



Management Visitation Report

For Market Leaders

Strike out all values that do not apply and total the remaining values in each category

Restaurant:	Date:	
Market Leader:	Time:	
Manager on Duty:	Title:	

FOOD QUALITY

ENTRÉE	Pts	Scored
Adheres to proper product build	0,1,3	
Presentation / Properly packaged	0,1,3	
Hot, Fresh	0,1,3	
FRIES	Pts	Scored
Hot, Fresh	0, 3, 5	
Properly salted	0,1,3	
Package full (Not overflowing)	0,1,3	
TIMERS	Pts	Scored
Timers properly used / product within expiry	0,5	

COMMENTS

SERVICE

Procedure	Pts	Scored
Cashier immediately greeting with smile	0,1,3	
Upsell / Suggestive sell (where appropriate)	0,1,2	
Cashier repeats the order	0,1,2	
Proper cash handling procedure followed	0,1,2	
Thanking customer / Ask for repeat business	0,1	
Order Accuracy	0,1,2	
Packaging & Condiment guidelines followed	0,1,2	
Crew/Management appearance	0,1	
SERVICE TIME & ACCURACY	Pts	Scored
Service time (150sec Total Line Time)	0,10	

COMMENTS

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