Store 51 - Escondido **Annual Restaurant Evaluation** Performed December 19, 2017 **Performed by Rob Long**







grade

evaluation percentage 96.8

average wait time 4:11:00

Total No Questions 689

total v possible points 482

498

results summary

	no	poss	
section	qtns	pts	score
Admin	41	52	52
Approved Items	59	8	8
Breakfast (N/A)	0	0	0
Chili Procedures	29	29	29
Cooking Procedures	85	28	28
Equipment	73	78	76
Food Prep	32	10	10
Food Safety	51	64	64
Image	122	169	157
Menu Product Prep	88	17	17
Service	28	43	41

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long







Dear Agnes Kim:

I thank you and your team for the courtesy and time extended to me during your Annual Restaurant Evaluation. We take pride in our Brand and it is our collective goal for our guests to have the best possible experience during each and every visit. Please review the following action items and notes on your Annual Restaurant Evaluation.

evaluation notes

All required information is completed prior to employee beginning work-

Excellent Job on Paperwork!!

Work permits are filed for all minors where applicable.

Shayne Whitman needs to sign his Work Permit

Operator attends all Management Development Training Programs.

Yes, both Agnes and Issac are Certified

Operator maintains a current safety manual with signatures and minutes logged.

Very well done

Sales called in monthly by 9 am to include Tastee Freez and C/C called in on 1st.

Agnes or Issac do a nice job of calling in sales early

Are they using first and last name?

Schedule is very well done

Fish/LTO

Tamales are still in store

Annual Restaurant Evaluation
Performed December 19, 2017
Store 51 - Escondido
Performed by Rob Long





evaluation notes

LTO paper

Foil wrap

Flavor/Month

Testing the B Split Sundae

Chili mixture blended using a large wire whip.

Norma did a great job of making chili properly after "catching her last time"

Record temp of last night's chili on STARS Chart.

Missing 1 night closing temp

1.5 hour hold

Suggest UPPING the amount on the grill in the morning, as 6-7 sold before 11 AM

10 min hold

Lulu threw out extra one in the morning after 10 minutes... nice to see

Oil Condition

Fry fryer was a bit dirty from close

Reach-in Freezer/Shelves, Gaskets, Fans/Walls

It was so good that I took a picture to share with other Franchisees

Walk-in Cooler/Shelves, Gaskets, Fans/Floors/Walls

Floors under shelving could use a sweep and mop

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long





evaluation notes

UL System Inspectation Date

June 2017

Soft Serve Flow is 5 to 7.5 oz per Second

Flow is 51/2 oz, temp is 17, Overrun is 80%

TF Cone Magnets

These magnets have been "trimmed", so that no extra is shown... Ha Ha

Taylor Machine/Hopper

Very Clean!!

Mops stored upside down

Mop must be hung up NOT in Mop Bucket

Meets current standards

Canopy in place

Faces

Top portion of W on front of building has some dust and cobweb, hose down when you have time

D/T Clearance

9'-6" clearance

Canopy/Walls

Piece of gum on wall, I removed

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long







evaluation notes

MOJO Planner Completed

Nice to see

Air Curtains

Using a security screen door

Color/Flowers

Poinsettias added for Christmas

D/T Add-ons

Thank you for new POP

Current/No Hand Written or Computer Generated Signs

Front window promotion "Kids free cone for singing a song"

Paint- no peeling, faded, or graffitti. Building and roof painted as often as needed

Nice job on touch up

Handicap/Van Accesible/\$250 FIne

Graffiti on sign

Faces

Pole Sign W is peeling very badly on West facing side.

Walls/Apron/ Floor

Greasy floor

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long



evaluation notes

SMG OSAT 75% or Higher w/ Minimum of 30 Surveys per Month

Currently at 62%, that is below our average of 68%, and below goal of 75%

Annual Restaurant Evaluation Performed December 19, 2017 **Store 51 - Escondido Performed by Rob Long**







service timers

		Counter	Timer > Re	sults		
_	\Box				no in	
	•••	start	end	duration	party	notes
	1	10:48:09	10:50:33	2:24		
	2	10:59:09	11:05:56	6:47		
	3	11:05:57	11:12:41	6:44		
	4	11:19:09	11:20:28	1:19		
	5	11:24:28	11:34:50	10:22		Chicken schnitzel
	6	11:27:42	11:33:10	5:28		
_	7	11:54:32	11:59:20	4:48		
_	8	11:54:33	11:59:26	4:53		
	9	11:59:33	12:05:16	5:43		
	10	12:11:55	12:13:09	1:14		
	11	12:11:56	12:14:03	2:07		
	12	12:14:23	12:16:31	2:08		
Δ	verac	e Counter	Wait Time	269 sec		



Drive Up Timer > Results

•				no in	
	start	end	duration	party	notes
1	10:45:45	10:48:03	2:18		
2	10:48:04	10:50:40	2:36		
3	10:59:14	11:05:59	6:45		
4	11:06:00	11:08:39	2:39		
5	11:19:12	11:20:31	1:19		
6	11:27:45	11:34:06	6:21		
7	11:34:17	11:41:15	6:58		
8	11:50:52	11:54:27	3:35		
9	11:50:54	11:54:29	3:35		
10	11:59:22	12:05:15	5:53		
11	12:12:28	12:14:13	1:45		
12	12:13:25	12:16:26	3:01		Runner Charged and pulled out

Average Drive Up Wait Time 233 sec

Average Total 233 sec

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long

Wenerschnitzel Hambur



evaluation questions						
point	s questions	percent		points	questions	percent
Admin 52	2 41	127%	20 Operator attends all Management Development Training Programs			yes
Bank Deposits	1	100%	21 Restaurant has three certified shift			yes
1 Deposits are made daily and match recap.		yes	managers and scheduled on every shi	ft.		
Computer Inventory	3 2	150%_	22 ServSafe current and posted			yes
2 Completed each month and includes		yes	Operations Manual	1	1	100%
beginning, purchases, ending, and usage for all products, correct GGI #'s and yields			23 Electronic Operations Manuals are accessible to all employees for referen	nce.		yes
3 A daily 10 count is completed daily.		yes	OSHA	2	1	200%
Credit/Debit	3 1	300%	24 Operator maintains a current safety n	nanual		yes
4 PCI Compliant. Only EM or locked down		yes _	with signatures and minutes logged.	4		1000/
versions are correct Drop Procedures	1 3	133%	Overring Procedures	1	1	100%
5 Completed at the conclusion of each shift	т Э	yes _	25 Removing per company policies and procedures.			yes
for each cashier.		yes _	Payment History	2	2	100%
6 Frequent cash drops are made throughout the day.		yes	26 All payments to GGI are made timely.			yes
7 Cashier is assigned to drawer on every shi	ft	yes	27 All payments to local Ad Association n timely.	nade		yes
Employee Records	5 5	100%	Preventative Maintenance	0	0	?
8 All required information is completed prior to employee beginning work-Application, I -9, W4		yes	28 Worksheet is completed each month I Limited Operators. Turned in by 5th month			na
9 Food Handlers Permits on file (where		yes	Profit and Loss Statements	4	4	100%
required). 10 Current W-4 forms used and signed.		yes	29 Completed by an approved source and matches current format listed in the	d		yes
11 Approved I-9 forms used and completed properly including verification of document in seperate file	CS .	yes _	Operations Manual. 30 Information accurately reflects month expenses and payments.	ly		yes
12 Work permits are filed for all minors where	9	yes	31 Accurate Balance Sheet provided mor	ithly.		yes
applicable.		1500/	32 General Ledger Provided/Limited			na
General 13 GGI email being used	3 2	150%-	33 Information submitted monthly to GG	I by		yes
<u>_</u>		yes	the 20th of each month. (2 pts)	-		
14 Are they using GGI Learn?		yes	Profitability Control	3	2	150%
	2 2	100%_	34 FC Variance within .5% ytd.			yes
15 Phone line on DSL for Credit & Debit.		yes	35 Labor Variance within .5% ytd.			yes
16 Separate Consistent Communications w/GGI.		yes	Required Labor Posters	1	1	100%
Guest Complaints/SMG Alerts	2 1	200%	36 All required posters are current and maintained in the restaurant.			yes
17 Closing out Guest Complains within 24 hours.		yes	Sales Information	1	1	100%
	2 1	200%	37 Sales called in monthly by 9 am to inc Tastee Freez and C/C called in on 1st			yes
18 Is there a marketing plan in place for local		yes	Scan Electronic Journal	1	1	100%
activities? Mgmt. Development	5 4	150%	38 All categories within reason/guidelines Nothing out of the ordinary.	5.		yes
19 Operator has completed approved Certified General Mgmt. Training Program.		yes	Nouning out of the ofdillary.			
Co	avaluation	guestions	s - nago 1 - Admin			

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long

Wenerschnitze) Hamburger



	points	questions	percent	
Stars & Stripes	1	1	100%	
39 Stars and Stripes Board Up/Current Information			yes	
Time Cards	1	1	100%	
40 Time cards and POS clocking in/out a completed in accordance with Federa State, and Local Labor regulations.			yes _	
Weekly Work Schedules	3	3	100%	
41 Total hours for each day / Week			yes _	
42 Completed weekly, show all hours scheduled for and matches 1/2 hr sa report.	les		yes	
43 Are they using first and last name?			yes -	

	points	questions	percent
Approved Items	8	59	14%
Breakfast Items	0	0	?
44 Biscuit/Croissant			na
45 Eggs Liquid			na
46 French Toast Sticks/Syrup			na
47 Salsa/Po'taters			na
48 Tortillas			na
Food	2	24	8%
49 Bacon/Sausage Patty			yes
50 Cheese /AM/SW/CH			yes
51 Chili Sauce			yes
52 Coffee /Sweetener/Creamer			na
53 Corn Dogs/Mini Corn Dogs			yes
54 Fish/LTO			yes
55 Flavor Syrups			yes
56 French Fries			yes
57 Hamburger Patties			yes
58 Lemons/Lettuce			yes
59 Milk/Orange Juiice			yes
60 Pickle-Chips/Dill			yes
61 Polish/Rye Bread			yes
62 Pretzel Bun			yes
63 Relish/Mayo/Ketchup/Mustard			yes
64 Salt- Bulk/Ind.			yes
65 Sauerkraut			yes
66 Shortening-Bulk/Liquid			yes
67 Syrup - Diet Pepsi/Pepsi/Dr Pepper/Lemonade/Root Beer/Mt Dew/Mist/Rasp Tea			yes
68 Tomatoes- 5x6 or 5x5/Onions			yes
69 Tortillas			yes
70 Water - Nestle/Tea			yes
71 Wiener, Original/Angus			yes
72 Poppers/Jalepenos			yes
73 Ranch Dressing/Blazing Sauce			yes
Food/Paper	0	1	0%
74 No unapproved items			yes

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long







evaluation questions			
_	points	questions	percent
Paper	2	19	11%
75 Bag- Fry S/M/L			yes
76 Bag-Menu #12/#6			yes
77 Clamshell Chili Fry/Large			yes
78 Clear Cup 20 oz/Lids			yes
79 Cups - 20 oz./Lids			yes
80 Cups - 30 oz./ 42 oz. /Lids			yes
81 Cups- Hot/Lids			yes
82 Day Dots - Green			yes
83 Crowd Pleaser Bags			yes
84 Forks			yes
85 Clamshell Hot Dog			yes
86 Kids Meal Premium/Coupons			yes
87 Napkins/Straws/Shake Straws			yes
88 Plastic Soufflé Cups/Lids/Paper			yes
89 Trays Drink/Liners			yes
90 Wrap Chili/Chili Cheese/Mustard/CHil CHeese Burger	i		yes
91 Filter Cone for Fryers			yes
92 Bag-Corn Dog			yes
93 LTO paper			yes
Tastee Freez	2	10	20%
94 Banana's/Cherries			yes
95 Choc. Sauce/Caramel			yes
96 Cone Dip/Hot Fudge			yes
97 Cones / Sample Cones			yes
98 Flavor/Month			yes
99 M&M's / Oreo's/Reese's Pieces			yes
100 Strawberries/Pineapple			yes
101 Syrup-Choc/Straw/Van			yes
102 Tastee Freez Mix			yes
103 Whipped Cream/Peanuts			yes
Tastee Freez - Paper	2	5	40%
104 6 oz Sundae Cup/Lid	_		yes
105 Banana Boats/Lids			yes
106 Cups- Freezee -12 oz./Lid			yes
107 Long Spoons / Spoons			yes
108 Sundae Cups/Lids			yes
			703

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long





	points	questions	percent	poiı	nts (questions	percent
Breakfast	0	0	?	Chili Procedures	29	29	100%
Biscuit Sandwich	0	0	?	Chili Meat	6	6	100%
109 Biscuit			na	126 Chili meat removed from the grill and			yes
110 Egg/Bacon/Sausage/Cheese			na -	refrigerated immediately. 127 A maximum of 26 patties boiled per 1/3	6"		Vec
111 Wrap			na	deep pans	0		yes
Breakfast Burrito	0	0	?	128 Chili meat boiled on commercial hot plate	е		yes
112 Tortilla/Cheese/Egg/Sausage/Bacor	n/Salsa		na	for minimum of 10 minutes (meat completely submerged).			
113 Wrapping Procedures			na	129 Approved procedures are used for chopp	ing		yes
Breakfast Croissant	0	0	?.	the chili meat after boiling.			
114 Croissant Toasting			na	130 Chili meat is covered and the date, time and initials are marked on the 1/3 6" dee	ер		yes
115 Omelet Style Egg/Sausage/Bacon/C	Cheese		na	size stainless steel pan.	·		
116 Wrap			na	131 Enough cans of chili in the walk-in cooler meet sales demand	r to		yes
Breakfast Platter	0	0	?	Chili Mixing	1	1	100%
117 Eggs/Sausage/Bacon			na	132 Chili meat is chilled for a minimum of 6			yes
118 Biscuit			na	hours in the walk-in cooler prior to use.			
119 Potaters			na	Chili Mixing Procedures	9	9	100%
120 Container			na	133 Chili prepared in an approved 20 qt. aluminum stock pot; pre-chilled and stored			yes
Eggs Liquid	0	0	?.	in the walk-in cooler.			
121 Cooking/Holding/Expiration Date Procedures			na	134 A maximum of two pre-chilled cans of ch concentrate prepared per batch of chili (scrape clean).	nili		yes
Gooey Bites	0	0	?-	135 68 oz's of cold water and ice, measured in			yes
122 Heated From Frozen			na	an approved chili pitcher and added to the			,
123 Correct packaging			na .	chili concentrate. 136 Chili mixture blended using a large wire			yes
Hash Browns	0	0	?	whip.			yes
124 Cooking Procedures			na	137 Fold meat into Chili mix again, 13 boiled			yes
Sausage	0	0	?.	patties per can. 138 Temperature of the completed chili mixtu	Iro		VAC
125 Cooking Procedures			na	at or below 40 degrees and is document			yes
				on the S.TA.R.S Chart			
				139 Chili mixture is poured immediately into clean approved chili insets/ Insets are no overfilled.	ot		yes
			·	140 The date, time and initials are marked or the inset using a magic marker or wet erase marker.	n		yes
				141 Chili insets are properly stored and rotate in the walk-in cooler and used within 48 hours.	ed		yes
				Chili Pre-Heating / Holding	8	8	100%
				142 Chili insets are preheated to 165 on a commercial hot plate and stir every 3-5 min.			yes

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long







evaluation questions						
points	questions	percent		points	questions	percent
143 Chili is held and served at a		yes	Cooking Procedures	28	85	33%
minimum of 165 degrees. No longer than 8 hours on steam table.		1	Angus Hot Dogs	2	7	29%
144 Temperature of the chili is documented on		yes	155 Storage/Rotation			yes
the STARS Chart, date, time and initials.			156 Proper Coating			yes
145 For maximum yield scrape or squeeze liner into top of new pot of chili.		yes	157 Cooked Thawed			yes
146 Chili transport pan 8' deep is being used		yes	158 Grill Rotation			yes
147 Using Red handled Chili 1 oz. ladle		yes	159 1.5 hour hold			yes
148 Finished Chili product has right consistency; not watery and has correct mixture.		yes	160 Serving Temp.			yes 185
149 Chili held on grill for Hamburger Procedures		yes	161 Appearance			yes
using correct inset according to standards when applicable.		Ī	Bacon	2	3	67%
Chili Procedures 5	5	100%	162 Amount			yes
150 Using Chili Server when available.		yes	163 Proper Heating/300 degree side of rack	of grill/ on		yes
151 Full size pan is filled with ice. 1/2 Pans removed from ice prior to leaving the store.		yes -	164 2 hour Hold Time			yes
152 Maximum of 2" chili poured into 1/2 pans		yes	Chicken	4	4	100%
and placed on top of ice.			165 Proper Heating			yes
153 All chili temps accurately recorded on temperature charts		yes -	166 Cooked Frozen			yes
154 Record temp of last night's chili on STARS		yes	167 Serving Temp			yes
Chart.						178
		_	168 Holding Procedures			yes
			Corn Dogs	2	9	22%
		_	169 Storage/Rotation			yes
		_	170 Cooked Thawed			yes
		_	171 Max. 6 In Basket			yes
		-	172 3.5 Minute Cook Time			yes
		_	173 Rotation			yes
			174 Serving Temp.			yes
		-	175 10 min hold			190
		-	176 Appearance			yes
		-				yes
		-	177 Holding Procedures	0		yes
			Fish 178 Cook Frozen	0	0	?
		-				na
		-	179 Serving Temp.180 Hold Procedures			na
		-				na
		-	181 Appearance			na
		-	182 3.5 Minute Cook Time			na

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long

Wienerschnitzel





р	oints	questions	percent		points	questions	percent
French Fries	2	10	20%	213 Smallwares			yes
183 Storage/Rotation			yes	214 Appearance			yes
184 Cook Frozen			yes	215 Chili Temp.			yes
185 2 Minute Cook Time			yes				176
186 5 min. hold			yes	LTO	2	4	50%
187 Oil Condition			yes	216 Thawed			yes
188 Proper Salt/Bin Rotation			yes	217 Proper Heating			yes
189 Fries Drained			yes	218 Holding			yes
190 Serving Temp.			yes	219 Serving Temp			yes
			188 -	Mini Corn Dogg	2	7	170
191 Portion/Basket Half Full			yes	Mini Corn Dogs 220 Storage/Rotation	2	/	29%
192 Smallwares			yes _	221 Cooked Frozen			yes
Hamburger	2	13	15%-				yes
193 Storage/Rotation			yes _	222 3.5 Min. Cook			yes
194 Searing/Seasoning			yes _	223 Rotation			yes
195 Cooking Procedures/Using Timer			yes	224 Serving Temp.			yes
196 Bun Storage			yes	225 10 min. hold			177 yes
197 Smallwares - Hamburger Turner, Red Tongs, Sear Tool			yes -	226 Appearance			yes
198 Appearance			yes	Polish	2	6	33%
199 Cooked Frozen			yes	227 Storage/Rotation			yes
200 Premake On Grill			yes	228 Rye Bread			yes
201 10 min. hold			yes -				139
202 Serving Temp.			yes	229 Polish			yes
			177 -	230 1.5 hour hold			178 yes
203 Mayonnaise Temp.			yes -	231 Cook Procedures/No Water Contact			yes
204 Bun Carmelized			34_	232 Full Size Pan three 1/3 pans			yes
205 Garlic Butter Portioning			yes	Poppers	2	6	33%
Hot Dog	2	10	yes 20%	233 Storage/Rotation		· ·	yes
206 Storage/Rotation	2	10	yes	234 Cooked Frozen			yes
207 Liquid Shortening			yes	235 2 Minute Cook Time			yes
208 Cooked Thawed			yes	236 Serving Temp.			yes
209 Grill Rotation				250 00.1			175
210 1.5 hour hold			yes -	237 Cooked to Order			yes
			yes -	238 Appearance			yes
211 Bun Temp.			yes - 140	Pretzel Bun	2	2	100%
212 Serving Temp.			yes	239 Current heating procedures			yes
- ·			177 <u> </u>				125
	. اماره	ation avastis		a 6 - Cooking Procedures			

Annual Restaurant Evaluation Performed December 19, 2017 **Store 51 - Escondido Performed by Rob Long**





evaluation questions						
points	questions	percent		points	questions	percent
240 Storage and rotation - 1 day usage thawed		yes	Equipment	76	73	104%
Sauerkraut 2	4	50%	Equipment Condition	72	68	106%
241 Serving Temp.		yes	245 Hot Dog Grill / Stands			yes
242.4.5 have hald and in abilitation as a sub-		160	246 Hamburger Grill/Stands			yes
242 1.5 hour hold and in chili steamer only		yes -	247 Bun Steamer			yes
243 Quality		yes -	248 Chili Steamer			yes
244 Plastic Liners		yes -	249 Fryers			yes
			250 Fryer Computers / Timer / Labeled			yes
			251 Bun Toaster			yes
			252 CO2 Reg.Pressure/Tanks Chained			yes
			253 Coffee Machine			yes
			254 Iced Tea Urn/Nozzle Clean Daily			yes
			255 Fry Dump Area / Fry Scale			yes
			256 Bun Racks			yes
		_	257 Thermometers all Ref & Freezers in vorder	vorking		yes
			258 Hot Plate/Burner/Server			yes
			259 Heat Lamps/Marshall Air/Lights			yes
			260 Tomato Slicer/Blades			na
			261 Can Opener/Blade/Cleanliness			yes
			262 Condiment Holders			yes
		_	263 Drive-thru Intercom/HME			yes
			264 Cash Registers/LCD/Bump Bar			yes
		_	265 Ice Machine/Bin/Scoop Storage			yes
		_	266 Reach-in Cooler/Shelves, Gaskets, Fans/Walls			yes
		-	267 Reach-in Freezer/Shelves, Gaskets, Fans/Walls			yes
		_	268 Walk-in Cooler/Shelves, Gaskets, Fans/Floors/Walls			yes
			269 Walk-in Freezer/Shelves, Gaskets, Fans/Floors/Walls			yes
			270 Microwave/Labeled/Programmed			yes
		-	271 Cool Curtains			yes
			272 Air Cond./Filters			yes
		-	273 Swamp Cooler			yes
		-	274 Hamburger Sear Tool/Stored Properl	У		yes
			275 Hamburger Timer			yes
			276 Exhaust Hood/Clean Date			yes

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long





evaluation questions	
points questions	percent
277 Smallwares / Wienerschnitzel	yes
278 Computer / Monitors	yes
279 Wonder Knife	yes
280 Filters/Hoods	yes _
281 UL System Inspectation Date	yes
282 Fire Extinguisher	yes
283 Premake Holding Unit	yes
284 Safe	yes
285 Shelves for Dry Storage	yes _
286 Pepsi Selecto Filters	yes
287 Tastee Freez Scale/Overrun Cup	yes =
288 Topping Station	yes
289 Red Tongs/Red Chili Ladle	yes
290 Chocolate Cone Dip Holder	yes
291 Designer Cap	yes
292 Cone Holders/Gaskets - Regular	yes
293 Tune Up Kits 3 Months/Old Parts Discarded	yes
294 Shake Blades 3 Months	yes
295 Soft Serve Flow is 5 to 7.5 oz per Second	yes
296 Freeze Blender/Foot Pedal	yes
297 Brush Kit Taylor	yes
298 Smallwares / Tastee Freez	yes
299 Ice Bucket/Safety Tote/S/S Bucket/Stored Properly	no
300 Office Printer	yes
301 Receipt Printer	yes
302 S/S TF Spoons/Cold Pans (6)	yes
303 TF Cone Magnets	yes
304 Taylor Machine/Hopper	yes
305 Taylor Machine Filters/Trays	yes
306 All equipment is approved, clean, and in good working order	yes
307 Corndog submerger rack	yes
308 Small fry baskets	yes
309 Filter cone holder / 2 fryer buckets	yes
310 Water Filters / Selecto Filters / Dates	yes
311 Equipment Legs/Wheels/Side/Inside Doors	yes
312 Drink Station	yes
	-

nt		points	questions	percent
5	313 Tastee Freez Cooler			yes
5	Temperatures	4	5	80%
5	314 Strawberry/Cherries Temp			yes
_ 				36
-	315 Hopper Mix (36 - 40)			yes
_ 				36
_	316 Shake Draw (22-24)			yes
<u> </u>				24
5	317 Cone dip (100-110)			no
<u> </u>				125
-	318 Soft Serve Draw (16-18)			yes
_ ; =				18

Annual Restaurant Evaluation Performed December 19, 2017 **Store 51 - Escondido Performed by Rob Long**





percent

20% yes yes yes yes yes

25% yes yes

na

yes yes

evaluation questions					
poir	nts	questions	percent	points	questions
Food Prep	10	32	31%	Tomatoes 1	5
Diced Onions	1	4	25%_	342 Tomatoes rinsed prior to cutting/cored	
319 Diced onions cut into 1/4 x 3/8 pieces			yes	343 1/8" cut from end of tomato using knife	
320 Held in approved storage container			yes	344 Tomato slicer used/Wonder Knife	
321 Date, Time, Initials, cover held max 12 hours/Prep 2 Times per Day			yes	345 Stored in approved container 346 Date, Time, Initials , covered held max 12	
322 Hold No Longer than 2 hours at Dress Station			yes	hours/Prep 2 times a Day Yellow Mustard 1	4
Iced Tea	1	4	25%	347 Mustard split into two clean jars	•
323 Separate filter holder used for tea			yes	348 Water added to both containers/shake 12	
324 Proper procedures followed			yes	OZ	
325 Iced tea left over at the night is dumped			yes	349 Lobby dispensers add no water to containers	
326 Filtered Water Used			yes	350 Clean funnel used to fill bottles	
Lemons	1	4	25%	351 Date, Time and Initials on Mustard Jars	
327 Proper cutting procedures followed			yes	·	
328 Holding time 12 hours in walk-in cooler			yes		
329 Date, time, initials, covered/Prep 2 times per Day			yes		
330 Hold No Longer than 2 hours at Drink Station			yes		
Lettuce	1	4	25%		
331 Lettuce cleaned halved/ soaked for 15 minutes			yes		
332 Cored, white and yellow leaves discarded	l		yes		
333 Separate the remaining leaves into hambuger size pieces approximately 4" ir size	า		yes		
334 Lettuce stored in container with 36hrs, date, time, initials			yes		
Mustard/Ketchup Bottles	1	1	100%		
335 Bottles cleaned prior to re-filling / rotated	<u></u>		yes		
Pickle Spears	1	4	25%		
336 Hold No Longer than 2 hours at Dress Station			yes		
337 Pickles cut into 6 or 8 equal pieces			yes		
338 Stored in approved food storage contained	ers		yes		
339 Date, Time, Initial , held max 24 hours/Pr daily	rep		yes		
Sauerkraut	1	1	100%		
340 Date, Time, Initial / 72 hour hold time			yes		
Tastee Freez	1	1	100%		
341 Tastee Freez bottles cleaned and rotated			yes		

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long







	points	questions	percent	points	questions	percent
Food Safety	64	51	125%	374 Dairy Permit Posted		yes
Drink Station	4	4	100%	Pest Control 8	8	100%
352 Using Ice Scoop At Station			yes	375 Monthly Service Completed include Vendor		yes
353 Using Refill Pitchers/Need 2			yes	& Last Service Date 376 Doors Sealed Properly		yes
354 Pitcher Rinsed & Sanitized			yes	377 Cove Tiles		yes
355 All nozzles clean and free of build up	ı		yes	378 Holes In Walls		yes
356 Ice shute clean and free of build up			na	379 No Signs Of Pest Activity		yes
Equipment / Temperatures	22	14	157%	380 No Signs of unapproved pest control		yes
357 Bun Steamer Temp			yes	chemicals		
			160	381 All food stored 6" off floor		yes
358 Chili Steamer Temp.			yes	382 Cardboard not used as storage/No clutter		yes
359 Fryer Temp. Left			213 yes	Sanitization 17	17	100%
333 Tryel Temp. Left			356	383 Dual Quat Sanitizer / Sanitizer strips/200 ppm		yes
360 Hamburger Grill - Hold Side			yes	384 No employee food, drinks in service or pre)	yes
			206	area		
361 Hamburger Grill - Hot Side			yes	385 Labeled Spray Bottles		yes
262 HD L & C'A C'A			355	386 Soap Disp. Labeled / AB		yes
362 HD Left Side Grill			yes 251 ⁻	387 Hand Washing Sign In Kitchen		yes
363 HD Right Side Grill			yes -	388 Proper Hand Wash Procedures		yes
			254 -	389 Kleen Pail Bucket / w/towel in solution		yes
364 Reach-In Cooler (32 to 38)			yes	390 Proper Tray, Cleaning/Wash/Rinse/Sanitize After Every Use		na
365 Reach-In Freezer (-5 to 15)			36 - yes -	391 Wash Rinse, Sanitize Procedures		yes
303 Redell III (1622)			10 _	392 Proper Taylor Lube		yes
366 Walk-In Cooler (32 to 38)			yes	393 Proper Taylor Sanitizer/Usage/Sterisheen		yes
			37	394 Gloves		yes
367 Walk-In Freezer (-5 to 15)			yes	395 Hand Sanitizer/Customer/Sign		yes
200 Farrer Tearre Binkt			10	396 Hand Sanitizer/Employee		yes
368 Fryer Temp. Right			yes - 370	397 Red tongs for hamburger patties/Stored in 1/9 SS pan in freezer		yes
369 Hand Wash Sink - Hot Water			yes	398 Chemicals are stored away from food		yes
270 TI /T C	147		121	399 Mops stored upside down		yes
370 Three/Two Compartment Sink - Hot	Water		yes - 125 -	400 Tastee Freez smallwares cleaned daily		yes
Licenses/Permits	6	4	150%	Thermometers/Kits 7	4	175%
371 HEALTH INSPECTION SCORE /Date			yes	401 Required Therm. & Probes		yes
			96%	402 Temperature Log/Current Day		yes
372 BUSINESS PERMIT POSTED			yes	403 Complete Past 30 Days		yes
373 Food Handler Certification completed required staff	l by		yes	404 First Aid Kit / Accessible and Full		yes
	01	valuation que	octions	nage 10 - Food Safety		

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long

Wienerschnitzel Ham





	points	questions	percent		points	questions	percent
Image	157	122	129%	435 Doors/Frames/Thresholds			na
Awning	5	4	125%	436 Trash Enclosures			na
405 Cleaned and no damage			yes	437 Room Dividers			na
406 Meets current standards			yes	438 Comfort/Temp			na
407 Lights are working and have minimurequired light levels	ın		yes	439 Air Quality			na
408 Egg crate panels secure, clean/no d	amage		yes	440 Hallway			na
Building	11	11	100%	441 Fire Extinguisher			na
409 Stucco - no cracks or damage			yes -	442 Approved Music/Muzak			na
410 Wood siding - no major cracks or lo	ose		yes -	443 Self-Serv Area/Pumps/Straws/Napki 444 Decorations	ns		na na
boards 411 Roof tiles current, no damage or mis	ccina		yes	445 Exit Signs			na
tiles, all matching	ssirig		yes -	446 Wet Floor Signs			
412 Exhaust vents cleaned / no damage			yes -	447 Air Curtains			na
413 Fly fans, air curtains in good repair			yes -	448 Stainless Steel			na
414 Windows cleaned & in good repair			yes -	449 Cash Registers			na
415 Bricks and Tiles have no damage			yes -	450 Front Counters			na
416 Doors and frames in good repair			yes -				na
417 Back door locked.			yes -	451 Driving Thru Counter	- d		na
418 Door Hardware meets Standards.			yes -	452 Topping Display Area Clean and Fille		0	na
419 Ladder To Roof/Condition			yes	Directional/Misc. Signs 453 Posts	8	8	100%
Building Signs	5	4	125%-	454 Frames			yes
420 Faces			yes -	455 Faces			yes
421 Frames			yes -				yes
422 Lights on and all working			yes -	456 Lights			yes
423 Cleanliness			yes -	457 Approved			yes
Dining Room/Front	0	0	?-	458 D/T Clearance			yes
424 Walls/Wallpaper			na -	459 Open Sign			yes
425 Ceiling			na -	460 D/T Open			na
426 Vents			na -	461 TF Neon			na
427 Paint			na -	462 Hours Decals			yes
428 Floors/Baseboards			na	Drive Thru	8	8	100%
429 Windows Glass/Sills			na -	463 Drive-Thru Door			yes
430 Seating/Bases			na -	464 Guard Rail			yes
431 Tables/Bases/Floors			na -	465 Speaker			yes
432 Lighting			na -	466 Lighting			yes
433 Window Shades			na -	467 Canopy/Walls			yes
434 High Chairs/Booster Seats			na -	468 Mirror			yes
				469 Windows/Ledge			yes
		a ralization	aa.tia.n.a	- nago 11 - Imago			

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido

Performed by Rob Long





	points	questions	percent		points	questions	percent
470 Surface			yes	500 Banner Hardware			yes
First 15	12	3	400%	Paint	7	2	350%
471 All Daily and Weekly Image Items Completed			yes	501 Paint- no peeling, faded, or graffitt Building and roof painted as often			yes
472 Image meets GGI standards upon an	rival		yes _	needed to meet Image standards. 502 Current paint specs per guidelines	followed		yes
473 MOJO Planner Completed			yes	Applied by lic contractor	ioliowed.		yes
Kitchen	12	10	120%	Parking Lot	12	9	133%
474 Air Curtains			na 	503 Surface			yes
475 Sinks / Drains			yes	504 Striping			yes
476 Mop and bucket stored correctly. Mop clean. Mop sink and bucket clean and			no _	505 Curbs/Gutters			yes
emptied after use.	•			506 Bumper Stops			yes
477 Attic / Roof / Stairs			yes	507 Sidewalks/Gum			yes
478 Walls, clean & organized			yes	508 Litter/Trash Cans			yes
479 Employee area clean			yes	509 Litter/Weeds			yes
480 Trash is removed immd.			yes	510 Lighting/Building Lights all in worki	ng order		yes
481 Lights and Light Covers			yes	511 Handicap/Van Accesible/\$250 FIne			no
482 Stainless Steel			yes	Patio	10	7	143%
483 Shelving /Ceiling/Vents			yes	512 Seating			yes
484 Floor and under equipment			yes	513 Tables			yes
Landscaping	6	5	120%	514 Umbrellas			yes
485 Planters/Litter			yes	515 Cover			na
486 Maintenance/Appearance			yes	516 Patio Walls			yes
487 Sprinklers			yes	517 Patio Floor			yes
488 Color/Flowers			yes	518 Lighting			yes
489 Litter/Wall			yes	519 Litter			yes
Menu Boards	8	6	133%	Restrooms	20	15	133%
490 Cleanliness			yes	520 Lighting			yes
491 Lighting			yes	521 Supplies			yes
492 Plexi-Glass			yes	522 Dispensers/Hand Dryers			yes
493 Proper Layout			yes	523 Walls/Ceilings			yes
494 D/T Add-ons			yes	524 Trash Cont.			yes
495 D/T Sound			yes	525 Fan/Vent Covers			yes
P.O.P. Material	6	5	120%	526 Toilets/Urinals			yes
496 Current/No Hand Written or Compute Generated Signs	er		yes	527 Sink/vanity/pipes			yes
497 Frames			yes -	528 Air Freshness			yes
498 Condition			yes -	529 Door, door vent, signs/kick plates			yes
499 Placement			yes _	530 Mirror			yes
			, 50				

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long







	points	questions	percent		points	questions	percent
531 Daily Checklist			na	Menu Product Prep	17	88	19%
532 Floor/Baseboards			yes	Banana Split	1	9	11%
533 Wash Hands Sign			yes	562 S/S Measure Spoon			yes
534 Door Hardware			yes	563 Banana Boat			yes
535 Grab Bars			yes	564 Soft Serve			yes
Signage Pole/Monument	0	5	0%	565 Chocolate/Strawberry/Pineapple	Горріпд		yes
536 Pole/Awning			yes	566 Banana			yes
537 Faces			no	567 Whipped Cream			yes
538 Frames			yes	568 Chopped Nuts			yes
539 Marquee			na	569 Cherry			yes
540 Lights			yes	570 Spoon			yes
541 TF Sign			yes	C/C Dog/Angus	1	4	25%
Trash Bin Enclosure	5	6	83%	571 Cheese			yes
542 Gates/Slats/Hardware			yes	572 Chili			yes
543 Walls/Apron/ Floor			no	573 Wrap/Box			yes
544 Dumpster/Grease Barrel			yes	574 5 Minute Holding Procedure			yes
545 Appropriate # of pickups			yes	C/Cheese Burger	1	3	33%
546 Gates & Lids are closed			no	575 Chili			yes
547 Lighting			yes	576 Cheese			yes
Trash Receptacles	5	4	125%	577 Wrap			yes
548 Bases			yes	Chicago Dog	1	8	13%
549 Tops / Not Painted			yes	578 Mustard			yes
550 Liners/ Not Visible			yes	579 Pickle			yes
551 Cleanliness			yes	580 Tomatoes			yes
Uniforms	17	10	170%	581 Relish			yes
552 Shirts Clean /Current /Approved			yes	582 Onion			yes
553 Pants/Shorts/Belts			yes	583 Sport Peppers			yes
554 Hats/Visors			yes	584 Celery Salt			yes
555 Hygiene			yes	585 Wrap/Box			yes
556 Grooming / Hair			yes	Chili Cheese Fries	1	6	17%
557 Safety Shoes / Socks			yes	586 Fries			yes
558 Sweaters / Jackets			yes	587 Chili			yes
559 Name Tags per Ops Manual			yes	588 Shredded Cheddar			yes
560 Jewelry			yes	589 Presentation			yes
561 Finger Nails /Polish			yes	590 Box			yes
				591 Portioning			yes
			-				

Annual Restaurant Evaluation Performed December 19, 2017 Store 51 - Escondido Performed by Rob Long







	points	questions	percent		points	questions	percent
Coffee	0	0	?_	621 Mustard			yes
592 Serving Temp.			na	622 Wrap/Box			yes
593 30 Min. Hold/Coffee Pot On Burner			na	Mustard Dog/Plain/Angus	1	2	50%
594 Pots Clean			na	623 Mustard			yes
595 6 Hour Hold/Air Pot			na	624 Wrap/Box			yes
Cone	1	4	25%	Polish Sandwich	0	5	0%
596 Cone			yes	625 Rye Bread			yes
597 Soft Serve			yes	626 Mustard			yes
598 Dip			yes	627 Swiss Cheese			yes
599 Portion			yes	628 Pickle Spear			yes
Deluxe Dog/Angus	1	5	20%	629 Kraut			na
600 Mustard			yes	630 Wrap			yes
601 Tomatoes			yes	Relish Dog/Angus	0	0	?
602 Pickle Spear			yes	631 Mustard			na
603 Diced Onions			yes	632 Relish			na
604 Wrap/Box			yes	633 Diced Onions			na
Fish	0	0	?	634 Wrap/Box			na
605 Fish			na	Root Beer Float	1	6	17%
606 Box			na	635 Cup			yes
Freezee	1	6	17%	636 Root Beer			yes
607 Cup			yes	637 Soft Serve			yes
608 Collar			yes	638 Freeze Lid			yes
609 Soft Serve			yes	639 Long Spoon			yes
610 Candy			yes	640 Straw			yes
611 Spoon			yes	Shake	1	6	17%
612 Domed Lid (to go)			yes	641 Collar			yes
Fries	1	1	100%	642 Soft Serve Liquid			yes
613 Portion S/M/L			yes	643 Syrup			yes
Junkyard Dog	1	6	17%	644 Sorft Serve			yes
614 Hotdog			yes	645 Lid			yes
615 American Cheese			yes	646 Straw			yes
616 Chilli			yes	Soft Drinks	1	4	25%
617 Fries			yes	647 1/2 Ice Level			yes
618 Mustard			yes	648 Lid Holders			yes
619 Grilled Onion			yes	649 Proper Cup Fill			yes
Kraut Dog/Angus	1	3	33%	650 Straws			yes
620 Kraut			yes				

Annual Restaurant Evaluation Performed December 19, 2017 **Store 51 - Escondido Performed by Rob Long**







evaluation question	113							
	points	questions	percent		points	questions	percent	
Specialty Drinks	1	4	25%	Service	41	28	146%	
651 Pumps			yes	Drive Thru	16	11	145%	
652 Procedure			yes	661 Total Experience Times			yes	
653 Garnish			yes	662 Greeting / Eye Contact/Within 3 S	econds		yes	
654 Cup			yes	663 Smiles/Friendliness			yes	
Sundae	1	6	17%	664 Money / Coupon Handling			yes	
655 Sundae Dish			yes	665 Bagging/Food Delivery/Accuracy			yes	
656 Topping			yes	666 "Thank You" and Parting Commer	ts		yes	
657 Soft Serve			yes	667 Upselling / Suggestive Sell			yes	
658 Whipped Cream			yes	668 D/T Headsets in use /Clarity / Min	imum of 3		yes	
659 Cherry			yes	669 Runner / Charger being used			yes	
660 Spoon			yes	670 SMG mentioned to guests			no	
				671 Repeat / Confirm Order			yes	
			Ī	Front	25	17	147%	
				672 Total Experience Times			yes	

_	668 D/T Headsets in use /Clarity / Minimum of .	3	yes
3	669 Runner / Charger being used		yes
5	670 SMG mentioned to guests		no
	671 Repeat / Confirm Order		yes
	Front 25	17	147%
	672 Total Experience Times		yes
_	673 Greeting / Eye Contact/Within 3 Seconds		yes
_	674 Smiles/Friendliness		yes
_	675 Repeat/ Confirm Order		yes
_	676 Upselling / Suggestive Sell		yes
_	677 Money / Coupon Handling		yes
-	678 Bagging/Food Delivery/Accuracy		yes
_	679 "Thank You" and Parting Comments		yes
_	680 Proper Staffing / Positioning		yes
-	681 Dining room/Patio being checked regulary		yes
-	682 Handling Complaints / Just Say Yes		yes
_	683 Premake Levels Accurate per Production Charts		yes
	684 Trained uniformed manager working on every shift - 3 Certified to Shift Manager Level		yes
	685 Minimum Operating Hours Required		yes
_	686 Are they taking trays to the tables		na
_	687 Are they taking names?		yes
-	688 Table Touching		yes
_	689 SMG OSAT 75% or Higher w/ Minimum of 30 Surveys per Month		no
	grand total		1%