **3 minutes** of Dessert being delivered
- Only drinks and condiment caddie left on table when Server presents Finney tablet to pay
- Server says goodbye and thanks Guest(s) once payment is processed on Finney tablet and light is on

GUEST EXPERIENCE TIMES
DAY ONE - LUNCH (DINING ROOM)

SERVER	Kylie	SERVER	Sophia	SERVER	Sophia	SERVER	Kylie	SERVER	Kylie										
Table #	87	# Guests	2	Table #	84	# Guests	3	Table #	86	# Guests	2	Table #	73	# Guests	2	Table #	89	# Guests	2
Seated	0:00	Seated	2:15	Seated	12:49	Seated	26:48	Seated	29:14										
Greeter Introduction (y/n)	N	Greeter Introduction (y/n)	N	Greeter Introduction (y/n)	Y	Greeter Introduction (y/n)	Y	Greeter Introduction (y/n)	Y	Greeter Introduction (y/n)	Y	Greeter Introduction (y/n)	Y	Greeter Introduction (y/n)	Y	Greeter Introduction (y/n)	Y	Greeter Introduction (y/n)	Y
Server Greeting	0:32	Server Greeting	8:20	Server Greeting	13:47	Server Greeting	1:49	Server Greeting	1:49	Server Greeting	1:49	Server Greeting	1:49	Server Greeting	1:49	Server Greeting	1:49	Server Greeting	1:49
Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y	Server Introduction (y/n)	Y
Beverage Order	1:25	Beverage Order	9:06	Beverage Order	14:04	Beverage Order	32:52	Beverage Order	32:52	Beverage Order	32:52	Beverage Order	32:52	Beverage Order	32:52	Beverage Order	32:52	Beverage Order	32:52
Beverage Delivery	6:05	Beverage Delivery	11:04	Beverage Delivery	15:17	Beverage Delivery	35:10	Beverage Delivery	35:10	Beverage Delivery	35:10	Beverage Delivery	35:10	Beverage Delivery	35:10	Beverage Delivery	35:10	Beverage Delivery	35:10
Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y
Starter Order	1:25	Starter Order	13:19	Starter Order	-	Starter Order	-	Starter Order	-	Starter Order	-	Starter Order	-	Starter Order	-	Starter Order	-	Starter Order	-
Starter Delivery	10:06	Starter Delivery	18:40	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-
Quality Check	10:22	Quality Check	19:17	Quality Check	0:37	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-
Entree Order	20:50	Entree Order	19:55	Entree Order	15:41	Entree Order	32:52	Entree Order	32:52	Entree Order	32:52	Entree Order	32:52	Entree Order	32:52	Entree Order	32:52	Entree Order	32:52
Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y
Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	N	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	Y
Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	Y	Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	-	Suggestive Selling - Alcohol (y/n)	-
Entree Delivery	13:16	Entree Delivery	27:46	Entree Delivery	7:51	Entree Delivery	24:26	Entree Delivery	9:05 (X)	Entree Delivery	49:48	Entree Delivery	53:35						
Quality Check	-	Quality Check	30:59	Quality Check	3:13 (X)	Quality Check	37:15	Quality Check	12:29	Quality Check	52:03	Quality Check	2:15	Quality Check	56:05	Quality Check	56:05	Quality Check	56:05
Table Maintenance (y/n)	Y	Table Maintenance (y/n)	N	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	N	Table Maintenance (y/n)	N	Table Maintenance (y/n)	N
Dessert Order	-	Dessert Order	-	Dessert Order	-	Dessert Order	-	Dessert Order	-	Dessert Order	-	Dessert Order	-	Dessert Order	-	Dessert Order	-	Dessert Order	-
Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-
Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-
Payment - Table Cleared (y/n)	N	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y	Payment - Table Cleared (y/n)	Y
Server Bids Farewell (y/n)	Y	Server Bids Farewell (y/n)	Y	Server Bids Farewell (y/n)	N	Server Bids Farewell (y/n)	N	Server Bids Farewell (y/n)	N	Server Bids Farewell (y/n)	N	Server Bids Farewell (y/n)	N	Server Bids Farewell (y/n)	Y	Server Bids Farewell (y/n)	Y	Server Bids Farewell (y/n)	Y
Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y

Total Score (10 points) 7 / 10 Total Score (10 points) 6 / 10 Total Score (10 points) 8 / 10 Total Score (10 points) 9 / 10 Total Score (10 points) 8 / 10

1 point deduction for each unforced error

1 point deduction for each unforced error

Ambiance: Lighting, music and room temperature levels were set appropriately and TV's were displaying sports (10 points) 10 / 10 (no partial scoring)

Team Appearance: Team members were energetic, happy and hospitable and "Team Support" was evident throughout the Guests' experience (10 points) 10 / 10 (no partial scoring)

Team Service: Uniform attire for both management and team members was clean, well-maintained and properly worn according to Finney's standards (10 points) 10 / 10 (no partial scoring)

General Comments:

No hostess or host on schedule - required more support in the morning - server (opening) had 7 tables before the next server arrived - no host @ the door. 1st day of training for server - taking tables solo w/o shadow

ALLERGY AWARENESS - ENSURE PROPER PROTOCOL IS FOLLOWED WHEN GUEST INFORMS THE SERVER THAT THEY HAVE A GLUTEN ALLERGY WHEN PLACING ORDER

GUEST EXPERIENCE TIMES

SERVER

Caesar / Kyra

Seat # # Guests
73 1

- Guest should first be advised that Finney's cannot 100% guarantee the avoidance of gluten due to the possibility of cross contamination, but will take all necessary steps to ensure the Guest's health and safety
- Server shares a list of "Gluten Conscious" menu items
- Confirm menu item is modified with "Allergy Alert" before sending the order to the kitchen with instructions
- Confirm Server communicates to Lead Expo, Kitchen and Manager
- Manager delivers the "Gluten Conscious" menu item to the Guest

BONUS POINTS 2 / 10

2 point deduction for each unforced error

General Comments:

Offered fries as a side



BAR
GUEST EXPERIENCE TIMES

Our Guests are our #1 priority...Finney's is committed to delivering a great **GUEST EXPERIENCE!**

- Guest(s) acknowledged within **10 seconds** of being seated with a warm smile and eye contact
- Guest(s) given a full greeting within **1 minute** of being seated
 - warm and friendly smile
 - bartender introduces themselves by name along with names of other bartenders & barbacks
 - clean menu presented
 - alcoholic beverage offered without using reference to "drinks" – Guest(s) asked if they would like to start with a craft beer or craft cocktail
- All non-alcoholic beverages delivered to table within **3 minutes** of order being placed
- All alcoholic beverages delivered to table within **5 minutes** of order being placed
- A recommended Starter is offered to Guest(s) once the first beverage is delivered
- Starter delivered within **10 minutes** of order being placed
- Quality check given within **3 minutes** of Starter being delivered
- A recommended side is consistently offered to Guest(s) when Entrees ordered
- Non-alcoholic refills (excluding lemonade) delivered to table when glasses are $\frac{1}{4}$ full and old glasses removed from table after asking Guest if they want to keep their straw
- Additional alcoholic beverages offered when glasses $\frac{1}{4}$ full
- Entrees delivered within **15 minutes** of order being placed
- Quality check given within **3 minutes** of Entrees being delivered
- Guests' tab continually updated and presented in front of Guest(s) once additional items ordered
- Table maintenance performed by Bartenders and Barbacks – **plates are pre-bussed throughout Guests' experience**
- Desserts delivered within **10 minutes** of order being placed
- Quality check given within **3 minutes** of Dessert being delivered
- Guests' payment processed within **2 minutes** of them signalling to pay

GUEST EXPERIENCE TIMES
DAY ONE - DINNER (BAR)

BARTENDER	Joel	BARTENDER	Joel / Cass	BARTENDER	Cassandra	BARTENDER	Cassandra	BARTENDER	Cassandra	Seat #	# Guests	Seat #	# Guests	Seat #	# Guests	Seat #	# Guests		
Seat #	14	# Guests	1	Seat #	23	# Guests	2	Seat #	13	# Guests	2	Seat #	7	# Guests	1	Seat #	4	# Guests	2
Time	Total Time	Time	Total Time	Time	Total Time	Time	Total Time	Time	Total Time	Time	Total Time	Time	Total Time	Time	Total Time	Time	Total Time		
Seated	0:00	Seated	0:00	Seated	0:00	Seated	0:00	Seated	0:00	Seated	0:00	Seated	0:00	Seated	0:00	Seated	0:00		
Guest(s) Acknowledged (y/n)	Y	Guest(s) Acknowledged (y/n)	Y	Bartender Greeting	0:08	Bartender Greeting	0:07	Bartender Introduction (y/n)	Y	Bartender Introduction (y/n)	0:10	Bartender Greeting	0:07	Bartender Introduction (y/n)	0:05	Bartender Greeting	0:08	Bartender Introduction (y/n)	0:08
Bartender Greeting																			
Bartender Introduction (y/n)	Y	Bartender Introduction (y/n)	Y	Beverage Order	0:15	Beverage Order	0:07	Beverage Delivery	1:10	Beverage Delivery	0:56	Beverage Delivery	1:03	Beverage Delivery	0:32	Beverage Delivery	0:40	Beverage Delivery	0:45
Beverage Order																			
Beverage Delivery																			
Suggestive Selling - Starter (y/n)	Y	Suggestive Selling - Starter (y/n)	Y	Starter Order	-	Starter Order	-	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-	Starter Delivery	-	Starter Order	-	Starter Order	-
Starter Order																			
Starter Delivery																			
Quality Check	-	-	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-
Entree Order	3:00	Entree Order	15:39	Entree Order	3:40	Entree Order	12:05	Entree Order	3:50	Entree Order	15:39	Entree Order	3:40	Entree Order	3:50	Entree Order	2:15	Entree Order	2:10
Suggestive Selling - Side (y/n)	N	Suggestive Selling - Side (y/n)	Y	Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	-	Suggestive Selling - Side (y/n)	Y	Non-Alcoholic Refills (y/n)	N	Suggestive Selling - Side (y/n)	Y	Non-Alcoholic Refills (y/n)	-	Suggestive Selling - Side (y/n)	Y	Suggestive Selling - Side (y/n)	Y
Non-Alcoholic Refills (y/n)	Y	Non-Alcoholic Refills (y/n)	-	Suggestive Selling - Alcohol (y/n)	Y	Suggestive Selling - Alcohol (y/n)	-	Guests' Tab Updated (y/n)	Y	Guests' Tab Updated (y/n)	Y	Guests' Tab Updated (y/n)	Y	Guests' Tab Updated (y/n)	Y	Suggestive Selling - Alcohol (y/n)	Y	Suggestive Selling - Alcohol (y/n)	Y
Suggestive Selling - Alcohol (y/n)	Y	Suggestive Selling - Alcohol (y/n)	-	Entree Delivery	11:30	Entree Delivery	28:16	Entree Delivery	13:27	Entree Delivery	14:03	Entree Delivery	10:13	Entree Delivery	10:25	Entree Delivery	8:10	Entree Delivery	18:05
Entree Delivery																			
Quality Check	15:26	Quality Check	29:30	Quality Check	1:56	Quality Check	1:14	Quality Check	16:07	Quality Check	2:10	Quality Check	12:25	Quality Check	1:50	Quality Check	19:50	Quality Check	19:50
Guests' Tab Updated (y/n)	Y	Guests' Tab Updated (y/n)	Y	Table Maintenance (y/n)	N	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y	Table Maintenance (y/n)	Y
Table Maintenance (y/n)	Y	Table Maintenance (y/n)	-	Dessert Order	-	Dessert Order	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Delivery	-	Dessert Order	-	Dessert Order	-
Dessert Order	-	Dessert Delivery	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Quality Check	-	Finish	33:23	Finish	40:07
Dessert Delivery	-	Quality Check	-	Finish	74:00	Finish	82:10	Finish	74:00	Finish	82:10	Finish	33:46	Payment Processed	2:00	Payment Processed	1:36	Payment Processed	2:37
Quality Check	-	Finish	74:00	Payment Processed	26:14	Payment Processed	76:00	Payment Processed	2:00	Payment Processed	1:36	Payment Processed	36:00	Payment Processed	2:37	Payment Processed	42:08	Payment Processed	2:01
Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	N	Manager Table Touch (y/n)	N	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y	Manager Table Touch (y/n)	Y
Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10	Total Score (10 points)	9 / 10

1 point deduction for each unforced error

Ambiance: Lighting, music and room temperature levels were set appropriately and TV's were displaying sports (10 points) 10 / 10 (no partial scoring)

Team Service: Team members were energetic, happy and hospitable and "Team Support" was evident throughout the Guests' experience (10 points) 0 / 10 (no partial scoring)

Team Appearance: Uniform attire for both management and team members was clean, well-maintained and properly worn according to Finney's standards (10 points) 10 / 10 (no partial scoring)

General Comments:
Overall guests were having a great time. Room for improvement could be having bartenders with a more approachable personality and smile more

GUEST EXPERIENCE TIMES

DAY TWO - LUNCH (BAR)

<u>Total Score (10 points)</u>	<u>$\frac{y}{10}$</u>	<u>Total Score (10 points)</u>	<u>$\frac{y}{10}$</u>	<u>Total Score (10 points)</u>	<u>$\frac{y}{10}$</u>
<i>point deduction for each unforced error</i>		<i>1 point deduction for each unforced error</i>		<i>1 point deduction for each unforced error</i>	
<i>total score (10 points)</i>		<i>total score (10 points)</i>		<i>total score (10 points)</i>	

Ambiance: Lighting, music and room temperature levels were set appropriately and TV's were displaying sports (10 points) 10 / 10 (*no partial scoring*)

Team Appearance: Uniform attire for both management and team members was clean, well-maintained and properly worn according to Finney's standards (10 points) 10 / 10 (*no partial scoring*)

Հայաստան | Եպիսկոպոս

ALLERGY AWARENESS - ENSURE PROPER PROTOCOL IS FOLLOWED WHEN GUEST INFORMS THE SERVER THAT THEY HAVE A GLUTEN ALLERGY WHEN PLACING ORDER

GUEST EXPERIENCE TIMES

SERVER

 Joel

Table #	# Guests
14	1

Guest should first be advised that Firney's cannot 100% guarantee the avoidance of gluten due to the possibility of cross contamination, but will take all necessary steps to ensure the Guest's health and safety

Server shares a list of "Gluten Conscious" menu items

Confirm menu item is modified with "Allergy Alert" before sending the order to the kitchen with instructions

Confirm Server communicates to Lead Expo, Kitchen and Manager

Manager delivers the "Gluten Conscious" menu item to the Guest

BONUS POINTS

10

_____ / 10

2 point deduction for each unforced error

General Comments:

Has great knowledge of menu and proper allergy procedures. Joel lacks a friendly personality and does not smile.



CRAFT HOUSE

TEAM TRAINING & DEVELOPMENT

PART I: FRONT OF HOUSE

- select the **five (5)** most recent **Server** hires and review their files to ensure all quizzes have been completed and reviewed by Certified Trainer and General Manager or Assistant General Manager and required forms are included.
- select the **two (2)** most recent **Lead Expo** hires and review their files to ensure all quizzes have been completed and reviewed by Certified Trainer and General Manager or Assistant General Manager and required forms are included.
- select the **two (2)** most recent **Expo** hires and review their files to ensure all quizzes have been completed and reviewed by Certified Trainer and General Manager or Assistant General Manager and required forms are included.

Team Training & Development Part I: Front of House (90 points) 10 / 90

10 points per Team Member and training must be fully complete and reviewed to achieve full points – no partial scoring

PART II: BAR

- select the **three (3)** most recent **Bartender** hires and review their files to ensure all quizzes have been completed and reviewed by Head Bartender and General Manager or Assistant General Manager and required forms are included.
- select the most recent **Barback** hire and review their file to ensure all quizzes have been completed and reviewed by Head Bartender and General Manager or Assistant General Manager and required forms are included.

Team Training & Development Part II: Bar (40 points) 0 / 40

10 points per Team Member and training must be fully complete and reviewed to achieve full points – no partial scoring

Comments:

Definitely room for improvement in this department. Managers must take the initiative and time to grade and sign all quizzes. This will improve consistency, execution, and overall team member performance.

PART III: KITCHEN

- select the **four (4)** most recent **Cook** hires and review their files to ensure all quizzes have been completed and reviewed by Certified Trainer and Kitchen Manager and required forms are included.
- select the most recent **Prep Cook** hire and review their file to ensure all quizzes have been completed and reviewed by Certified Trainer and Kitchen Manager and required forms are included.

Team Training & Development Part III: Kitchen (50 points) 0 / 50

10 points per Team Member and training must be fully complete and reviewed to achieve full points – no partial scoring

Comments:

TEAM TRAINING & DEVELOPMENT SCORECARD

<u>SERVER</u>	Name:	<u>Sophia Alvarez</u>	Name:	<u>Imani Abukari</u>	Name:	<u>Cesar de Casas</u>	Name:	<u>Chloe Escalante</u>	Name:	<u>Melina Benitez</u>
Hire Date:		Hire Date:		Hire Date:		Hire Date:		Hire Date:		Hire Date:
Required Forms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Orientation Quiz	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Day 1: Server Quiz	<input checked="" type="checkbox"/>									
Day 2: Server Quiz	<input checked="" type="checkbox"/>									
Day 3: Server Quiz	<input checked="" type="checkbox"/>									
Day 4: Final Server Quiz	<input checked="" type="checkbox"/>									
 <u>EXPO</u>										
Name:		<u>Sofia Hallahan</u>	Name:		<u>Isac Castillo</u>	Name:				
Hire Date:		Hire Date:		Hire Date:		Hire Date:		Hire Date:		Hire Date:
Required Forms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Orientation Quiz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
Day 1: Expo Quiz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
Day 2: Expo Quiz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
Day 3: Expo Quiz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
Day 4: Final Server Quiz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>						
 <u>LEAD EXPO</u>										
Name:		<u>Roy Durham</u>	Name:							
Hire Date:		Hire Date:		Hire Date:		Hire Date:		Hire Date:		Hire Date:
Required Forms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Day 1: Lead Expo Quiz	<input checked="" type="checkbox"/>									
Day 2: Lead Expo Quiz	<input checked="" type="checkbox"/>									
Day 3: Lead Expo Quiz	<input checked="" type="checkbox"/>									

General Comments:
Management team needs to pay more attention to all training material. Some team members had no materials in the files. All trainers need to put dates and signatures.

Required Forms
Orientation Quiz
Day 1: Server Quiz
Day 2: Server Quiz
Day 3: Server Quiz
Day 4: Final Server Quiz

Required Forms
Orientation Quiz
Day 1: Server Quiz
Day 2: Server Quiz
Day 3: Server Quiz
Day 4: Final Server Quiz

Required Forms
Orientation Quiz
Day 1: Expo Quiz
Day 2: Expo Quiz
Day 3: Expo Quiz
Day 4: Final Server Quiz

Required Forms
Orientation Quiz
Day 1: Lead Expo Quiz
Day 2: Lead Expo Quiz
Day 3: Lead Expo Quiz

TEAM TRAINING & DEVELOPMENT SCORECARD

BARTENDER	Name: <u>Morgan Dietrich</u>	Hire Date: _____	<input type="checkbox"/> C <input checked="" type="checkbox"/> R	Required Forms Orientation Quiz Day 1: Bartender Quiz Day 2: Bartender Quiz Day 3: Bartender Quiz Day 4: Bartender Quiz
	Name: <u>Jesse Prior</u>	Hire Date: _____	<input type="checkbox"/> C <input checked="" type="checkbox"/> R	Required Forms Orientation Quiz Day 1: Bartender Quiz Day 2: Bartender Quiz Day 3: Bartender Quiz Day 4: Bartender Quiz
	Name: <u>Luis Reyes</u>	Hire Date: _____	<input type="checkbox"/> C <input checked="" type="checkbox"/> R	Required Forms Orientation Quiz Day 1: Bartender Quiz Day 2: Bartender Quiz Day 3: Bartender Quiz Day 4: Bartender Quiz

<u>BARBACK</u>	<u>Name:</u> Michael Mudon	<u>Hire Date:</u> _____
		<u>C</u>  <u>R</u> 
<p align="center">Required Forms</p> <p align="center">Day 1: Barback Quiz Day 2: Barback Quiz Day 3: Barback Quiz</p>		

General Comments:

TEAM TRAINING & DEVELOPMENT SCORECARD

<u>COOK</u>					
Name:	Christian de Jesus	Name:	Gerardo de los Santos	Name:	Santiago Itza
Hire Date:	09/21/2022	Hire Date:	02/20/2023	Hire Date:	01/06/2020
Required Forms	C R	Required Forms	C R	Required Forms	C R
Day 1: Quiz	<input type="checkbox"/>	Day 1: Quiz	<input type="checkbox"/>	Day 1: Quiz	<input checked="" type="checkbox"/>
Day 2: Quiz	<input type="checkbox"/>	Day 2: Quiz	<input type="checkbox"/>	Day 2: Quiz	<input type="checkbox"/>
Day 3: Quiz	<input type="checkbox"/>	Day 3: Quiz	<input type="checkbox"/>	Day 3: Quiz	<input type="checkbox"/>
<u>PREP COOK</u>					
Name:	Roberto Lopez	Hire Date:	06/04/2020	Required Forms	C R
Required Forms	C R	Required Forms	C R	Required Forms	C R
Day 1: Quiz	<input type="checkbox"/>	Day 1: Quiz	<input type="checkbox"/>	Day 1: Quiz	<input checked="" type="checkbox"/>
Day 2: Quiz	<input type="checkbox"/>	Day 2: Quiz	<input type="checkbox"/>	Day 2: Quiz	<input type="checkbox"/>
Day 3: Quiz	<input type="checkbox"/>	Day 3: Quiz	<input type="checkbox"/>	Day 3: Quiz	<input type="checkbox"/>

General Comments:
No training materials found! KM needs to recertify all BOH team members.



CRAFTHOUSE

OPERATIONS

PART I: BAR

Standard operating procedures are integral to the success of Finney's and provides step-by-step instructions to help our team **consistently** carry out routine operations. SOPs aim to achieve efficiency, quality output, and uniformity of performance, while reducing miscommunication and failure to comply with Finney's standards.

"Closing Checklist" carried out the previous night....

- fruit caddies restocked
- syrups refiled & restocked
- dry products (to-go cups, roll-ups, plates, napkins, straws) fully restocked
- liquor & wine restocked
- service wells cleaned and sanitized
- liquor bottles wiped and capped
- speed rail wiped down and cleaned
- beer taps plugged
- Prosecco and Ginger Beer capped
- fruit caddies wiped down and wrapped with saran wrap and stored in keg cooler
- syrup bottles wiped and placed in keg cooler
- Ice filled and covered
- Bar area thoroughly wiped down
- mats rinsed and ran through dishwasher
- fly traps visible
- floor thoroughly swept and mopped

"Opening Checklist" fully executed prior to opening....

- service wells properly set-up and stocked
- garnishes freshly prepared to Finney's standards
- Prep Guide used on a daily basis - OH inventory is recorded and daily Usages are calculated
- par levels adjusted on a weekly basis to reflect actual usages for all prepped items
- garnishes, syrups, juices and batched margaritas properly stored and labeled w/ name, date and signature
- shelf lives administered and prepped items properly rotated
- fruit stored in keg cooler and properly stored according to the FIFO method
- bar coolers fully stocked and cleaned
- dry storage items fully stocked and organized
- app on Chownow tablet is open while tablet is charging
- liquor room kept cleaned and organized

Quality Control

- Bar Binder kept well-maintained and fully updated
- every local craft beer is served in its specified glassware to enhance the taste, aroma and aesthetic
- a jigger is actively used for each standard pour
- all cocktails are properly garnished
- all Finney's branded glassware is not faded

Inventory

- accurate par levels and usages recorded in Order Guide
- sufficient glassware inventory on hand
- sufficient bar supplies on hand
- minimum of two (2) fully operational flavor blaster guns on hand for Whiskey Smokeshow
- minimum of two (2) wood top domes on hand for Ham's Old Fashioned
- full line-up of thirty (30) draft beers are available on tap along with non-alcoholic beer **(5 points)**
- sufficient liquor inventory on hand
- sufficient red and white wine inventory on hand

Appearance

- clean and proper uniform attire is worn by all Bartenders and Barbacks
- no backward hats worn

Operations Part I: Bar (50 points) 43 / 50

1 point deduction for each unforced error unless otherwise stated

Comments:

More awareness toward par levels - reduce garnish pars to ensure the freshest quality of product.

PART II: KITCHEN

- rate Kitchen Team's ability to have all stations staffed and stocked at 11:00 am and 5:00 pm 4 / 5
- rate health and safety practices of Kitchen (sanitized water, temperature log book, floor maintenance) 5 / 5
- rate overall cleanliness, maintenance, and organization of Kitchen 3 / 5
- rate impression of whether Kitchen Team Members take pride in their personal appearance 5 / 5
- rate level of compliance toward uniform standards by Kitchen Team Members 5 / 5
- rate accuracy of weights, measures and timers used on Cooking Line to prepare menu items 5 / 5
- rate overall level of quality checks for sauces, dressings, and prepped ingredients 2 / 5
- rate accuracy of production par levels and usages 0 / 5
- rate level of compliance toward shelf lives and if weekly wastage reports are being used 2 / 5
- rate level of music volume in the kitchen to determine if it is at an appropriate level 5 / 5

Operations Part II: Kitchen (50 points) 36 / 50

Comments:

BOH team was ready for the day. I recommend the prep to be reduced. Lots of food (fried food) overstocked - chips and potato chips not in good condition compromising the quality of the product.

Cleaning of equipment needs to