

# CNIC Bar Operations Visitation & Communication Report (VCR)

## OPERATIONAL RECAP

Installation: \_\_\_\_\_

Region: \_\_\_\_\_

Activity: \_\_\_\_\_

Date/Time: \_\_\_\_\_

### COOLER / FREEZER TEMP LOG (identify per location)

Keg Cooler	Temp	Glass/ Mug Cooler	Temp	Other Cooler/Freezer	Temp
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

PRODUCT QUALITY & SYSTEMS EXECUTION	Exceeds	Meets	Needs	ATTENTION (If additional space is needed, enter comments on corresponding line on page 2.)
	Expectation	Expectation	Attention	
1. Drink recipe cards present and up to date				
2. Beverage garnishes are fresh...backups labeled and dated				
3. Proper portioning per recipe and use of shot glass, jiggers, or measured pourers				
4. Fresh ice for daily/shift use, with Ice scoops stored outside of the ice bin				
5. Draft beer at proper temperature with proper head				
6. Glassware clean and correct glassware used per recipe				
7. Guest checks updated with each additional service				
8. Par levels bottle displays are appropriate for their volume				
GUEST SERVICE				
9. Quick and friendly greeting with eye contact				
10. Napkin or coaster placed with guest at first contact				
11. Beverage and food menus offered and presented				
12. Upselling beverage and food offerings				
13. Staffing level adequate for business level: Pre-shift meeting held?				
SAFETY - SANITATION & LEGAL COMPLIANCE				
14. Hands washed, sinks stocked, soap, towels, gloves in use as required				
15. Dishes, utensils and glassware, etc. washed, rinsed, sanitized and air dried, stored properly				
16. CARE/ServSafe Alcohol and ServSafe Food certs up to date				
17. Soda guns are clean and free of grime - sanitized water buckets maintained and used				
18. Tables, chairs, and floors clean - Equipment in working order				
19. Contract in place for cleaning draft beer lines				
20. Registered with Tax and Trade Bureau (TTB) - license number on file				
21. No clutter or personal items within view of guests				
STORAGE/INVENTORY CONTROL				
22. Stored products dated, rotated (FIFO) and within expiration dates				
23. Turnover ratios calculated for slow moving products				
24. Product is stored off the floor				
25. Cleaning supplies are labeled and stored properly				
26. Storage areas are locked with key control in place				
MARKETING/ADVERTISING				
27. Liquors, beers and wine are properly displayed for the customer				
28. Internal posters for promos, events, changes of hours etc.				
29. Use of online media featuring, menus, current events, and promotions				
30. Additional media in use: banners, flags, A-frames etc.				
FACILITY AND MAINTENANCE				
31. Exterior cleanliness, lighting, and signage				
32. Interior lights/music/video appropriate for time of day and events				

	PRODUCT QUALITY & SYSTEMS EXECUTION
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
	GUEST SERVICE
9.	
10.	
11.	
12.	
	SAFETY- SANITATION & LEGAL COMPLIANCE
13.	
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	STORAGE/INVENTORY CONTROL
22.	
23.	
24.	
25.	
26.	
	MARKETING/ADVERTISING
27.	
28.	
29.	
30.	
	FACILITY AND MAINTENANCE
31.	
32.	
	OTHER NOTES/COMMENTS

Report Completed By: \_\_\_\_\_ / \_\_\_\_\_

Manager On Duty: \_\_\_\_\_ / \_\_\_\_\_

Date: \_\_\_\_\_