OPERATIONS PACE
Performance and Customer Excellence

Food Safety
Serve safe food and beverages to our customers in every restaurant, every day.

See the US Food Safety Guide for assessment criteria and guidance

		Points
	Critical Food Safety	

FS1-US — Is the restaurant free of a pest infestation and/or signs of an active pest infestation in the restaurant building, adjoining corral and any area within 10 feet of the building? Select all that apply:

   ___inside the restaurant has visible infestation

   ___inside the restaurant shows signs of infestation

   ___outside the restaurant has visible infestation

   ___outside the restaurant shows signs of infestation

   ___un-trapped live rodent(s)

   ___live cockroach(es)

   ___rodent droppings

   ___greater than 5 small flies in one area

   ___other

Yes/No

FS2-US — Are the internal temperatures of beef patties after cooking at or above 155°F?

Product name:

   ___temperature settings and cooking timers are not set correctly

   ___maximum run size exceeded

   ___patties not laid and removed in the proper sequence

   ___release sheets are not in good condition or not tightly placed on platen

   ___release sheets are not squeegeed between every run and wiped off with a grill cloth at least four times every hour

   ___patties not solidly frozen or shows signs of thawing

   ___grill is not in good repair

   ___other

Yes/No

FS3-US — Are the internal temperatures of chicken products after cooking at or above 165°F?

Product name:

   ___temperature settings and cooking timers are not set correctly

   ___maximum run size exceeded

   ___proper fryer baskets not being used or are overfilled

   ___oil levels in fryers are not correct

   ___portions not solidly frozen or shows signs of thawing

   ___fryer is not in good repair

   ___other

Yes/No

FS4-US — Are the internal temperatures of Filet-O-Fish portions after cooking are at or above 155°F?

   ___temperature settings and cooking timers are not set correctly

   ___maximum run size exceeded

   ___proper fryer baskets not being used or are overfilled

   ___oil levels in fryers are not correct

   ___portions not solidly frozen or shows signs of thawing

   ___fryer is not in good repair

   ___other

Yes/No

FS5-US — Are the internal temperatures of breakfast steak and breakfast sausage after cooking at or above 155°F?

Product name:

   ___temperature settings and cooking timers are not set correctly

   ___maximum run size exceeded

   ___patties not laid and removed in the proper sequence

   ___release sheets are not in good condition or not tightly placed on platen

   ___release sheets are not squeegeed between every run and wiped off with a grill cloth at least four times every hour

   ___patties not solidly frozen or shows signs of thawing

   ___grill is not in good repair

   ___other

Yes/No

FS6-US   Are the internal temperatures of round eggs after cooking at or above 155°F?

Yes/No

___temperature settings and cooking timers are not set correctly

___eggs not laid and removed in the proper sequence

___egg ring not positioned properly on the grill surface or egg cooker not level on the floor

___improper amount of water is poured into the center of the egg ring or timer is not started immediately after pouring the water

___egg ring or egg cooker is not in good repair

___grill is not in good repair

___other

FS7-US   Can managers (or staff assigned to complete the checklist) demonstrate they have been trained on properly completing the procedures on the Food Safety Daily Checklist and can take corrective action? Select 2 or more, as applicable:

Yes/No

___pyrometer is not being properly placed in the center of the patties

___not all the 4:1 patties cooked are checked

___the manager does not know the correct minimum cooking temperature requirement

___the manager does not take proper corrective action when a product is undercooked

___other

TCS for Refrigerated Products

FS8-US   Are all Time-Temperature Control for Safety (TCS) refrigerated products in code (within primary shelf life)? If no, mark what product is not in code: **5**

___fresh Beef

___produce

___cheese / Eggs / Dairy

___Canadian Bacon

___apple Slices

___milk

___shake / Sundae mixes

___other

Hygiene & Sanitation

FS9-US   **Handwashing sinks:**   **5**

Is there warm running water and required supplies at all handwashing sinks? Are hand washing sinks easily accessed by employees and only used for hand washing, not preparing food or storing equipment?

___supplies not available (soap / anti-microbial soap)

___soap dispenser not functioning properly

___no warm running water of at least 100°F

___handwashing sink knobs/automatic tap not working

___no paper towel/working hand dryer

___handwashing sink used for other purposes

___handwashing sink/taps not reachable, obstructed or accessible

___other

FS10-US   **Handwashing procedure:**   **5**

Are hands properly washed at the required times following hand washing procedures? Is there a system in place to ensure hourly hand washing by all employees?

___hands not washed on hourly basis

___hand washing clock / timer not working / not in use / system not in place

___hand washing activity not monitored

___hands not washed after using restroom

___hands not washed after taking a break

___hands not washed after handling raw products and working on other station, e.g., prep table

___hands not washed after tasks (i.e. handling waste, cell phone usage, touching face, hair, picking items off floor, etc.)

___proper hand washing procedure not followed

___other

FS11-US **Sanitized towel/cloth buckets:** 1

Do sanitized towel buckets contain towels and chlorine sanitizer solution at the correct concentration checked with a chlorine test strip?

___fresh bucket with sanitized towels not prepared

___buckets not labeled correctly

___no towels in fresh bucket

___bucket is soiled

___sanitizer level is less than 50 ppm

___test strips not available / damaged / expired / not in usable condition

___other

FS12-US **Sanitizer-soaked towels/cloths:** 3

Are sanitizer-soaked towels and grill cloths used at food, beverage preparation, and service areas placed into the soiled towel bucket after using and not left sitting out on surfaces?

___grill towels left out on kitchen surfaces

___cloth towels left out on kitchen surfaces

___cloth towels left out on beverage/service areas

___soiled towels mixed with fresh towels in the clean towel bucket

___other

FS13-US **Utensils sanitizing:** 3

Are all in-use UHC trays, grill utensils, prep table utensils, and utensil holders clean (no build up), washed, and sanitized at least every 4 hours as per approved procedure? Do the back sink and soap/sanitizer dispensers or dishwashers function (hot water 110°F or higher in the wash bin/sink) with all required supplies? Does the sanitizer solution have the right concentration when checked with an appropriate test strip?

___in-use UHC trays, utensils and utensil holders have excessive grease or build-up

___items are not being cleaned and sanitized every 4 hours

___back sink dispenser/ware washer not operating properly

___sanitizer solution not at the correct concentration

___water at back sink is not 110°F or hotter

___test strips not available or damaged / expired / not in usable condition

___proper wash, rinse and sanitize procedures are not being followed

___other

Contamination Prevention

FS14-US **State of cleanliness:** 3

Is the restaurant (all areas) in a good state of cleanliness. In all areas, the floors/walls/ceiling and equipment do not have excessive soil, grease or food debris build up? Are the floors free of standing or puddling water?

___excessive build up of dirt/grease/mold on floors/walls/ceiling

___excessive build up of dirt/grease/mold on equipment

___standing/puddling water on the floor

___other

FS15-US State of repair:

Is the restaurant (all areas), the floors/walls/ceilings, and equipment functioning properly and in a good state of repair (not cracked or damaged)? The freezers should not have excessive buildup of ice.

___floors/drains/walls/ceiling not in good repair (e.g. broken/missing tiles)

___in-use food contact equipment/utensils/trays cracked or damaged

___grease traps in use not functioning properly

___ice build-up in freezer

___other

3

FS16-US Water and ice:

Are appropriate measures taken to protect water and ice from foreign material, chemicals, and/or bacterial contamination? Are water filters in date and ice machines free from mold or build up?

___water filter(s) not dated (if not serviced by Coke)

___water filters bypassed

___ice transfer bucket or ice scoop not clean

___ice scoop not stored in holder

___water / ice not protected from possible contamination

___ice machine bin, or ice chute has visible mold or build up

___other

3

FS17-US Food product opened:

Are opened packages of food in storage, (including dry storage, refrigerators, and freezers) covered/wrapped, off the floor and away from walls and stored according to proper procedures? If no, mark what product is not stored properly:

___frozen beef

___fresh beef

___frozen chicken

___fish

___breakfast meats

___potato products

___produce/Salad ingredients

___cheese / Eggs / Dairy

___raw products are not stored separately from ready-to-eat foods

___packages of food stored touching the wall/floor

___packages of food are not covered/wrapped

___other

3

FS18-US Raw food product handling:

Are blue disposable glove procedures or dedicated tongs used to prevent cross-contamination when handling all raw meat or poultry products (including shell eggs) at the grill station and fryer station? Are dedicated utensils used for raw products (e.g. the yellow yolk breaking tool is only used to break egg yolks)?

___gloves not discarded when removed/are being reused

___double set of gloves being worn

___blue gloves not removed at the proper time after handling raw products

___blue gloves not removed properly (from the wrist and turning inside out)

___yellow yolk breaking tool not available

___yellow yolk breaking tool used for items other than raw eggs

___yellow yolk breaking tool is improperly stored in contact with food or utensils used for cooking food

___utensils other than yellow yolk breaking tool used to break raw egg yolks

___dedicated tongs are used for anything other than handling raw protein products

___bare hands used with raw product at grill / fryer

___other

5

FS19-US   **Ready-to-eat food product handling:**   **5**

Are clear/white disposable gloves worn for food preparation of ready-to-eat foods at the sandwich prep table and salad prep table to prevent bare hand contact with any cooked or ready-to-eat foods?

___gloves not worn when preparing sandwiches, salads, or burritos

___gloves not replaced when damaged

___gloves not replaced when contaminated

___gloves not discarded when removed or being reused

___gloves worn for non-food tasks and not changed/replaced before resuming food preparation

___clear gloves are used for handling raw products

___double set of gloves being worn

___other

FS19-US-01   **Good hygienic practices:**   **0**

Are proper personal hygiene procedures being followed?

___crew hair/beard restraint/cover not used properly

___manager hair/beard restraint/cover not used properly, where applicable

___uniforms and/or apron has excessive encrusted buildup

___excessive jewelry on hands and wrists (more than a smooth ring/wedding band)

___finger nails are not trimmed, filed and maintained so the edges and surfaces are cleanable and not rough

___false nails, dirty fingernails or nail polish and not wearing intact disposable gloves

___employees consuming food and/or beverages in food prep areas

___employees consuming food and/or beverages in service areas

___other

FS20-US   **Chemical management:**   **3**

Are chemicals stored away from food and packaging?

___chemical spray bottles / containers stored in the kitchen near food or open packages

___chemical spray bottles / containers stored in the service area

___chemicals are stored in dry storage near to food and packaging

___chemicals stored in food containers

___chemicals improperly used (ex. spraying around open food or packaging)

___other

FS21-US   **Pest management:**   **3**

Is a pest management program and pest prevention steps and behaviors in place and being managed effectively? Is the restaurant properly pest proofed to prevent entry of pests (e.g. gaps under doors are sealed)?

___pest management program is not in place

___pest management program is not working effectively

___restaurant is not pest proofed

___Drive-thru window is not closed when not in active use (and there are no cars in the Drive-thru)

___report is older than 60 days or no pest service report is available for review.

___most recent pest control report recommendations not corrected or there is no action plan to correct

___dead cockroach(es)

___trapped rodent(s)

___trailing ant activity in one area

___high large fly activity greater than 5 in one area

___other

FS22-US   Are non-food spill clean-up procedures are in place?   **1**

___3N1 cleaner / disinfectant not available

___staff not trained in the use of the non-food spill procedures

___non-food spill procedures not available

___non-food spill procedures not followed

___other

Storage

FS23-US   **Frozen products:**   **5**

Are walk-in freezers and any other primary storage freezers operating at 0°F or below? Are secondary storage freezers keeping all products solidly frozen? If no, check which units are not at proper temperature:

___walk-in freezer or other primary storage freezer is above 0°F and the unit is not in defrost

___walk-in freezer or other primary storage freezer is above 10°F even if the unit is in defrost.

___product is not solidly frozen in two-door reach-in freezer

___product is not solidly frozen in grill side reach-in freezer

___product is not solidly frozen in wall-mounted freezer

___product is not solidly frozen in any other unlisted secondary/reach-in freezer

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FS24-US   **Refrigerated products:**   **5**

Are refrigerated products inside all refrigerated units at or below 40°F? If no, note which units do not meet the temperature standard:

___walk-in refrigerator

___prep Table refrigerator

___pass-through prep line refrigerator

___two-drawer grill side refrigerator

___service area refrigerator

___shake / Sundae Machine

___blended Ice Machine

___any other unlisted secondary/reach-in refrigerator

FS25-US   **Shelf lives:**   **3**

Are secondary shelf lives of all Time-Temperature Control for Safety (TCS) products held at room temperature and in refrigerators properly marked and within their secondary shelf lives? If no, mark what product is not in code.

___produce held at the prep table or chilled rail

___cheese / eggs / dairy

___Canadian bacon

___apple slices/butter pats at room temperature or chill pans

___product held in refrigerators are not properly marked

___product held in refrigerators not within proper secondary shelf life

___other

FS26-US   Leftover heated foods: **3**

Are leftover heated foods discarded (including any shake/sundae mix removed from heat treatment shake/sundae machines)? If no, mark what product:

___shake / Sundae mix

___sauces / Soups / Gravies

___food donation products not stored in freezer

___other

FS26-US-01   Hot holding units: **0**

Are heated foods in a hot holding unit at or above 140 °F? If no, select which product(s), which type of hot holding unit(s) (UHC, Marinator, Extended Hot Holding Cabinet, etc.), and if the products are being held without a timing mechanism.

___products held without a timing mechanism

___breakfast meats

___egg products

___beef patties

___fried chicken products

___fried fish products

___hot cakes

___marinator

___extended Hot Holding Cabinet

___other (e.g., sausage gravy, limited time offer (LTO) protein products and/or sauces)

Cooking

FS27-US **Pyrometer:** **5**
Is the Pyrometer calibrated, working correctly, and is the probe clean?
___probe not complete/missing

___pyrometer not in calibration

___pyrometer / probes damaged

___probe has excessive, encrusted food residue

___other

General

FS28-US **Sourcing:** **5**
Are all food, food packaging, equipment (including utensils), and cleaning chemicals from approved sources?
___food not from approved sources

___packaging not from approved sources

___equipment not from approved sources

___cleaning chemicals not from approved sources

___other

FS29-US **Employee health:** **5**
Do managers understand employee illness symptoms and reportable illness causes for when an employee cannot be working? Do managers also understand when an employee can return to work after illness?
___manager does not know what symptoms (at a minimum, vomiting, diarrhea and jaundice) would result in employees not being allowed to work

___manager does not know the procedures to follow when presented with an ill employee

___manager does not know when an ill employee would be allowed to return to work

___manager does not know the reportable illness causes

___employee(s) are observed exhibiting any of the reportable illness symptoms

___other

FS30-US **Staff training:** **5**
Are all managers (including shift managers) trained and currently certified in food safety through ServSafe (or an equivalent and accredited food safety training course)? Are all employees trained and verified on food safety and sanitation per McDonald's current training program?
___certification date is not current

___certification for managers not issued by ServSafe or equivalent/accredited organization

___certification records for all managers not available for review during the visit

___employee training tracking document not available for review during the visit

___not all employees have been trained and verified

___other

FS31-US **Food Safety Checklists:** **5**
Are at least the last 60 days of correctly completed Food Safety Daily Checklists available? Are the last two correctly completed Monthly Food Safety Procedure Verifications available? (For Digital Food Safety please reference the Food Safety Guide)
___3 or more missing required sections or days within the 14 days record review

___12 or more missing required sections or days within the 60 days record spot check

___daily Food Safety Book (records) not available

___last two completed Monthly Food Safety Procedure Verifications are not available

___digital Food Safety less than 80% completion for the last 60 days of Food Safety Daily Checklists

___other

FS32-US **Health Department Inspections:** **5**
When reviewing the most recent health department inspection report, have all critical food safety violations noted by the health department been corrected or a plan in place to correct issues?
___health department inspection report not available

___critical violations noted by Health Department have not been corrected

___plan not in place to correct issues

___other

FS33-US   Allergen management: 3

Are nut containing McFlurry mix-ins kept in the orange container with lid and a dedicated scoop?

___orange container not utilized for nut containing mix-ins

___dedicated scoop not utilized or available

___nut-free mix-ins kept in the orange container

___other

TOTAL FOOD SAFETY POINTS ACHIEVED	100

*1) **Unacceptable Audit - Critical Question Missed: Critical Food Safety questions are FS1-FS7.   If not compliant, these questions result in the evaluation not meeting standards***

a) Non-compliant criteria must be corrected immediately by restaurant team to remove the risk before evaluator leaves the premises.

b) Follow-up full announced visit, by a McDonald's operations professional is required within 14 days to review findings from visit.

c) Restaurant team to address all non-compliant criteria ready for follow-up visit.

*2) **Unacceptable Audit – Score below 80%: Non-critical questions are FS8-FS33. If score is below 80% the visit results in not meeting standards***

a) A follow-up full announced visit, by McDonald's operations professional is required within 30-90 days to review findings from visit.

b) Restaurant team to address all non-compliant criteria ready for follow-up visit.

*3) **Acceptable Audit – Score 80-99%: Non-critical findings resulting with overall score of > 80%***

Restaurant team to address all non-compliant criteria and document.

*4) **Acceptable Audit – Score 100%: No further remediation necessary***