

0%

(0/531)

Details

Outlet Name	Start Date	End Date	Submitted by
API Test Store 1767087581115	21 Jan 2026, 10:02 pm	21 Jan 2026, 10:02 pm	Admin User

Score By

	Perfect Score	Actual Score	Percentage
QUALITY	48	0	0%
SERVICE	318	0	0%
HYGIENE & CLEANLINESS	119	0	0%
PROCESSES	40	0	0%

	Perfect Score	Actual Score	Percentage
ACKNOWLEDGEMENT	6	0	0%

Details

	Question	Response
1	OUTLET	,

QUALITY - 0% (0/48)

#	Question	Score	Response
1	Food served at the right temperature	0/3	No
2	Food served as per specification	0/3	No
3	Beverage was served at the required temperature	0/3	No
4	Side dishes are properly served with the required texture and taste	0/3	No
5	Food came with the proper accompaniments	0/3	No
6	Using approved ingredients or foods (Non-Brand/Non-Food Safety critical).	0/3	No
7	Portion is adequate and not less or too much	0/3	No
8	Food presentation was good	0/3	No
9	Beverage was having required taste and consistency	0/3	No
10	Beverage presentation was good	0/3	No
11	Veg and non-veg segregation is being followed	0/3	No
12	Cooked and uncooked food kept separately	0/3	No
13	Burnt oil being disposed as per SOP	0/3	No
14	Receiving of goods is done at ideal temperatures	0/3	No
15	Correct thawing process is being followed	0/3	No
16	No expired product in use	0/3	No

SERVICE - 0% (0/318)

#	Question	Score	Response
1	Person available at the entrance at all times	0/3	No
2	Hostess desk is approachable and manned at peak hours	0/2	No
3	Menu cards available in the hostess desk for customer reference	0/2	No
4	Guests are greeted with smile Hi/GM/GA/GE etc, Ma'am/Sir, Welcome to (Brand name)	0/3	No
5	The tone of welcoming is warm and inviting	0/3	No
6	Eye contact maintained throughout	0/3	No
7	Staff's speech clear and to be fully understood	0/3	No
8	Staff displaying a high level of confidence when carrying out his/her duties?	0/3	No
9	Check and confirm the details of the guest (reservation details) with their cont	0/3	No
10	If no reservation, then contact number taken	0/2	No
11	If the guest was kept waiting did the employee acknowledge this and apologize fo	0/3	No
12	Staff opening doors for customers	0/3	No
13	Guest seated in a timely manner at a fully laid table even when the outlet is cr	0/3	No
14	If you asked for a specific (size-appropriate) table, was your request accommoda	0/3	No
15	Menu card scanner suggested to the guest	0/2	No
16	Menu cards presented and opened to the starter page, individually handed to each	0/2	No
17	Host introduces the server or mentioned what happens next	0/3	No
18	Staff offered seating assistance, removed covers if necessary	0/3	No
19	Table was completely set before guests were seated	0/3	No
20	Server introduced herself/himself with a smile and called the customer by name /	0/3	No
21	The tone of welcoming is warm and inviting	0/3	No

SERVICE - 0% (0/318) (cont.)

#	Question	Score	Response
22	Eye contact maintained throughout	0/3	No
23	Correct cutlery, crockery and glassware provided, and they were clean and in good condition	0/3	No
24	Staff's speech clear and fully understood	0/3	No
25	Staff displayed a high level of confidence when carrying out his/her duties	0/3	No
26	Staff checked for water assistance	0/3	No
27	When taking the order, the server exhibited a good working knowledge of the menu	0/3	No
28	Water served to seated customers (checked with the guest for bottled or regular)	0/3	No
29	Server suggested a beverage, starter or sides for upselling.	0/3	No
30	Specials and promos suggested or accurately described	0/3	No
31	Server repeated and confirmed the order	0/3	No
32	Did the staff actively listen, avoid interrupting and give the guest their undivided attention?	0/3	No
33	The staff satisfactorily answered all questions?	0/3	No
34	Is food was served in correct order without any prompting from the guest?	0/3	No
35	Server wished enjoyment (or other appropriate comment) of your meal	0/3	No
36	Server checked for refill orders if any	0/3	No
37	Correct order served to each guest without any prompting required	0/3	No
38	Server ascertained if the guest required any condiments/sauces and were they served correctly?	0/3	No
39	Server easily available during your meal to take care of any needs?	0/3	No
40	Is manager present on the floor and managing the shift well?	0/3	No
41	Server provide fresh plates to each customer (as appropriate) for the starter and main course?	0/3	No
42	Server replaced cutlery as required?	0/3	No
43	Server automatically offered desserts, either verbally or by presenting the menu	0/3	No
44	Did a staff visit the table to ascertain at any point if service was satisfactory?	0/3	No
45	Staff offered Fingerbowl followed by Mouth Freshener?	0/3	No
46	Staff presented the feedback card along with promotional material?	0/2	No
47	When you wanted your bill, was the bill or your server readily available, without being asked?	0/3	No
48	Staff thanked with a warm smile and direct eye contact	0/3	No
49	Staff offered a sincere farewell at the end of the interaction and showed appreciation?	0/3	No
50	Team Member not demonstrating rude or offensive behavior to any guest or other staff?	0/3	No
51	Customer Issues not avoided or handled according to standard.	0/3	No
52	Open per posted hours of operation, not ready to serve customers or not taking orders?	0/3	No
53	Restaurant temperature as per the weather condition and comfortable to the guest	0/3	No
54	Were all menu items you wanted to order available?	0/3	No
55	Order Correct and complete	0/3	No
56	All ingredients or menu items not available (substitution offered)	0/3	No
57	Restaurant music was as per the ambience and theme	0/3	No
58	Bill clearly itemized and correct	0/3	No
59	Correct change provided or credit/debit card receipt returned without error?	0/3	No
60	Menu presented was grammatically correct and easy to read	0/3	No
61	In-house entertainment - all audio visuals to have picture clarity, mute volume, and volume control	0/3	No

SERVICE - 0% (0/318) (cont.)

#	Question	Score	Response
62	Customer communication as per brand standard - laminated, approved font etc.	0/2	No
63	Clean service gears / cutlery / plates available for second portions	0/3	No
64	Staff handling product properly.	0/3	No
65	Glass is not handled by the rim. Incorrect packaging used or products served imp	0/3	No
66	Appropriate condiments provided.	0/3	No
67	Menu items served with appropriate accompaniment / garnish.	0/3	No
68	Correct utensils or small wares used	0/2	No
69	Food being prepared as per recipe and correct SOP is followed	0/3	No
70	Delivery Station (including boxes, carry bags, branding stickers and tape) set-u	0/3	No
71	Swiggy/ Zomato is switched on, Thrive scanners are in place. All items are refle	0/3	No
72	Internet connection is working, and online delivery parameters are kept on	0/2	No
73	Marketing tools - fliers, coupons, offer cards available	0/2	No
74	Order boxes are properly sealed for dispatch	0/3	No
75	Fliers / coupons / promo materials inserted in every dispatched bag	0/2	No
76	Dispatcher to ensure while handing over the order to the Riders order dispatched	0/2	No
77	Is mobile ordering/booking available	0/2	No
78	Any app available for ordering	0/2	No
79	Menu card scanner suggested to the guest?	0/2	No
80	Staff assisting guests in placing orders through Menu card scanner (if requested	0/3	No
81	Bill was paperless / Bill sent via message on the phone	0/2	No
82	Message for feedback sent to guest	0/2	No
83	Guest advised to share rating/feedback online	0/2	No
84	Table Number	0/3	No
85	Dish Name	0/3	No
86	Time - Attempt 1	0/3	No
87	Time - Attempt 2	0/3	No
88	Time - Attempt 3	0/3	No
89	Time - Attempt 4	0/3	No
90	Time - Attempt 5	0/3	No
91	Table Number	0/3	No
92	Dish Name	0/3	No
93	Time - Attempt 1	0/3	No
94	Time - Attempt 2	0/3	No
95	Time - Attempt 3	0/3	No
96	Time - Attempt 4	0/3	No
97	Time - Attempt 5	0/3	No
98	Table Number	0/3	No
99	Dish Name	0/3	No
100	Time - Attempt 1	0/3	No
101	Time - Attempt 2	0/3	No

SERVICE - 0% (0/318) (cont.)

#	Question	Score	Response
102	Time - Attempt 3	0/3	No
103	Time - Attempt 4	0/3	No
104	Time - Attempt 5	0/3	No
105	Table Number	0/3	No
106	Dish Name	0/3	No
107	Time - Attempt 1	0/3	No
108	Time - Attempt 2	0/3	No
109	Time - Attempt 3	0/3	No
110	Time - Attempt 4	0/3	No
111	Time - Attempt 5	0/3	No
112	Average (Auto)	0/3	No

HYGIENE AND CLEANLINESS - 0% (0/101)

#	Question	Score	Response
1	Front signage is clean, no visible dirt, not faded, lighted, working and in good	0/1	No
2	Lights clean, no visible dirt & not faded, working and in good condition	0/1	No
3	Glass facade is clean and free from smudges, in good condition and well maintain	0/1	No
4	Building is clean and in good condition	0/1	No
5	Doors and windows, are clean, in good condition and well maintained	0/1	No
6	Plants look fresh & healthy, clean and aesthetically positioned, well maintained	0/1	No
7	Patio umbrellas are looking clean and shiny, in good condition and well maintain	0/1	No
8	Patio Tables and Chairs are looking clean, shiny, well maintained and in good co	0/1	No
9	Patio Counters, Service Cabinets, Bars and Buffets are clean, in good condition	0/1	No
10	Hostess desk is clean and well maintained	0/1	No
11	Menu / Advertisement / Marketing tools / communications are clean, in good condi	0/1	No
12	Floor is clean, no stagnating water in the vicinity	0/1	No
13	Floor mat is clean and in good condition	0/1	No
14	Restaurant entrance branding is clean, lighted and well maintained	0/1	No
15	Doors and windows, including handles, are clean, in good condition and well main	0/1	No
16	Floor clean and polished, skirtings, walls and ceiling are clean and well mainta	0/1	No
17	All the glass panels clean and free from fingerprints or smudges, well maintaine	0/1	No
18	Tables, Chairs and Highchairs are looking clean and shiny, and well maintained.	0/1	No
19	Picture paintings, Decorations, curtains, window blinds and linen have no buildu	0/1	No
20	Entertainment systems are clean and in working condition	0/1	No
21	Hostess desk is clean and well maintained	0/1	No
22	All electrical fixtures (Chandeliers, lights, AC grill, etc.) have no visible bu	0/1	No
23	No visible wiring, if there is any it is properly cleaned and neatly tucked	0/1	No
24	Indoor plants are clean and free from any kind of insects and well maintained	0/1	No
25	No cobweb, rat dropping, cockroaches or any other insects visible	0/1	No
26	Free of any foul odours	0/1	No

HYGIENE AND CLEANLINESS - 0% (0/101) (cont.)

#	Question	Score	Response
27	Service & drinkware, condiment holders are clean and in good condition	0/1	No
28	Tabletop advertising clean and in good condition	0/1	No
29	Menu presented were clean and in good condition	0/1	No
30	Restaurant air condition working, and the temperature was comfortable	0/1	No
31	Phone, POS, printer etc. are clean, working properly and well maintained	0/1	No
32	Front counters, mats, service cabinets, shelves and glass holders are clean and	0/1	No
33	Bars and Buffets are clean and well maintained	0/1	No
34	Beverage systems and CO2 cylinders are working as designed. Has no buildup and w	0/1	No
35	Drains, drain covers, plumbing has no buildup and well maintained	0/1	No
36	Ice machines and bins are clean, in working condition, in good condition and wel	0/1	No
37	Service/Dining area trash receptacles functional, have no buildup and well maint	0/1	No
38	Bar floor and floor-mat is clean and in good condition	0/1	No
39	Restroom open for use	0/1	No
40	Gender signs are clearly visible and in good condition	0/1	No
41	Male/ Female restroom main door, door handles and lock is clean, working and wel	0/1	No
42	Restroom floors, skirtings, walls and ceiling are clean, in good condition and w	0/1	No
43	Urinal clean and well maintained. Ice was there in the male urinal	0/1	No
44	Pee Safe available in both washrooms	0/1	No
45	WC clean and mark free, clean and well maintained	0/1	No
46	Flush is working	0/1	No
47	Toilet roll unit clean and well maintained	0/1	No
48	Restroom exhaust working, having fresh fragrance. Diffusers were on in the washr	0/1	No
49	Wash basin clean and dry, and well maintained	0/1	No
50	Wash basin tap functional, clean and well maintained	0/1	No
51	Vanity counter wall to have wash basin clean mirror/ No fingerprints or smudges	0/1	No
52	Soap Dispenser dispensing right amount of soap. It is clean and well maintained	0/1	No
53	M-Fold Tissue- upon pulling tissues are coming out without being tearing off and	0/1	No
54	Sanitizer dispenser dispensing right amount of sanitizer. It is clean and well m	0/1	No
55	1 SS dust bin with liner next to WC (If space is available) is functional, clean	0/1	No
56	1 SS dust bin with liner under the basin is functional, clean and well maintaine	0/1	No
57	Floor Drain cover are clean, in good condition and well maintained	0/1	No
58	Water pressure is proper (Eg in tap, health faucet etc)	0/1	No
59	Floor mat is clean and in good condition	0/1	No
60	All electrical fixtures (lights, switches, AC grill, etc.) have no visible build	0/1	No
61	Hand dryer working and in good condition	0/1	No
62	Communication board not broken or unutilized.	0/1	No
63	Phone, manager's PC, printer etc. clean and in working properly.	0/1	No
64	Office has no buildup and well organized and well maintained	0/1	No
65	Training, staff or locker areas have no buildup and well organized.	0/1	No
66	Back of the house air temperature comfortable	0/1	No

HYGIENE AND CLEANLINESS - 0% (0/101) (cont.)

#	Question	Score	Response
67	HVAC functional. Make-up air system or exhaust fans operating properly. Hood sys.	0/1	No
68	Back of house floors, skirtings, walls and ceilings have no buildup and well mai	0/1	No
69	Back of house lights, fixtures or fans have no buildup and well maintained	0/1	No
70	All lighting sources are properly shielded or have shatter proof bulbs in areas	0/1	No
71	Approved equipment in use	0/1	No
72	Cold holding or storage equipment has no buildup, in working condition and well	0/1	No
73	Hot holding equipment temperature within standard and working as designed. Has n	0/1	No
74	Cooking/production equipment (includes fryers, ovens, microwaves, tandoors etc.)	0/1	No
75	Burners free of soot buildup and giving perfectly blue flame	0/1	No
76	Preparation equipment (includes prep tables, mixer, utensils etc.) working as de	0/1	No
77	Beverage systems and CO2 cylinders are working as designed. Has no buildup and w	0/1	No
78	Ice machines and bins are clean, in working condition, in good condition and wel	0/1	No
79	Food contact surfaces properly cleaned and well maintained	0/1	No
80	Cabinets and storages are clean and well maintained	0/1	No
81	Temperature of hot water for sanitizing in high temperature dishwasher machines	0/1	No
82	Hand washing sinks functional, well maintained and provided with water tempered	0/1	No
83	Mop sink is not clogged and functioning properly, no buildup and well maintained	0/1	No
84	Back of house drains, drain covers, plumbing has no buildup and well maintained	0/1	No
85	Back-flow devices or back-flow situations does not exist.	0/1	No
86	Grease traps are not clogged, clean and in good condition	0/1	No
87	Trash container not damaged and is functional, no buildup and well maintained	0/1	No
88	No drinking, eating and smoking in areas not designated for these activities.	0/3	No
89	Gum or tobacco not allowed during working hours and in food service area.	0/3	No
90	Jewelry not worn on arms or hands except plain ring (i.e. wedding band) when han	0/2	No
91	Proper hair restraints worn by all team members when handling food.	0/2	No
92	Team members meet grooming or personal hygiene standards. Unapproved, incomplete	0/3	No
93	Staff meal menu is on display and meal is prepared as per menu.	0/1	No

HYGIENE AND CLEANLINESS (TOOLS & TACKLES) - 0% (0/18)

#	Question	Score	Response
1	Cleaning supplies are available (Wringer bucket trolley, Mop, Dry mop, Squeeze,	0/2	No
2	Chemicals (FOH & BOH) used according to proper procedure or manufacturer's direc	0/2	No
3	Dishwasher set up correctly and proper cleaning method followed.	0/2	No
4	Pest activity is prevented through proper sealing of outer openings	0/2	No
5	Pest activity present, evidence exists that action has been taken.	0/2	No
6	Pesticides are applied by approved vendors.	0/2	No
7	Sanitizer at proper concentration in sanitizer sink	0/2	No
8	Three-compartment/Power soak sink set up correctly or proper cleaning method fol	0/2	No
9	Wiping cloths used or stored properly in a sanitizer bucket with correct concen	0/2	No

PROCESSES - 0% (0/40)

#	Question	Score	Response
1	Safety compliance certificates available - FOSTAC, METRIC (weighing scale), ESSA	0/2	No
2	Hospitality Certifications are occurring and conducted periodically or / and as	0/2	No
3	Ingredients (eg condiments, mouth fresheners) and packaging adequately stocked p	0/2	No
4	POS registers available and in use.	0/2	No
5	Fully staffed for current shift business needs	0/2	No
6	Proper deployment practices followed.	0/2	No
7	Team trained as per job designated	0/2	No
8	Table section plans are in place and being utilized.	0/2	No
9	Current and complete specification charts or job aids posted or used as designed	0/2	No
10	Projection, Ready for Revenue, prep guides or ordering systems in use.	0/2	No
11	Food being prepared as per recipe and correct SOP is followed	0/2	No
12	Food tasting record available	0/2	No
13	Evidence of cleaning systems/schedules/checklists in use.	0/2	No
14	Cleaning supplies are of sufficient availability	0/2	No
15	Chemicals properly labelled and MSDS available	0/2	No
16	All food items are labelled with MRD	0/2	No
17	CVR followed	0/2	No
18	QA Audit happening	0/2	No
19	Cashiering audit happening	0/2	No
20	Scheduled Coaching in place	0/2	No

ACKNOWLEDGEMENT - 0% (0/6)

#	Question	Score	Response
1	Manager on Duty	0/3	No
2	Signature	0/3	No

Action Plan

Question	Remarks / Deviation	To-Do	Assigned To	Complete RV	Status
Food served at the right temperature	Required item with missing answer	Required item with missing answer	Admin User	Wed Jan 28	OPE N
Food served as per specification	Required item with missing answer	Required item with missing answer	Admin User	Wed Jan 28	OPE N
Beverage was served at the required temperature	Required item with missing answer	Required item with missing answer	Admin User	Wed Jan 28	OPE N

