

# CNIC F&B Visitation & Communication Report

## OPERATIONAL RECAP

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

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

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

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

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

Cooler/Freezer	Temp	Cooler/Freezer	Temp	Cooler/Freezer	Temp

PRODUCT QUALITY & EXECUTION	Exceeds Expectation	Meets Expectation	Needs Attention	ATTENTION
1. Product properly prepped, labeled and dated				
2. Product properly thawed per standards				
3. Product prepared according to written procedures / Cost Cards				
4. Product cooked and served at proper internal temp/thermometer				
5. Finished product served matches build sheets-proper eye appeal				
6. Pull and Prep appropriate for volume				
7. All products being used are per Order Guide/Cost Card specs				
8. Ingredient items purchased from Brand Contractor/Prime Vendor				
CUSTOMER SERVICE				
9. Service is fast/friendly/efficient avg. ticket time meets standards				
10. Manager is participating during peak service hours				
11. Suggestive upselling by cashier				
12. Staffing levels are adequate for sales & service needs				
SANITATION & CLEANLINESS				
13. Proper uniforms (hat, shirt, apron, name tag) clean & in use				
14. Hands washed, sinks stocked, soap, towels, gloves in use				
15. Dishes, utensils, etc. washed, rinsed, sanitized and air dried				
16. Kitchen ceiling tiles, walls, hood system clean and undamaged				
17. Sanitized water buckets maintained and used				
18. Dining room tables, chairs & floors clean & condiments stocked				
19. Restrooms are clean and stocked				
20. Food service area/equipment clean and properly maintained				
21. Cleaning supplies are labeled and stored properly				
STORAGE/INVENTORY CONTROL				
22. Stored products dated, rotated (FIFO) & within expiration dates				
23. Proper temperatures in freezer, coolers and make lines				
24. Product is being stored off the floor				
25. Vendor orders are being delivered accurately and timely				
26. Storage areas locked with key control in place				
MARKETING/ADVERTISEMENTS				
27. Menu/Menu boards provided, clean and working/available				
28. Current Promotions, Nutrition and Takeout menus displayed				
29. Online Advertisements, Menus and Surveys				
30. Additional Media in use: banners, flags, A-frames etc.				
FINANCIAL DATA				
31. Cost Cards are on file, complete and up to date				
32. Sales Data/Usage reports provided (What's Hot, What's Not)				

PRODUCT QUALITY & EXECUTION	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
CUSTOMER SERVICE	
9.	
10.	
11.	
12.	
SANITATION & CLEANLINESS	
13.	
14.	
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17.	
18.	
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21.	
STORAGE/INVENTORY CONTROL	
22.	
23.	
24.	
25.	
26.	
MARKETING/ADVERTISEMENTS	
27.	
28.	
29.	
30.	
FINANCIAL DATA	
31.	
32.	
OTHER NOTES/COMMENTS/EQUIPMENT, SUPPLIES and PARTS REQUESTS	

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

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

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