

CUPS Audit

Date:
Time:

Store Number:

Auditor Name:

Total Grade:

Customer View

Grade

- ☐ Building Exterior
- ☐ Parking Lot
- ☐ Landscape
- ☐ Windows & Door Glass
- ☐ Floors & Thresholds
- ☐ Walls
- ☐ Restrooms
- ☐ Front Counter & Dining Room
- ☐ BOH Appearance
- ☐ Above and Beyond Standard

- ☐ Team Non-Negotiables were Present

Notes:

Uniforms

Grade

- ☐ Car Toppers
- ☐ Team Member Appearance
- ☐ Team Member Behavior
- ☐ Above and Beyond Standard

- ☐ Team Non-Negotiables were Present

Notes:

Products

Grade

- ☐ Product Accuracy
- ☐ Dough Quality
- ☐ Product Specs
- ☐ Product Appearance & Distribution

- ☐ Above and Beyond Standard

- ☐ Team Non-Negotiables were Present

Notes:

Service

Grade

- ☐ Phone Answered in 3 Rings
- ☐ Proper Phone Scripts Used
- ☐ Greeting is Warm & Friendly
- ☐ Product Knowledge & Description
- ☐ Proper Suggestive Selling
- ☐ Staffed for Volume
- ☐ Service Times Acceptable
- ☐ Above and Beyond Standard

- ☐ Team Non-Negotiables were Present

Notes:

Overall Notes: