

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	Scored
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		
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		
	Dt-	0
	Pts	Scored
Service time (150sec Total Line Time)	Pts 0,10	Scored
Service time (150sec Total Line Time)	1 1	Scored
	1 1	Scored
Service time (150sec Total Line Time)	1 1	Scored
Service time (150sec Total Line Time)	1 1	Scored

CLEANLINESS			
EXTERIOR	Pts	Scored	
Parking area free of litter, clean	0,1,3		
Trash corral clean, neat, gate closed	0,2		
Landscaping free of litter and well maintained	0,1,3		
Window & Doors glass and frame, Lighting clean	0,1		
Lights in good working conditions	0,1,3		
LOBBY Décar 9 Lighting along and in good renain	Pts	Scored	
Décor & Lighting clean and in good repair	0,1		
Floors not littered or in need of mop	0,1,2		
Tables & Seats free of litter and clean	0,1,2		
Waste Receptacles clean, no odour, not overflowing	0,1,2		
Restrooms clean and good condition	0,1,2		
SERVICE / PRODUCTION AREA	Pts	Scored	
Visible work stations orderly and clean	0,2		
Clean floors, walls & ceilings (No litter on floor, nothing posted on the wall)	0,2		
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Misc	Pts	Scored	
Hourly Labour updated / current	0,3		
Positioning as per the positioning guide	1,3,5		
Secondary duties listed / communicated	0,4		
Targets / Goals in place	0,3		
MOD directing employees during shift	1,5,10		
COMMENTS			
COMMENTO			