

Date of Shop		Product 1 Weight & Temp:	Possible	Received
Store		Product 2 Weight & Temp:	159	0
SVC Champ		Product 3 Weight & Temp:		0.00%
Entity		Product 4 Weight & Temp:		

STANDARD & LOOK FORs:			Operations Points	Points Received
S1 - DRIVE-THRU SHOP MEETS SPEED STANDARD			5	0
S1.1	S	Dine-In and/or Drive-Thru time meets Standards during shop	5	
H1 - TEAM GREETs CUSTOMERS IN A FRIENDLY MANNER			21	0
H1.1	H	Customers are greeted within 5 seconds of reaching the Front Counter or Drive-Thru Menuboard	3	
H1.2	H	Customers are given a proper greeting	3	
H1.3	H	Customer greetings are enthusiastic, friendly, and not mechanical	5	
H1.4	H	Customers are greeted with a sincere smile	5	
H1.5	H	Eye contact is provided with the greeting	5	
A1 - ORDERS ARE TAKEN AND REPEATED ACCURATELY			8	0
A1.1	A	Service Champion is attentive and does not interrupt during the order taking process	3	
A1.3	A	is repeated or confirmed on OCB screen if present and (Triple Check)	5	
H2 - EACH CUSTOMER RECEIVES A SINCERE PARTING COMMENT			12	0
H2.1	H	Customers are given a friendly invitation to pull forward	3	
H2.2	H	Customers are given a two-part closing	3	
H2.3	H	Parting comments are enthusiastic, friendly, and not mechanical	3	
H2.5	H	Eye contact is provided with parting comment	3	
A2 - PAYMENT AND CHANGE TRANSACTIONS ARE HANDLED CORRECTLY			3	0
A2.1	A	Payment is handled correctly and confidently. Only approved receipt paper & bag stuffers are used	3	
A3 - PRODUCTS ARE MARKED, WRAPPED, AND BAGGED CORRECTLY			3	0
A3.1	A	Products are in correct wrap and wrapped to the right corner	3	
A4 - CUSTOMER ORDERS ARE ACCURATE			13	0
A4.1	A	Drive-Thru orders are repeated while being handed to the Customer (Triple Check)	5	
A4.2	A	Customers receive an accurate order	5	
A4.3	A	Napkins, straws, utensils, sauces and condiments are provided	3	
CM1 - RESTAURANT EXTERIOR IS CLEAN, FREE OF BUILD-UP, AND IN GOOD CONDITION			3	0
CM1.6	CM	Drive-Thru windows are clean, free of build-up, in good condition, and functioning as expected	3	
CM4 - DINING ROOM IS CLEAN, FREE OF BUILD-UP AND IN GOOD CONDITION			3	0
CM4.2	CM	Dining Room tables & chairs are clean, free of build-up, litter, in good condition, and functioning as expected	3	
H3 - TEAM IS WEARING APPROVED AND COMPLETE UNIFORMS			8	0
H3.1	H	Team is in complete, approved uniform, with visible name tag	3	
H3.2	H	Uniforms are neat, wrinkle-free, not excessively faded, and fit properly	5	

