

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 goo	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 undiv	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 ser	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 an	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 satisfactor	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, withou	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 apprec	0/3	No
50	Team Member not demonstrating rude or offensive behavior to any guest or other t	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 o	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,	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 concent	0/2	No





## PROCESSES - 0% (0/40)

#	Question	Score	Response
1	Safety compliance certificates available - FOSTAC, METRIC (weighing scale), FSSA	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 By	Status
Food served at the right temperature	Required item with missing answer	Required item with missing answer	Admin User	Wed Jan 28	OPEN
Food served as per specification	Required item with missing answer	Required item with missing answer	Admin User	Wed Jan 28	OPEN
Beverage was served at the required temperature	Required item with missing answer	Required item with missing answer	Admin User	Wed Jan 28	OPEN



