

Quality

The restaurant is serving hot, fresh, tasty, and properly prepared food

Tempering & Prep	Points	Additional information to help assess question:
<p>Q1-US Storage: Products are within primary code date and damage-free, rotated in freezers, refrigerators, and in dry storage.</p> <ul style="list-style-type: none"> <input type="radio"/> products out of date <input type="radio"/> products damaged <input type="radio"/> products not rotated <input type="radio"/> products used out of rotation <input type="radio"/> other 	3	Code dates indicate proper rotation for first in, first out.
<p>Q2-US Tempering / Thawing: Tempering and thawing is within standard and product levels sufficient per posted product level charts for the volume of business.</p> <ul style="list-style-type: none"> <input type="radio"/> tempered / thawed products not stored correctly <input type="radio"/> tempered / thawed products not dated correctly <input type="radio"/> cheese not tempered to room temperature (60-65°F) <input type="radio"/> products overheld / poor quality <input type="radio"/> tempering / thawing charts not in use / incorrect / not followed <input type="radio"/> other 	3	Check prep table, kitchen prepping and tempering area (sauce, cheese, and thawed items). Use product level charts (e.g., R2D2, eProduction or other charts) to determine sufficient product levels. Best Burger - Buns: All Buns used within 24 hrs. 4-hour thaw (using a thawing rack). 3 bun pulls per day (24-hour restaurants). Bun pillows wrapped when not used. Consistent daily cleaning of toasters.
<p>Q3-US Prepare: Products are prepared and stored within standard.</p> <ul style="list-style-type: none"> <input type="radio"/> products not prepared correctly <input type="radio"/> prep charts not in use / incorrect / not followed <input type="radio"/> products not stored correctly <input type="radio"/> products not dated correctly <input type="radio"/> products overheld / poor quality <input type="radio"/> onions not properly hydrated <input type="radio"/> other 	3	Observe product which is being or has been prepared, such as dehydrated onions, burritos, and bakery items/ desserts, to assess product preparation accuracy. Evaluate standards based on current burger platform- Best Burger -vs- Non-Best Burger
<p>Q4-US Replenish: Product levels are sufficient for the volume of business; products are labeled and within secondary shelf lives.</p> <ul style="list-style-type: none"> <input type="radio"/> area leader not assigning secondary responsibilities or following up with staff and products <input type="radio"/> products not labeled with a secondary shelf life <input type="radio"/> fresh products on prep table not used within 30 min (Best Burger) <input type="radio"/> products in use after 'use by date' <input type="radio"/> other 	3	Observe the production area (prep table, kitchen freezers, refrigerators) and service area product levels (display cabinets, dry stock). Is there a system in place for monitoring levels and replenishing products?
Made For You	Points	Additional information to help assess question:
<p>Q5-US Prepare: Grill/fried products employees follow correct procedures, monitor levels, and place Gold Standard grilled/fried/baked products in UHC.</p> <ul style="list-style-type: none"> <input type="radio"/> not responding promptly to removed or empty trays <input type="radio"/> not responding promptly to 'Look & Cook' monitor (Best Burger) <input type="radio"/> not checking and/or adhering to batch cooking levels using production charts/eProduction <input type="radio"/> not following the correct loading/removal procedures <input type="radio"/> oil quality is poor <input type="radio"/> oil is not filled to normal level line <input type="radio"/> Look & Cook procedures not properly executed: Look-Bump-Cook (Best Burger) <input type="radio"/> lay pattern not properly followed for both 10:1 and 4:1 for all run sizes (Best Burger) <input type="radio"/> not seasoning meat correctly <input type="radio"/> not removing the meat correctly; order/time and adhering to beef stacking heights <input type="radio"/> removal time not consistent - Less than 18 seconds for 10:1 and 4:1 patties (Best Burger) <input type="radio"/> other 	4	Observe if grill/fried products employees follow correct procedures including responding promptly to removed or empty trays and HOTG monitor, checking/adhering batch cooking levels, monitoring oil quality, seasoning meat correctly, etc. Evaluate standards based on current burger platform- Best Burger -vs- Non-Best Burger. Fresh beef patties cannot be held in the UHC.
<p>Q5-US-01 Beef Quality: All fresh beef internal temperatures after cooking are between 175°F and 190°F. For frozen beef, the internal temperatures of at least 3 patties after cooking between 155° F - 170° F.</p> <ul style="list-style-type: none"> <input type="radio"/> not all fresh beef patties after cooking are between 175°F to 190°F <input type="radio"/> not at least 3 of 4 frozen beef patties after cooking are between 155°F to 170°F <input type="radio"/> other 	4	To check for beef quality, ask the manager to have a full run of fresh beef and frozen beef patties cooked and internal temperatures taken. This is a one-time verification that can take place anytime after one-hour post-transition to regular menu. If any internal temperatures of frozen or fresh beef after cooking are below the minimum temperature of the quality range, refer to the assessment criteria listed in the Food Safety guide.

<p>Q6-US Initiate: Initiator in position, responding promptly to orders on KVS, and initiating products correctly.</p> <ul style="list-style-type: none"> <input type="radio"/> initiator not staying in place <input type="radio"/> initiator not responding promptly (within 5 seconds) <input type="radio"/> orders served off before product leaves initiator <input type="radio"/> initiator was buffering buns <input type="radio"/> buns are not stored correctly in pillow packs when not in used <input type="radio"/> initiator does not continue to dress products until pulled by assembler <input type="radio"/> initiator not preparing boxes or wraps, or organizing grill slips when needed <input type="radio"/> products not initiated 'heel' first <input type="radio"/> other 	<p>4 Observe if initiator stays in position, responds to orders promptly (within 5 seconds) and follows correct procedures.</p>
<p>Q7-US Assemble: Assembler pulls box/wrap from the initiator and follows correct assembly procedures.</p> <ul style="list-style-type: none"> <input type="radio"/> assembler not pushing/pulling box/wrap from the initiator <input type="radio"/> inappropriate number of products prepared at a time <input type="radio"/> assembler does not continue to complete sandwich until pulled by finisher <input type="radio"/> items not assembled correctly <input type="radio"/> dressings not neat and centered <input type="radio"/> grill orders not checked for accuracy <input type="radio"/> assembler not communicating the UHC levels to the grill/fried products person <input type="radio"/> other 	<p>4 Observe if the assembler pulls the wrap or box with buns from the initiator and assembles the rest of the order, following correct procedures. The assembler checks for accuracy and neatness, and communicates with the grill/fried products person when UHC levels are low or depleted.</p> <p>For Optimized Prep Line (OPL) restaurants, see operating principles published on the US Operations website.</p>
<p>Q8-US Finish: Items are correctly finished and checked for quality before placing in the Order Assembly Table (OAT) or Heated Landing Zone (HLZ).</p> <ul style="list-style-type: none"> <input type="radio"/> not following UHC procedures (using products out of rotation) <input type="radio"/> not reacting to holding times (not discarding product) <input type="radio"/> patties not centered on top of dressings <input type="radio"/> products not wrapped neatly (with care) <input type="radio"/> proteins removed from UHC before needed <input type="radio"/> final check of finished product quality not completed before placing in the OAT/HLZ <input type="radio"/> other 	<p>4</p>
<p>Q9-US Finished product quality check - Regular menu Beef / Breakfast Item 1: Sandwich meets McDonald’s standards for appearance, taste, texture and temperature.</p> <ul style="list-style-type: none"> <input type="radio"/> product not meeting McDonald’s standard for appearance <input type="radio"/> product not at proper temperature <input type="radio"/> product not meeting McDonald’s standard for texture <input type="radio"/> product not meeting McDonald’s standard for taste <input type="radio"/> other 	<p>3 For assessment of all finished product quality checks: Purchase 2 regular menu/breakfast sandwich/entrée, 1 fries/hash brown, 1 cold drink, 1 coffee, and 1 dessert. Items should not be all assessed at the same time and can take place at any point during the QSC & SL evaluation. The product must meet all the standards for appearance, temperature, taste, and texture.</p>
<p>Q10-US Finished product quality check - Regular menu Chicken or Fish / Breakfast Item 2: Sandwich/McNuggets meet McDonald’s standards for appearance, taste, texture, and temperature.</p> <ul style="list-style-type: none"> <input type="radio"/> product not meeting McDonald’s standard for appearance <input type="radio"/> product not at proper temperature <input type="radio"/> product not meeting McDonald’s standard for texture <input type="radio"/> product not meeting McDonald’s standard for taste <input type="radio"/> other 	<p>3 Refer to the Gold Standard Quality Guide for finished product descriptions.</p>

Fries / Hash Browns		Additional information to help assess question:
<p>Q12-US Setup: Station is set up and maintained correctly to enable the production of gold standard fries/hash browns.</p> <ul style="list-style-type: none"> <input type="radio"/> production chart/monitor not being used for setup <input type="radio"/> oil quality is poor <input type="radio"/> oil is not filled to normal level line <input type="radio"/> fryer filtering cycle/prompts not followed <input type="radio"/> not stocked properly for 24/2 <input type="radio"/> heat lamps not working <input type="radio"/> other 	<p>4 Correct setup of station includes fryers, frozen fry dispenser, fry freezer, and bagging station.</p>	
<p>Q13-US Cooking: Employees follow proper cooking procedures and use chart/monitor to keep up with demand to produce gold standard fries/hash browns.</p> <ul style="list-style-type: none"> <input type="radio"/> fries/hash browns not cooked from frozen <input type="radio"/> hash browns cooked more than the max run of 8 per basket <input type="radio"/> production charts/monitor not used to determine holding levels <input type="radio"/> fries not shaken after 30 seconds <input type="radio"/> fries/hash browns not drained for 5 to 10 seconds <input type="radio"/> oil not skimmed properly <input type="radio"/> baskets loaded in the same vat at the same time <input type="radio"/> other 	<p>4</p>	

Q14-US Bagging: Employees follow proper bagging procedures to ensure all fries/hash browns served meet gold standard. **4**

- old and new fries/hash browns mixed; not using dividers
- Accu-salt shaker not used correctly
- fries under-filled
- holding time not being followed (7 minutes for fries/10 minutes for hash browns)
- 'first in first out' not implemented; improper rotation
- other

Q15-US Finished product quality check - Fries / Hash Browns: **3**

- product not meeting McDonald's standard for appearance
- product not hot
- product not meeting McDonald's standard for texture
- product not meeting McDonald's standard for taste
- other

Refer to the Gold Standard Quality Guide for finished product descriptions.

Beverages and Desserts Additional information to help assess question:

Q16-US Initiate: Employees respond promptly to orders on KVS and start producing drinks/desserts. **3**

- employees do not respond promptly to orders on KVS
- employees do not respond to 'grab and go' items
- functions not split
- other

'Grab and go' – Products that require no production, found in refrigerator or display cabinet. Example: Bottled water, packaged juice, fruit, and milk.

Q17-US Prepare: Employees produce gold standard drinks and desserts. **3**

- product not prepared correctly
- beverages not clearly identified (depressing correct flavor choice indicator on lid, sticker, etc.)
- full portion not served
- other

Check that product is prepared correctly, are clearly identified and a full portion is served.

Q18-US Place: Finished products are correctly placed on the beverage order assembly table or drive-thru landing table. **3**

- items not placed on correct section of beverage order assembly table or landing table
- drive-thru drinks not separated/grouped
- uncollected drinks not discarded
- other

Q19-US Finished product quality check - Soft Drink/Shake/Blended Ice Beverage Product: **3**

- product not meeting McDonald's standard for appearance
- product not served at correct temperature (for carbonated soft drinks not served below 41°F without ice)
- product not meeting McDonald's standard for taste (for carbonated soft drinks taste is flat, missing the fizz)
- other

Refer to the Gold Standard Quality Guide for finished product descriptions.

Q20-US Finished product quality check - Dessert Product: **3**

- product not meeting McDonald's standard for appearance
- product not served at correct temperature
- product not meeting McDonald's standard for texture
- product not meeting McDonald's standard for taste
- other

Refer to the Gold Standard Quality Guide for finished product descriptions.

Q21-US Finished product quality check - Hot Coffee / Espresso Product: **3**

- product not meeting McDonald's standard for appearance
- product not hot
- product not served fresh, did not meet McDonald's standard for taste
- other

Refer to the Gold Standard Quality Guide for finished product descriptions.

General Additional information to help assess question:

Q22-US Calibration: Cooking times and set point temperatures are correct and equipment is calibrated. **4**

- equipment not calibrated
- equipment incorrectly calibrated
- product setting, temperature and time not set correctly
- other

Calibrations should be completed ahead of time by the restaurant. Verify correct calibrations ONLY if gold standard is not being achieved or there is an obvious fault with equipment.

TOTAL QUALITY POINTS AVAILABLE	75
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Service

Engaged, empowered, customer obsessed employees delivering outstanding Customer Experience

Drive-thru	Points	Additional information to help assess question:
<p>S1-US Order: Employees interact with guests in a prompt, friendly, and effective manner, and provide clear instructions.</p> <ul style="list-style-type: none"> <input type="radio"/> employees not providing a digital prompt <input type="radio"/> guests not greeted or not greeted by name (for digital customers) <input type="radio"/> guests not greeted promptly <input type="radio"/> employees not friendly <input type="radio"/> order not verified for accuracy <input type="radio"/> guests being interrupted <input type="radio"/> condiments not entered into POS to assist order assembly team <input type="radio"/> Mobile Order & Pay (MOP): employees do not know how to recall mobile orders <input type="radio"/> audio quality is poor <input type="radio"/> not providing clear instructions <input type="radio"/> other 	4	<p>Observe if employees are authentic, greeting digital customers by name, connecting with the guest and attentive to their needs. Note that not one specific digital prompt is required.</p> <p>Note: the order-taking principles will apply, regardless of DT configuration (e.g., HHOT, Auto-greeter, etc.).</p> <p>Observe if employees are providing clear instructions to guests, if needed/appropriate.</p>
<p>S2-US Pay: Employees interact with guests in a prompt, friendly, and effective manner, and provide clear instructions.</p> <ul style="list-style-type: none"> <input type="radio"/> guests not greeted or not greeted by name (for digital customers) <input type="radio"/> guests not greeted promptly <input type="radio"/> not following proper cashless procedures <input type="radio"/> receipt not given <input type="radio"/> employees not aware of Linked Payment <input type="radio"/> coin changer not used <input type="radio"/> employees not providing clear instructions <input type="radio"/> other 	4	<p>Observe if employees are authentic, connecting with the guest and attentive to their needs.</p> <p>Observe if employees are providing clear instructions to guests, if needed/appropriate. These may include how to use cashless/contactless, outside cash, etc.</p>
<p>S3-US Assemble: Orders are assembled correctly, once items are ready.</p> <ul style="list-style-type: none"> <input type="radio"/> order assembled before all items are ready or not assembled in proper order <input type="radio"/> bags and Happy Meals are not kept open for checking <input type="radio"/> orders not positioned/grouped properly in the correct sequence on Drive-thru cart <input type="radio"/> clear and timely instruction not provided to presenter for pull forward <input type="radio"/> Pick n' Go assembly not followed correctly <input type="radio"/> other 	4	<p>If using Pick n' Go, correct procedures are followed – Assembly system that increases the capacity of the Runner during high volume. PICK the sandwiches, then bump the order and GO, taking the Pick Ticket and the bag or tray with them.</p>
<p>S3-US-01 Assemble: Orders are checked for accuracy including condiments, sauces, utensils, napkins, and straws; all items are received.</p> <ul style="list-style-type: none"> <input type="radio"/> orders not checked to ensure accuracy <input type="radio"/> missing food/beverage items <input type="radio"/> missing condiments, sauces, utensils, napkins and straws <input type="radio"/> other 	4	<p>Observe that orders are checked against the drive-thru monitor to ensure that the correct food and beverages, including the accurate number of condiments, sauces, utensils napkins, and straws are included in all orders. Check that employees are verifying grill slips for special orders and McCafé beverages against pick ticket. Observe correct orders are received (including sizes, flavors, and grill orders).</p>
<p>S4-US Present: Orders are presented correctly, employees are friendly and attentive, and provide clear instructions, with cars pulled forward as appropriate, explaining the 3 W's (why/wait/where).</p> <ul style="list-style-type: none"> <input type="radio"/> guests not greeted or promptly greeted <input type="radio"/> orders not double-checked for accuracy <input type="radio"/> cars not pulled forward timely or explained why/wait/where <input type="radio"/> pull forward runner not identified or used <input type="radio"/> orders with two or more beverages not served in a carrier <input type="radio"/> orders bumped before the last item is delivered to the customer <input type="radio"/> other 	4	<p>Orders are to be bumped (removed from the monitor) when the last item is delivered to the customer, unless the car is pulled forward, in which case they should be held.</p>
<p>S5-US Farewell: Guests are politely thanked and provided a genuine/personalized farewell.</p> <ul style="list-style-type: none"> <input type="radio"/> guests not provided a polite thank you <input type="radio"/> guests not provided a genuine/personalized farewell <input type="radio"/> not attentive to guests <input type="radio"/> tone not friendly/polite <input type="radio"/> not making eye contact <input type="radio"/> not communicating effectively <input type="radio"/> other 	4	<p>Observe that employees are thanking guests in a polite manner and providing a genuine farewell comment.</p>

<p>S6-US Speed of service - Order End to Present End (OEPE): ≤120 seconds for the hours matching the evaluation.</p> <p><input type="radio"/> OEPE above 120 seconds</p>	<p>4 Average OEPE should be recorded from the POS for the hours matching the evaluation (from the time assessment begins until it is completed).</p>
<p>In Restaurant Additional information to help assess question:</p>	
<p>S8-US Order & Pay: Employees interact in a friendly and effective manner, including Mobile Order & Pay (MOP), and provide clear instructions when needed.</p> <p><input type="radio"/> guests not greeted or not greeted by name (for digital customers)</p> <p><input type="radio"/> Front Counter: digital prompt not being provided</p> <p><input type="radio"/> guests not greeted promptly</p> <p><input type="radio"/> guests being interrupted</p> <p><input type="radio"/> employees not friendly</p> <p><input type="radio"/> condiments not entered into POS to assist order assembly team</p> <p><input type="radio"/> receipt not given</p> <p><input type="radio"/> Mobile Order & Pay (MOP): employees do not know how to recall mobile orders</p> <p><input type="radio"/> employees not providing clear instructions</p> <p><input type="radio"/> other</p>	<p>4 Observe if employees are authentic, greeting digital customers by name, connecting with the guest and attentive to their needs. Note that not one specific digital prompt is required.</p>
<p>S9-US Kiosk: All kiosks are in full working order, including receipt printers, card readers, scanners, table tents, and table locator screen.</p> <p><input type="radio"/> receipt printer not working</p> <p><input type="radio"/> table tent not available or in good repair</p> <p><input type="radio"/> card reader not working</p> <p><input type="radio"/> scanner not working</p> <p><input type="radio"/> other</p>	<p>4 Low-tech table tents are approved for certain restaurants that meet the criteria.</p>
<p>S10-US Assemble: Orders are assembled correctly, once all items are ready.</p> <p><input type="radio"/> order assembled before all items are ready or not assembled in proper order</p> <p><input type="radio"/> order not assembled in fashion to enable ease of presentation</p> <p><input type="radio"/> 'pick and go' assembly not followed correctly</p> <p><input type="radio"/> out of sequence assembly not utilized</p> <p><input type="radio"/> items not assembled in the right sequence</p> <p><input type="radio"/> Table Service: employees not identifying orders</p> <p><input type="radio"/> Table Service: required condiments not included</p> <p><input type="radio"/> other</p>	<p>4 If using Pick n' Go, correct procedures are followed – Assembly system that increases the capacity of the Runner during high volume. PICK the sandwiches, then bump the order and GO, taking the Pick Ticket and the bag or tray with them. Ease of presentation: i.e. balance items on the tray, center entrees, stand fries up, and lean them against the entrees to prevent spills, beverages/desserts should be on the opposite side from the french fries.</p>
<p>S10-US-01 Assemble: Orders are checked for accuracy (including condiments, sauces, utensils, napkins, and straws for Table Service); all items are received.</p> <p><input type="radio"/> orders not double checked for accuracy</p> <p><input type="radio"/> missing food/beverage items</p> <p><input type="radio"/> missing condiments, sauces, utensils, napkins and straws</p> <p><input type="radio"/> other</p>	<p>4 Observe that orders are checked against the monitor to ensure that the correct food and beverages, including the accurate number of condiments, sauces, utensils napkins, and straws are included in all Table Service orders. Check that employees are verifying grill slips for special orders and McCafé beverages against pick ticket. - Observe correct orders are received (including sizes, flavors, and grill orders).</p>
<p>S10-US-02 Assemble (Table Service): Filled drinks are provided for Table Service orders.</p> <p><input type="radio"/> Table Service: not providing filled drinks</p> <p><input type="radio"/> other</p>	<p>Y/N Note that filled drinks are to be provided for all Table Service orders. The only time a customer receives an empty cup is when all three of the following situations occur in a restaurant: the order is to go, the pick-up point is front counter, and the restaurant has a Self-Serve Beverage Bar or Freestyle Beverage System. This question only applies to table service assessment, and otherwise should be marked as N/A.</p>
<p>S11-US Present: Orders are presented correctly, presenter friendly, with condiments readily available (in apron, cart, tray, caddy, etc.), and asking guests if they have everything they need.</p> <p><input type="radio"/> guests not greeted or not greeted by name (for digital customers)</p> <p><input type="radio"/> guests not greeted promptly</p> <p><input type="radio"/> order not neatly presented</p> <p><input type="radio"/> Table Service: presenter did not have condiments readily available</p> <p><input type="radio"/> Table Service: presenter not checking if guests have everything they need</p> <p><input type="radio"/> Table Service: no system for locating Table Service orders</p> <p><input type="radio"/> orders bumped before the last item is delivered to the customer</p> <p><input type="radio"/> other</p>	<p>4 Orders are to be served (removed from the monitor) when the order is assembled with the boxed/wrapped sandwiches and all other items ready.</p>

<p>S12-US Farewell: Guests are politely thanked and provided a genuine/personalized farewell.</p> <ul style="list-style-type: none"> <input type="radio"/> guests not provided a polite thank-you <input type="radio"/> guests not provided a genuine/personalized farewell <input type="radio"/> not attentive to guests <input type="radio"/> tone not friendly/polite <input type="radio"/> not making eye contact <input type="radio"/> not communicating effectively <input type="radio"/> other 	4	Observe that employees are thanking Guests in a polite manner and providing a genuine farewell comment.
<p>S13-US Speed of service - Receipt to Present (R2P): ≤90 seconds for the hours matching the evaluation.</p> <ul style="list-style-type: none"> <input type="radio"/> R2P above 90 seconds <input type="radio"/> other 	4	Average R2P should be recorded from the POS for the hours matching the evaluation (from the time assessment begins until it is completed).
Delivery Additional information to help assess question:		
<p>S16-US Assemble: Pick ticket/delivery monitor is used to assemble the order, check the order contents, and coordinate where multiple bags are required.</p> <ul style="list-style-type: none"> <input type="radio"/> pick ticket/delivery monitor not used to assemble order <input type="radio"/> pick ticket/monitor not used to check the complete order contents <input type="radio"/> pick ticket/delivery monitor not available <input type="radio"/> other 	4	
<p>S17-US Assemble: Fresh french fries are used and placed in the bag when the rest of the food is ready.</p> <ul style="list-style-type: none"> <input type="radio"/> fresh fries not always used <input type="radio"/> fries placed in the bag before the rest of the food is ready <input type="radio"/> other 	4	
<p>S18-US Assemble: Orders are assembled effectively using correct packaging items and correct sealing procedures followed for food and beverages, considering order size and use of multiple bags.</p> <ul style="list-style-type: none"> <input type="radio"/> orders being assembled at OAT or HLZ area causing congestion/confusion <input type="radio"/> bags not sealed correctly to prevent tamper issues <input type="radio"/> orders not packaged correctly <input type="radio"/> not using correct packaging items <input type="radio"/> other 	4	See Delivery packaging guidelines
<p>S19-US Assemble: Orders are checked for accuracy including condiments, sauces, utensils, napkins and straws; all items are within bags.</p> <ul style="list-style-type: none"> <input type="radio"/> orders not double checked for accuracy <input type="radio"/> missing food/beverage items <input type="radio"/> missing condiments, sauces, utensils, napkins and straws <input type="radio"/> other 	4	<p>Observe that employees are checking orders against pick ticket. Verify <u>one</u> order for accuracy (including correct number of condiments, sauces, utensils, napkins, and straws) against pick ticket/monitor. Correct number of ketchup packet(s) should be included with every order of fries.</p> <p>Note: Due to local municipality requirements/restrictions in some markets, items such as condiments, utensils, etc. need to be requested as part of the ordering process. If items are not requested and not included, the restaurant should meet the standard.</p>
<p>S20-US Present: Orders are presented and employees are friendly and attentive to the couriers, with pick tickets attached to bags and, for orders with multiple bags, numbers written on every bag (e.g. 1 of 2, 2 of 2) to check order number on courier device.</p> <ul style="list-style-type: none"> <input type="radio"/> courier not provided a genuine/sincere welcome and thank-you <input type="radio"/> not attentive to couriers <input type="radio"/> pick ticket not visibly attached to bag <input type="radio"/> bag numbers not written on bags for orders with multiple bags <input type="radio"/> pick ticket not used to validate the correct order number with courier <input type="radio"/> order number not checked on courier device <input type="radio"/> other 	4	

Curbside	Additional information to help assess question:
<p>S21-US-01 Messaging: Curbside spaces are clearly signposted, easily identifiable, and positioned near restaurant entrance doors. 2</p> <ul style="list-style-type: none"> <input type="radio"/> Curbside spaces not signposted <input type="radio"/> Curbside spaces not easily identifiable <input type="radio"/> signage damaged <input type="radio"/> signage not placed correctly <input type="radio"/> other 	
<p>S21-US-02 Assemble: Orders are assembled correctly, once items are ready. 2</p> <ul style="list-style-type: none"> <input type="radio"/> order assembled before all items are ready or not assembled in proper order <input type="radio"/> Pick n’ Go assembly not followed <input type="radio"/> other 	<p>If using Pick n’ Go, correct procedures are followed – Assembly system that increases the capacity of the Runner during high volume. PICK the sandwiches, then bump the order and GO, taking the Pick Ticket and the bag or tray with them.</p>
<p>S21-US-03 Assemble: Pick ticket/monitor used to assemble the order, check the order contents and coordinate where multiple bags are required, with pick ticket attached to exterior of bag to ensure accuracy. 2</p> <ul style="list-style-type: none"> <input type="radio"/> pick ticket/monitor not used to assemble order <input type="radio"/> pick ticket/monitor not used to check the complete order contents <input type="radio"/> pick ticket not visibly attached to exterior of the bag <input type="radio"/> other 	
<p>S21-US-04 Assemble: Orders are checked for accuracy including condiments, sauces, utensils, napkins, and straws; all items are received. 2</p> <ul style="list-style-type: none"> <input type="radio"/> orders not double checked for accuracy <input type="radio"/> missing food/beverage items <input type="radio"/> missing condiments, sauces, utensils, napkins and straws <input type="radio"/> other 	<p>Observe that orders are checked against the monitor to ensure that the correct food and beverages, including the accurate number of condiments, sauces, utensils napkins, and straws are included. Check that employees are verifying grill slips for special orders and McCafé beverages against pick ticket. Observe correct orders are received (including sizes, flavors, and grill orders).</p>
<p>S21-US-05 Present: Orders are presented correctly, presenter friendly, with condiments readily available (in apron, cart, tray, caddy, etc.), and asking guests if they have everything they need. 2</p> <ul style="list-style-type: none"> <input type="radio"/> guests not greeted or greeted by name <input type="radio"/> guests not asked if they have everything they need <input type="radio"/> presenter did not have condiments readily available <input type="radio"/> designated person to take out Curbside orders not identified or used <input type="radio"/> other 	
<p>S21-US-06 Farewell: Guests are politely thanked and provided a genuine/personalized farewell. 2</p> <ul style="list-style-type: none"> <input type="radio"/> guests not provided a polite thank-you <input type="radio"/> guests not provided a genuine/personalized farewell <input type="radio"/> not attentive to guests <input type="radio"/> tone not friendly/polite <input type="radio"/> not making eye contact <input type="radio"/> not communicating effectively <input type="radio"/> other 	<p>Observe that employees are thanking Guests in a polite manner and providing a genuine farewell comment.</p>
Hospitality	Additional information to help assess question:
<p>S24-US Connect: Employees are actively supporting the customer journey and interacting with guests in a polite and friendly manner (eye contact, friendly tone, polite, attentive, and sincere). 4</p> <ul style="list-style-type: none"> <input type="radio"/> not actively looking for opportunities to connect with customers <input type="radio"/> not assisting customers with Kiosk orders <input type="radio"/> not offering assistance with Mobile Order & Pay <input type="radio"/> not directing customers <input type="radio"/> not presenting a neat and clean appearance <input type="radio"/> uniforms are not clean and in good condition <input type="radio"/> tone not friendly/polite <input type="radio"/> no eye contact <input type="radio"/> not communicating effectively <input type="radio"/> other 	<p>Throughout the visit, observe connect points on the journey (from start to finish from the customer’s point of view), not just ordering or pick-up.</p>
<p>S25-US Environment: The overall environment of the restaurant makes for a comfortable and welcoming experience with family amenities. 4</p> <ul style="list-style-type: none"> <input type="radio"/> background music not working/not at appropriate volume <input type="radio"/> television(s) with sound on do not have the subtitles feature enabled <input type="radio"/> restaurant temperature too hot or cold <input type="radio"/> dining area/restrooms not fresh-smelling <input type="radio"/> lighting too bright or too dim <input type="radio"/> highchairs not available <input type="radio"/> condiment bar not well-stocked <input type="radio"/> Happy Meal merchandiser not in place/current <input type="radio"/> other 	<p>Assess the overall environment (e.g., background music working and at the proper volume, restaurant temperature at a comfortable level, dining area and restrooms smell fresh, lighting not too bright or dim, high chairs available, condiment bar well-stocked, Happy Meal merchandiser in place/current, etc.).</p> <p>Note: a TV and/or music (ADA requirements call for closed captioning to be enabled if TV sound is turned on).</p>

General Service		Additional information to help assess question:
<p>S26-US Menu Items: (Product Available) All current menu items, including Under 3 toys, are available for purchase. Managers can demonstrate product outage procedure.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment broken <input checked="" type="radio"/> manager cannot explain outage procedure <input type="radio"/> product unavailable <input type="radio"/> other 	3	<p>Product outage is managed across all channels: Kiosk, GMA, drive-thru, in restaurant, etc.</p>
<p>S27-US MyMcDonald's Rewards: Employees can explain how loyalty program works; how customers earn and burn reward points and are skilled in redeeming deals or rewards.</p> <ul style="list-style-type: none"> <input type="radio"/> cannot explain benefits of joining loyalty program <input type="radio"/> cannot explain how customers enroll in loyalty program <input type="radio"/> cannot explain how points are earned through McDonald's app and code <input type="radio"/> cannot explain or demonstrate how to redeem deals or rewards <input type="radio"/> cannot explain the points to currency value (\$1 = 100 points) <input type="radio"/> do not know reward tiers, what products are available, how long points last <input type="radio"/> other 	3	<p>During a low volume period, have the Shift Leader ask 2-3 of the available service employees to explain how the loyalty program works.</p>
TOTAL SERVICE POINTS AVAILABLE		102

Cleanliness

Equipment Maintenance: Ongoing care and maintenance of equipment improving quality, service, and cleanliness, minimizes downtime, reduces operating costs, ensures food/employee safety, and extends equipment life.

Points Additional information to help assess question:

<p>C1-US Resources: Current Planned Maintenance (PM) tools and approved cleaning</p> <ul style="list-style-type: none"> <input type="radio"/> PM tools not available <input type="radio"/> managers do not know how to access materials <input type="radio"/> cleaning products not available <input type="radio"/> cleaning/maintenance tools in poor condition <input type="radio"/> other 	2	<p>Observe- Employees can access the correct PM tools. Restaurant uses approved cleaning tools/products. Check: Shake brushes, BIM cleaning kit, grills and vats cleaning tools, coffee machine cleaning kit, etc.</p>
<p>C2-US Knowledge: Employees are fully trained to perform Planned Maintenance (PM) tasks and/or required qualified technicians scheduled to complete tasks.</p> <ul style="list-style-type: none"> <input type="radio"/> employees not trained to perform cleaning/maintenance tasks <input type="radio"/> employees not scheduled to perform cleaning/maintenance tasks <input type="radio"/> employees do not follow/can not explain the correct procedures <input type="radio"/> other 	2	<p>During a low volume period, have the Shift Leader ask 2-3 of the available employees to explain how they are trained to perform PM tasks and/or check the training log to see if relevant training has taken place.</p>
<p>C3-US Cleaning and Sanitation: The 4-step cleaning process is performed correctly and the back sink and soap/sanitizer dispensers or dishwashers if used, are functioning correctly.</p> <ul style="list-style-type: none"> <input type="radio"/> 4-step process not followed <input type="radio"/> back sink not dispensing hot and cold water <input type="radio"/> back sink/dishwasher not operating properly <input type="radio"/> back sink dispenser not dispensing correct sanitizer <input type="radio"/> back sink dispenser not dispensing correct soap <input type="radio"/> other 	2	<p>Observe that the process is performed correctly.</p>
<p>C4-US Planned Maintenance Calendar: Tasks are scheduled and signed off as per PM Calendar or another tracking system (Weekly, Bi-weekly, Monthly, Quarterly, Semi-Annual, Annual).</p> <ul style="list-style-type: none"> <input type="radio"/> PM tasks not scheduled <input type="radio"/> PM tasks requiring qualified technician not scheduled/completed on time <input type="radio"/> PM tasks not verified upon completion <input type="radio"/> other 	2	<p>Check that there is a PM Calendar or other tracking system available and completed.</p>
<p>C5-US Grills: Clean.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not clean <input type="radio"/> other 	1	<p>Best Burger: Ensure grills are properly cleaned to prevent onion build-up.</p>
<p>C5-US-01 Grills: In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not in good repair <input type="radio"/> other 	1	
<p>C6-US Fryers: Clean.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not clean <input type="radio"/> other 	1	<p>All fryers.</p>
<p>C6-US-01 Fryers: In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not in good repair <input type="radio"/> other 	1	
<p>C6-US-02 Fry Station: Clean.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not clean <input type="radio"/> other 	1	<p>French fry dispenser/hopper, bagging station, mirror, and glass.</p>
<p>C6-US-03 Fry Station: In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not in good repair. <input type="radio"/> other 	1	<p>French fry dispenser, bagging station, mirror, and glass. Lamps are functioning.</p>

C7-US	Hot Food Holding Equipment: Clean. <input type="radio"/> equipment not clean <input type="radio"/> other	1	UHCs, HLZ and pie merchandiser.
C7-US-01	Hot Food Holding Equipment: In good repair. <input type="radio"/> equipment not in good repair <input type="radio"/> other	1	
C8-US	Hot Food Equipment: Clean. <input type="radio"/> equipment not clean <input type="radio"/> other	1	Toaster, Steamers, Ovens, Egg Cookers, Heated Prep Table, Conveyor belt.
C8-US-01	Hot Food Equipment: In good repair. <input type="radio"/> equipment not in good repair <input type="radio"/> other	1	
C9-US	Hot Beverage Equipment: Clean. <input type="radio"/> equipment not clean <input type="radio"/> other	1	McCafé, Coffee machines.
C9-US-01	Hot Beverage Equipment: In good repair. <input type="radio"/> equipment not in good repair <input type="radio"/> other	1	
C10-US	Cold Beverage Equipment: Clean. <input type="radio"/> equipment not clean <input type="radio"/> other	1	Drink System (drink tower, ABS, diffusers, nozzles, Multiplex) shake machine, Frozen/Blended Ice machine (including condenser/evaporator), orange juice machine, iced tea brewers and dispensers.
C10-US-01	Cold Beverage Equipment: In good repair. <input type="radio"/> equipment not in good repair. <input type="radio"/> other	1	
C11-US	Refrigeration (Walk-in, Kitchen and Front Counter): Clean. <input type="radio"/> equipment not clean <input type="radio"/> other	1	Reach in refrigerators, walk-in refrigerator, ice machine.
C11-US-01	Refrigeration (Walk-in, Kitchen and Front Counter): In good repair. <input type="radio"/> equipment not in good repair <input type="radio"/> other	1	
C11-US-02	Freezers (Kitchen and Walk-in): Clean. <input type="radio"/> equipment not clean <input type="radio"/> other	1	Reach in freezers, walk-in freezers.
C11-US03	Freezers (Kitchen and Walk-in): In good repair. <input type="radio"/> equipment not in good repair <input type="radio"/> other	1	
C12-US	Adequate small equipment/utensils/parts: Clean and available. <input type="radio"/> equipment/utensils/small parts not clean <input type="radio"/> equipment/utensils/small parts not available <input type="radio"/> other	1	UHC trays, onion shakers (BB) , egg rings, brushes, tongs, spatulas, fry baskets, fry scoop, Accu-salt shaker, dressing table containers, customer trays, Table Service locators and table markers.
C12-US-01	Small equipment/utensils/parts: In good repair. <input type="radio"/> equipment/utensils/small parts not in good repair <input type="radio"/> other	1	
C12-US-02	Point of Sale (POS) Equipment: Clean. <input type="radio"/> equipment not clean <input type="radio"/> other	1	All POS equipment, including the Customer Order Display (COD), key stations, monitors, printers, coin changers, scanners, credit card readers, etc.
C12-US-03	Point of Sale (POS) Equipment: In good repair. <input type="radio"/> equipment not in good repair <input type="radio"/> other	1	
C13-US	Certifications: Grill certification is completed within the last 12 months. <input type="radio"/> certification not completed within the last 12 months <input type="radio"/> certification paperwork not available <input type="radio"/> other	2	Check certification paperwork for each grill and record dates to ensure completion.

<p>C13-US-01 All pieces of equipment are unimpacted by supply chain issues. If no, select what items were impacted:</p> <ul style="list-style-type: none"> <input type="radio"/> grills <input type="radio"/> fryers / fry station <input type="radio"/> hot food equipment <input type="radio"/> hot holding equipment <input type="radio"/> hot beverage equipment <input type="radio"/> cold beverage equipment <input type="radio"/> refrigeration (kitchen, walk-in, and front counter) <input type="radio"/> freezers (kitchen and walk-in) <input type="radio"/> small equipment/utensils/parts <input type="radio"/> point of sale (POS) equipment <input type="radio"/> other 	<p>Y/N Unscored.</p> <p>Describe which piece(s) of equipment were not available or not in good repair due to supply chain issues.</p> <p>Temporary process for assessment of equipment impacted by supply chain:</p> <p>1. Owner/operator communicates equipment impacted by supply chain to the OA during the pre-visit discussion, including supporting documentation</p> <p>2. Prior to beginning the assessment, the OA will mark the good repair-related question(s) for the identified impacted equipment as “N/A”</p> <p>3. There is no longer a need to escalate supply chain issues to MHQ; all supply chain impacts are handled locally through this streamlined process.</p>
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General Cleanliness (Internal)

Additional information to help assess question:

<p>C14-US Front Counter Area: Clean and maintained throughout the visit.</p> <ul style="list-style-type: none"> <input type="radio"/> floors not clean <input type="radio"/> baseboards not clean <input type="radio"/> walls not clean <input type="radio"/> ceiling not clean <input type="radio"/> vents not clean <input type="radio"/> lights not clean <input type="radio"/> menu board not clean <input type="radio"/> other 	<p>2</p> <p>Check areas including floors, baseboards, walls, ceilings, vents, menu boards, and lights.</p>
<p>C14-US-01 Front Counter Area: In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> floors not in good repair <input type="radio"/> baseboards not in good repair <input type="radio"/> walls not in good repair <input type="radio"/> ceiling not in good repair <input type="radio"/> vents not in good repair <input type="radio"/> lights not in good repair <input type="radio"/> menu board not in good repair. <input type="radio"/> other 	<p>2</p>
<p>C14-US-02 Drive-thru and Beverage Cell: Clean and maintained throughout the visit.</p> <ul style="list-style-type: none"> <input type="radio"/> floors not clean <input type="radio"/> baseboards not clean <input type="radio"/> walls not clean <input type="radio"/> ceiling not clean <input type="radio"/> vents not clean <input type="radio"/> lights not clean <input type="radio"/> menu board not clean <input type="radio"/> other 	<p>2</p> <p>Check areas including floors, baseboards, walls, ceilings, vents, menu boards, and lights.</p>
<p>C14-US-03 Drive-thru and Beverage Cell: In good repair</p> <ul style="list-style-type: none"> <input type="radio"/> floors not in good repair <input type="radio"/> baseboards not in good repair <input type="radio"/> walls not in good repair <input type="radio"/> ceiling not in good repair <input type="radio"/> vents not in good repair <input type="radio"/> lights not in good repair <input type="radio"/> menu board not in good repair <input type="radio"/> other 	<p>2</p>

- C15-US Production Area:** Clean and maintained throughout the visit. **2**
- walls not clean
 - floors not clean
 - ceiling not clean
 - vents not clean
 - stacks not clean
 - lights not clean
 - other
- C15-US-01 Production Area:** In good repair. **2**
- walls not in good repair
 - floors not in good repair
 - ceiling not in good repair
 - vents not in good repair
 - stacks not in good repair
 - lights not in good repair
 - other
- C15-US-02 Rest and Office Area:** Clean and maintained throughout the visit. **2**
- walls not clean
 - floors not clean
 - ceiling not clean
 - vents not clean
 - lights not clean
 - other
- C15-US-03 Rest and Office Area:** In good repair. **2**
- walls not in good repair
 - floors not in good repair
 - ceiling not in good repair
 - vents not in good repair
 - lights not in good repair
 - other
- C16-US Storage and Cleaning Areas:** Clean and maintained throughout the visit. **2**
- floor not clean
 - baseboards not clean
 - sink not clean
 - walls not clean
 - lights not clean
 - ceilings not clean
 - dishwasher not clean
 - washing machine(s) not clean
 - mop sink areas not clean
 - other
- C16-US-01 Storage and Cleaning Areas:** In good repair. **2**
- floor not in good repair
 - baseboards not in good repair
 - sink not in good repair
 - walls not in good repair
 - lights not in good repair
 - ceilings not in good repair
 - dishwasher not in good repair
 - washing machine(s) not in good repair
 - mop sink areas not in good repair
 - other
- 2** Check areas including walls, floors, ceilings, vents, stacks, and lights.
- 2** Check areas including walls, floors, ceilings, vents and lights. Check that employee rest area is accessible and not used as a storage area.
- 2** Check areas including floors, baseboards, sinks, walls, lights, ceilings, dishwasher, washing machine, and mop sinks.

- C17-US Dining Area:** Clean and maintained throughout the visit.
- kiosks not clean
 - floors not clean
 - ceiling not clean
 - vents not clean
 - lights not clean
 - walls not clean
 - windows and doors not clean
 - décor not clean
 - tables not clean
 - seats not clean
 - high chairs not clean
 - waste receptacles not clean
 - self serve beverage bar not clean
 - recycling units not clean
 - beverage station not clean
 - other
- C17-US-01 Dining Area:** In good repair.
- floors not in good repair
 - ceiling not in good repair
 - vents not in good repair
 - lights not in good repair
 - walls not in good repair
 - windows and doors not in good repair
 - décor not in good repair
 - tables not in good repair
 - seats not in good repair
 - high chairs not in good repair
 - waste receptacles not in good repair
 - self serve beverage bar not in good repair
 - recycling units not in good repair
 - beverage station not in good repair
 - other
- C18-US Restrooms:** Clean, stocked, and maintained throughout the visit.
- walls not clean
 - floors not clean
 - faucet/sink sensors not clean
 - hand dryers not clean
 - toilet not clean
 - changing station not clean
 - lights not clean
 - urinals not clean
 - mirrors not clean
 - soap not stocked or available
 - toilet paper or disposable hand towels not stocked
 - other
- C18-US-01 Restrooms:** In good repair.
- walls not in good repair
 - floors not in good repair
 - faucet/sink sensors not in good repair
 - hand dryers not in good repair
 - toilets not in good repair
 - changing station not in good repair
 - lights not in good repair
 - urinals not in good repair
 - mirror not in good repair
 - other
- 2** Check areas including kiosks, floors, ceilings, vents, lights, walls, windows, décor, tables/seats, waste receptacles, beverage bar, recycling units, and beverage station.
- 2**
- 2** Check areas including walls, floors, faucets, hand dryers, toilets, lights, urinals, mirrors, soap and toilet paper dispensers and changing station, **if present**.
- 2**

<p>C19-US Play Place: Clean and maintained throughout the visit.</p> <ul style="list-style-type: none"> <input type="radio"/> play place equipment not clean <input type="radio"/> play place floors not clean <input type="radio"/> play place tables not clean <input type="radio"/> play place chairs not clean <input type="radio"/> play place walls, ceilings, trash cans, etc. not clean <input type="radio"/> other 	<p>2</p>	<p>Check areas including play place equipment, floors, ceilings, vents, lights, walls, windows, décor, tables/seats, waste receptacles.</p>
<p>C19-US-01 Play Place: In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> play place equipment not in good repair <input type="radio"/> play place floors not in good repair <input type="radio"/> play place tables not in good repair <input type="radio"/> play place chairs not in good repair <input type="radio"/> play place walls, ceilings, trash cans, etc. not in good repair <input type="radio"/> other 	<p>2</p>	
<p>C20-US Front of House Guest Recycling: Restaurant has recycling receptacles that offer sorting for different types of waste beyond general trash or a tray sorting system where waste gets separated. Select all recycling/sorting options that apply:</p> <ul style="list-style-type: none"> <input type="radio"/> paper or cardboard recycling <input type="radio"/> plastics recycling <input type="radio"/> cans/bottles (aluminum or plastic) <input type="radio"/> coffee cups 	<p>Y/N</p>	<p>Not scored.</p>
<p>C20-US-01 Back of House Recycling: Restaurant recycles back of house items. Select all recycling options that apply:</p> <ul style="list-style-type: none"> <input type="radio"/> used cooking oil <input type="radio"/> corrugate/cardboard boxes <input type="radio"/> coffee grounds <input type="radio"/> pallet wrap/stretch wrap <input type="radio"/> other 	<p>Y/N</p>	<p>Not scored. Used cooking oil is picked up by providers such as DarPro/Darling or RTI. Cardboard boxes are taken to separate recycling dumpsters in the trash corral. Coffee grounds are given to customers or placed in 5-gallon buckets and picked up by community members. Wrap is placed in a bag and sent back on the DC delivery truck with driver.</p>
<p>C20-US-02 Back of House Recycling: Restaurant participates in the Food Donation Program.</p>	<p>Y/N</p>	<p>Not scored.</p>

General Cleanliness (External)

Additional information to help assess question:

<p>C21-US Exterior Areas (Building): Clean.</p> <ul style="list-style-type: none"> <input type="radio"/> walls not clean <input type="radio"/> soffits/fascia/trim not clean <input type="radio"/> roof not clean <input type="radio"/> signage not clean <input type="radio"/> lighting not clean <input type="radio"/> flags not clean <input type="radio"/> other 	<p>2</p>	<p>Check areas including walls, soffits/fascia/trim, roof, signage, lighting and flags.</p>
<p>C21-US-01 Exterior Areas (Building): In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> walls not in good repair <input type="radio"/> soffits/fascia/trim not in good repair <input type="radio"/> roof not in good repair <input type="radio"/> signage not in good repair <input type="radio"/> lighting not in good repair <input type="radio"/> flags in poor condition <input type="radio"/> other 	<p>2</p>	<p>Observe that walls, soffits/fascia/trim, roof, signage, lighting and flags are In good repair. These checks include all equipment being In good repair such as lights functioning, fascia is damage-free, roof equipment in good operating condition.</p>
<p>C22-US Exterior Areas (Patio/Seating): Clean and maintained throughout the visit.</p> <ul style="list-style-type: none"> <input type="radio"/> patios not clean <input type="radio"/> exterior tables/seating not clean <input type="radio"/> walkways not clean <input type="radio"/> other 	<p>2</p>	<p>Check areas including patios, exterior tables/seating, and walkways.</p>
<p>C22-US-01 Exterior Areas (Patio/Seating): In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> patios not in good repair <input type="radio"/> exterior seating not in good repair <input type="radio"/> walkways not in good repair <input type="radio"/> other 	<p>2</p>	

<p>C23-US Exterior Areas (Parking Lot and Landscaping): Clean and maintained</p> <ul style="list-style-type: none"> <input type="radio"/> oil spot build-up <input type="radio"/> parking lot not free of debris/litter <input type="radio"/> trash receptacles not clean and emptied as required <input type="radio"/> landscaping not free of debris, litter and excessive weeds <input type="radio"/> other 	<p>2 Check areas including parking free of litter, oil spot build-up. Trash receptacles are clean. Landscaping is free of debris and excessive weeds.</p>
<p>C23-US-01 Exterior Areas (Parking Lot and Landscaping): In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> potholes in parking lot <input type="radio"/> cracks in pavement <input type="radio"/> striping faded/unclear <input type="radio"/> trash receptacles not in good repair <input type="radio"/> landscaping in poor condition <input type="radio"/> other 	<p>2 Check areas including parking lot striping not faded, and free of potholes and cracks in the pavement. Check trash receptacles and landscaping.</p>
<p>C23-US-02 Exterior Areas (Corral): Clean and maintained throughout the visit.</p> <ul style="list-style-type: none"> <input type="radio"/> corral area not clean/cluttered/containers not covered <input type="radio"/> containers not clean <input type="radio"/> corral area has significant odor <input type="radio"/> corral pad not clean <input type="radio"/> other 	<p>2 Check areas including parking free of litter, oil spot build-up. Corral and containers are clean, covered, and free of significant odor. Gates and corral pad are clean.</p>
<p>C23-US-03 Exterior Areas (Corral): In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> containers not in good repair <input type="radio"/> gates not in good repair <input type="radio"/> corral pad not in good repair <input type="radio"/> other 	<p>2 Check containers, gates and corral pad.</p>
<p>C24-US Exterior Areas (Drive-thru): Clean and maintained throughout the visit.</p> <ul style="list-style-type: none"> <input type="radio"/> menu board not clean <input type="radio"/> drive-thru windows <input type="radio"/> oil spot build-up <input type="radio"/> drive-thru lane not free of debris/litter <input type="radio"/> other 	<p>2 Check areas including menu boards, drive-thru windows and drive-thru lane free of oil build-up and debris.</p>
<p>C24-US-01 Exterior Areas (Drive-thru): In good repair.</p> <ul style="list-style-type: none"> <input type="radio"/> menu board not in good repair <input type="radio"/> drive-thru windows <input type="radio"/> potholes in drive-thru lane <input type="radio"/> other 	<p>2</p>

TOTAL CLEANLINESS POINTS AVAILABLE

84

Shift Leadership

Deliver outstanding QSC by coordinating People, Equipment and Product to grow sales profitably, and achieving total customer satisfaction

Leading Shift

Points Additional information to help assess question:

<p>SL1-US Leading Operations Pre-Shift: Shift Leader utilizes tools and information to plan and lead effective shifts; set priorities and follow up on items needing action.</p> <ul style="list-style-type: none"> <input type="radio"/> pre-shift checklists not completed correctly <input type="radio"/> travel paths not completed prior to taking over shift <input type="radio"/> priorities not set/action not taken <input type="radio"/> guest count and sales projection not reviewed for adjustments <input type="radio"/> positioning plan not reviewed 24 hours in advance for adjustment <input type="radio"/> not readjusting schedule correctly according to volume and changing shift conditions <input type="radio"/> targets not established or communicated to crew and area managers <input type="radio"/> communications relating to shift transition not read <input type="radio"/> not all items available to order <input type="radio"/> other 	<p>3</p>	<p>During your shift today, what goals/priorities have been established for you and the team and how will you measure success? What tools and resources are you using to set, measure and meet your shift targets? What communication about the shift priorities has been shared with the crew and managers?</p>
<p>SL1-US-01 Leading Operations During Shift (Travel Paths): Shift Leader conducts travel paths, sets priorities, and takes appropriate action throughout the shift.</p> <ul style="list-style-type: none"> <input type="radio"/> Shift Leader not conducting travel paths per guidelines <input type="radio"/> Shift Leader not setting priorities <input type="radio"/> Shift Leader not taking appropriate action <input type="radio"/> other 	<p>3</p>	<p>Observe that Shift Leader conducts travel paths every 30 minutes, (and every 15 minutes during peak periods), prioritizing and delegating actions based on observations throughout the shift.</p>
<p>SL1-US-02 Leading Operations During Shift (Danger Zones): Shift Leader observes and proactively identifies potential danger zones and takes effective action. Observe throughout the shift.</p> <ul style="list-style-type: none"> <input type="radio"/> Shift Leader does not react to reduce bottlenecks <input type="radio"/> Shift Leader does not react to danger zone(s) <input type="radio"/> Shift Leader does not provide coaching or redirection as appropriate <input type="radio"/> other 	<p>3</p>	<p>Danger Zones: e.g., rule of 3. Does the Shift Leader anticipate and react to and reduce bottlenecks? Does the Shift Leader rectify the danger zone without becoming tied to a station, rather than redirect employees to break up the bottleneck? Shift Leaders provide coaching or redirection as appropriate. In the comments, note the area in which the danger zone occurred, actions taken/not taken by the shift leader, and potential root causes.</p>
<p>SL2-US Leading Operations During Shift (Production): Shift Leader works with Area Leaders to coach employees to ensure quality, achieve targets, identify danger zones, prioritize & reduce operational barriers to deliver Gold Standard products, and support a great customer experience.</p> <ul style="list-style-type: none"> <input type="radio"/> not encouraging/coaching team members or providing feedback to achieve shift targets <input type="radio"/> not performing regular quality checks <input type="radio"/> not utilizing initiation points/staff not positioned correctly based on volume <input type="radio"/> not actively monitoring and ensuring food safety compliance <input type="radio"/> issues identified during shift are not properly prioritized (safety, quality & service, comfort & convenience, restaurant appearance) <input type="radio"/> not utilizing chaser to help speed lines up and/or anchor position to increase speed and reduce danger zones <input type="radio"/> not reacting to danger zones <input type="radio"/> other 	<p>3</p>	<p>An Area Leader can be a manager or other production employee.</p>

<p>SL3-US Leading Operations During Shift (Service): Shift Leader works with Area Leaders to coach employees to ensure quality, achieve targets, identify danger zones, and prioritize & reduce operational barriers to deliver great customer service across all service channels.</p>	<p>3 An Area Leader can be a manager or other service employee.</p>
<ul style="list-style-type: none"> <input type="radio"/> not utilizing alternative ways to order/enhance experience <input type="radio"/> not splitting functions - responsibilities split as needed <input type="radio"/> lack of communication with Service Area Leader(s) <input type="radio"/> issues identified during shift are not properly prioritized (safety, quality & service, comfort & convenience, restaurant appearance) <input type="radio"/> not performing regular quality checks on finished products <input type="radio"/> pull/roll forward /out of sequence present not utilized when warranted <input type="radio"/> not creating the right positioning balance to support great customer experience and channel growth <input type="radio"/> not encouraging/coaching team members or providing feedback to achieve shift targets <input type="radio"/> not reacting to danger zones or drive-thru timing systems <input type="radio"/> other 	
<p>SL4-US Leading Operations Post Shift: Shift Leader reflects on how well the restaurant delivered on the shift management results and recognizes employees for meeting shift targets and performance excellence.</p>	<p>3 Observe and ask, as needed, how the Shift Leader reflects/communicates results, and recognizes employees for meeting targets and performance excellence: Did the shift meet its targets? Why or Why not? What were the overall strengths/opportunities of the team? What would you communicate to the incoming Shift Leader and employees?</p>
<ul style="list-style-type: none"> <input type="radio"/> issues identified not resolved/communicated appropriately <input type="radio"/> results not communicated <input type="radio"/> employees not thanked or recognized <input type="radio"/> other 	
<p>SL5-US Customer Experience: Shift Leaders role model hospitality and look for ways to enhance the customer experience.</p>	<p>3</p>
<ul style="list-style-type: none"> <input type="radio"/> not interacting with guests and asking about their experience <input type="radio"/> not role modeling hospitality gestures <input type="radio"/> does not know and/or follow the customer recovery process <input type="radio"/> missing opportunities to engage guests and enhance their experience (e.g. feel good moments) <input type="radio"/> not coaching employees on hospitality behaviors <input type="radio"/> other 	
GENERAL	Additional information to help assess question:
<p>SL7-US Resources: Shift Leader accesses and analyzes relevant data, makes effective decisions, and utilizes resources to ensure operational excellence on the shift.</p>	<p>3 Observe and/or ask the Shift Leader how the restaurant's positioning tool, DTS (DT timing system), and KVS times are being used to identify areas of opportunity. E.g., "what resources do you look at, and how they are used?"</p>
<ul style="list-style-type: none"> <input type="radio"/> not utilizing the existing tools to identify bottlenecks (i.e. drive-thru timing system, POS, etc.) <input type="radio"/> not using the restaurant-specific shift tools <input type="radio"/> other 	
<p>SL8-US Customer Feedback: Restaurant has a CSAT/recovery system utilizing customer feedback to develop a restaurant action plan to address customer service.</p>	<p>3 Review Customer recovery and feedback mechanism - CSAT. Ask the manager to explain the restaurant's customer recovery process. Observe crew and managers are empowered to resolve customer issues in real time.</p>
<ul style="list-style-type: none"> <input type="radio"/> customer recovery system is not in place <input type="radio"/> customer recovery system does not utilize customer feedback <input type="radio"/> not using customer feedback to develop action plan <input type="radio"/> follow-up is not being done effectively <input type="radio"/> other 	

SL9-US Internal Operations Communication: Channels for communicating operations-related information are established, used, and employees are aware of and actively supporting the restaurant operations priorities.

- communication channels are not established
- communication channels are not utilized
- regular manager meetings are not taking place (face to face or virtual)
- other

SL11-US People Positioning: Employees are positioned and adjustments made, as conditions dictate, throughout the shift.

- not adjusting as conditions dictate

3 Check employee communication channels in the restaurant (e.g., communication board, crew monitor, etc.) for appropriate operations-related updates. Ask Shift Leader to explain the current set of operations-related priorities/focus areas in the restaurant.

3 Observe Manager behaviors to adjust the positioning of employees based on changing shift conditions. Reviewing the crew schedule and/or the DSPG is not needed to assess this question.

TOTAL SHIFT LEADERSHIP POINTS AVAILABLE

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Health & Safety

Foster a safe and secure restaurant environment and protect shareholder value in order to promote the health, safety, and well-being of our restaurant staff, guests, and assets

See the [2024 Operations PACE Health & Safety Guide](#) for assessment criteria and guidance.

Critical Health & Safety

HS1-US	<p>Emergency Exits/Fire Extinguishers: Emergency exits and fire extinguishing equipment is visible, accessible, operational and in good condition.</p> <ul style="list-style-type: none"> <input type="radio"/> exit door(s) is locked from inside requiring a key to open <input type="radio"/> exit door(s) or path to exit(s) is blocked preventing passage <input type="radio"/> exit door(s) are not properly marked as exit <input type="radio"/> exit door(s) are not operational <input type="radio"/> exit door(s) do not have approved panic hardware installed <input type="radio"/> PlayPlace emergency egress door alarm not installed/working/armed <input type="radio"/> fire extinguisher(s) are blocked, not visible, properly mounted off the floor or readily <input type="radio"/> fire extinguisher(s) is not properly charged (e.g., indicator gauge is not in the green arc) <input type="radio"/> fire extinguisher(s) do not have restaurant monthly inspection tags signed off or service company inspection punch-out tag <input type="radio"/> walk-in refrigerators and/or freezers that latch or can be locked do not have working <input type="radio"/> other 	Yes/No
HS2-US	<p>Personal Protective Equipment (PPE): Personal protective equipment (e.g., face shield, filtering apron, gloves, oven mitts, ANSI 2 Safety Vest) is accessible, in good condition, and being used correctly.</p> <ul style="list-style-type: none"> <input type="radio"/> personal protective equipment not readily accessible or available in restaurant <input type="radio"/> holes or tears in heat resistant or neoprene filtering gloves, mitts, filtering apron, or cracks in face shield <input type="radio"/> observed PPE not being used when it should, or not used correctly <input type="radio"/> other 	Yes/No
HS4-US	<p>Cooking Equipment Fire Suppression System: The restaurant has an automatic, fixed fire suppression system(s) installed over the fryers and grills. The system is in good condition and inspected and serviced by a qualified service company at least every six months.</p> <ul style="list-style-type: none"> <input type="radio"/> no automatic fire suppression system (ex: Ansul) installed over all fryers and grills <input type="radio"/> some automatic fire suppression system(s) installed, but not over all fryers and grills <input type="radio"/> automatic fire suppression system in disrepair or non-functioning <input type="radio"/> automatic fire suppression system has not been inspected/serviced within the last six months <input type="radio"/> other 	Yes/No

- HS6-US Carbon Dioxide Tanks:** CO2 (Carbon Dioxide) tank, beverage and cylinder systems are secured and in good condition.
- bulk CO2 tank or high pressure cylinders are dented, corroded or shows signs of three-frosting/icing
 - bulk CO2 tank vent line is visibly disconnected from fill box or other connection that vents to the outdoors, spliced together or has cuts or holes in it
 - bulk CO2 tank vent line consists of more than one piece spliced together
 - bulk CO2 tank vent line does not have a clear traceable path
 - CO2 distribution or vent lines show cracks, kinks, loose fittings, other miscellaneous signs of damage
 - bulk CO2, bulk Coke and/or high pressure cylinders are not secured tightly (to prevent tipping/falling)
 - bulk CO2 tank fill box or where vent line discharges is improperly located (must be located outdoors, above ground level, and not surrounded by other walls/structures)
 - other

Yes/No

- HS7-US CO2 Alarm System:** CO2 detectors, warnings and equipment are installed correctly and operational (A Carbon Monoxide - or CO detector is not acceptable).
- CO2 detector(s) is not present (e.g. missing in basement, not installed in exterior closet, second detector not installed in building with exterior closet, etc.)
 - CO2 detector(s) is not installed correctly (e.g. not located by bulk tank/portable cylinders or in potential CO2 accumulation areas, > 12-18 inches off floor, not plugged in, has tape or bag covering detector, etc.)
 - non-approved CO2 detector(s) or system installed
 - CO2 detector(s) or central display unit’s indicator/power light is not operational
 - CO2 warning signs are not present at entrances where bulk tanks, cylinder, beverage machines and bag-in-box containers are located
 - warning strobe/siren is not audible and visible from outside the entrance to the CO2 area and within CO2 **protected areas wherever a CO2 detector is installed**
 - other

Yes/No

HS8-US **PlayPlace Equipment:** The restaurant is free of obsolete/unapproved equipment (Big Mac Climber, outdoor metal slides, electric rides, bounce and bend, riders with spring base, swings, etc.).

Yes/No

- ball pools
- Big Mac climbers
- box or cargo netting (2-inch square netting is not approved) on outside of play structures
- below 84 inches
- carousels (electric)
- electric riders and other similar moving equipment
- fireman poles
- Grimace bounce and bend
- loose fill safety surfacing: wood chips, bark mulch, engineered wood fibers, sand, gravel or shredded tires
- outdoor metal decks/slides/steps
- merry-go-rounds or whirls
- open-sided slides with platform height greater than 60 in. above surface
- riders with protruding handles
- riders with spring-type bases
- all swings
- teeter-totters/see-saws
- tug-n-turn
- unapproved vending machines and prizes
- non-commercial (retail purchased) and fitness center equipment
- inflatable play equipment (e.g. bouncy tents, castles, slides, etc.)
- “winged” slide runout walls on slide exits
- other

Occupational Safety

HS3-US **Safety Standards and Regulatory Compliance:** Managers and crew are trained on and can explain the restaurant’s Emergency Action Plan safety standards and procedures.

3

- current Emergency Action Plan not found or in place
- new hire training and ongoing safety training not occurring
- McDonald's O&T/local regulatory safety standards not followed
- other

Restaurant Fire Prevention and Protection

HS5-US-01 The ventilation hoods, ducts, and fans over fryers and grills are inspected by a qualified service company every three months and cleaned at a minimum of every six months or sooner based on inspection results. (For locations with Cascade Plus filters and Automist system: inspect quarterly and clean per inspection results).

1

- vent hoods etc. not inspected quarterly or cleaned by qualified company every six months or sooner (based on inspection results)
- other

HS5-US-02	Grill and fryer filters, blank off plates, and grease collection cups are cleaned regularly, installed correctly, and In good repair. The exhaust fan is operational while cooking equipment is turned on.	1
	<input type="radio"/> grill/ fryer filters, blank off plates, hood grease collection cups not cleaned or not installed correctly <input type="radio"/> exhaust fan is not operational while cooking equipment is turned on <input type="radio"/> other	
HS5-US-03	The grills and fryers are free of excessive food debris and grease underneath the equipment.	1
	<input type="radio"/> excessive oil or grease noted under grills or fryers <input type="radio"/> other	
HS5-US-04	Electrical outlets, connectors, and cords are in good repair.	1
	<input type="radio"/> electrical outlets, connectors and cords not in good repair <input type="radio"/> exposed wiring found inside or outside of the restaurant <input type="radio"/> outlet plate is not in place or damaged exposing wires or connectors <input type="radio"/> unapproved use of extension cords/plug adapters <input type="radio"/> other	
HS5-US-05	All managers know the location and operation of the main controls for shutting off electricity, natural/LP gas, and water leading into the building.	1
	<input type="radio"/> managers do not know location of main gas line, water, and electrical service shutoff or how to operate <input type="radio"/> gas, water, or electric shut-off valve could not be located <input type="radio"/> gas, water, or electric shut-off valve was not accessible or non-functioning <input type="radio"/> other	
HS5-US-06	The inside of the restaurant is free of gasoline or other flammable liquids, unless properly stored in an approved fire cabinet.	1
	<input type="radio"/> equipment containing gasoline or other flammable liquids are stored inside the restaurant (e.g., lawn mowers, edgers, or snow blowers) <input type="radio"/> fire cabinet not installed for flammable liquids stored inside restaurant <input type="radio"/> other	
HS5-US	Restaurant Fire Prevention Preventative Maintenance: Mark "Yes" if questions HS5-US-01 through HS5-US-06 meet standards.	Yes/No

PlayPlace Safety

HS9-US	Operational Procedures: Operational and inspection procedures are established, communicated, and implemented to promote the safety of PlayPlaces.	3
	<input type="radio"/> annual inspection not completed or is not available <input type="radio"/> equipment not inspected daily or in good repair <input type="radio"/> equipment and flooring are not clean or odor free <input type="radio"/> wipes available are not from approved suppliers <input type="radio"/> corrective action plan not available <input type="radio"/> wipes not available <input type="radio"/> other	

Chemical Safety

HS10-US-01	The Hazcom app is available and readily accessible for all approved chemical products that are being used in the restaurant and employees have been trained on how to access and understand Safety Data Sheets (SDS) .	1
	<input type="radio"/> SDS electronic Hazcom app not present or readily accessible <input type="radio"/> employees not trained on how to access and understand SDS <input type="radio"/> other	
HS10-US-02	Only approved cleaning products/chemicals are being used (from an approved supplier), are properly stored, and are in their original container/packaging or an appropriately labeled	1
	<input type="radio"/> unapproved chemicals being used <input type="radio"/> primary or secondary bottles and containers not properly labeled <input type="radio"/> chemicals not stored properly <input type="radio"/> chemicals not used properly <input type="radio"/> other	
HS10-US	Chemical Procedures: Mark "Yes" if questions HS10-US-01 and HS10-US-02 meet standards.	Yes/No

Slip and Fall Prevention

HS11-US-01	Mopping/slip and fall prevention tools are in good condition, operational procedures are being correctly followed, and floors are clean and slip-resistant when walked on.	3
	<input type="radio"/> interior flooring not in good repair, free of obstacles <input type="radio"/> floors are not clean and slip resistant <input type="radio"/> do not have a minimum of 4 'Caution Wet Floor' signs available <input type="radio"/> 'Caution Wet Floor' signs not used appropriately <input type="radio"/> mop buckets contain cold/dirty water - cleaning solution is not being changed when appropriate <input type="radio"/> other	
HS11-US-02	Exterior walkways, patios, parking lots, curbs, ramps, and driveways are in good repair, and free of obstacles and conditions in which a person could slip on or trip over.	3
	<input type="radio"/> exterior walkways/parking lot not In good repair, free of obstacles <input type="radio"/> debris, oil, ice or other obstacles and/or substances are present <input type="radio"/> other	
HS11-US	Floor and Walkway Maintenance: Mark "Yes" if questions HS11-US-01 and HS11-US-02 meet standards.	Yes/No

Building Safety

HS12-US-01	Self-serve ice machine storage bin lids (overhead style) are correctly in place and not at risk of falling.	1
	<input type="radio"/> ice machine lids at risk of falling <input type="radio"/> ice machine lid is missing <input type="radio"/> other	
HS12-US-02	Flag poles, lot light poles, and sign poles, including their base plates and anchor bolts are in good repair.	1
	<input type="radio"/> flag poles, lot lights, sign poles not in good repair <input type="radio"/> base plates and anchor bolts not In good repair, covered by landscaping materials, debris or concrete <input type="radio"/> other	

HS12-US-03	Interior and exterior chairs and tables are stable and free of conditions that could cause injury (e.g., sharp edges, loose/missing hardware, cracks, corrosion, etc.).	3
	<input type="radio"/> interior and exterior chairs and tables are not stable and free of conditions that could cause injury (e.g. sharp edges, loose/missing hardware, cracks, corrosion, etc.) <input type="radio"/> other	
HS12-US-04	The interior and exterior ladders are in good repair and enable safe transfer and access to and from the roof’s surface, including a railing or other handhold extending above the roof line.	1
	<input type="radio"/> interior roof hatches not equipped with internal ladder with railing or other handhold extending above the roof line and/or not in good repair <input type="radio"/> exterior ladder not provided with a handhold extending above roof line and/or not in good repair <input type="radio"/> other	
HS12-US	Infrastructure, Furniture, Equipment: Mark "Yes" if questions HS12-US-01 through HS12-US-04 meet standards.	Yes/No
Security		
HS13-US-01	All outside delivery freezer door unit locking mechanisms are locked and in good operating condition.	1
	<input type="radio"/> outside delivery freezer door unit does not have a locking system that locks <input type="radio"/> outside delivery freezer door is not locked during your visit <input type="radio"/> outside delivery freezer missing or not in good condition <input type="radio"/> key is inserted into the outdoor delivery freezer door when the manager is not present <input type="radio"/> other	
HS13-US-02	Drive-thru windows have locks that are in good operating condition and are secured when unattended.	1
	<input type="radio"/> drive-thru windows do not have locking latch/arm bars or they are broken, not maintained, or not in good condition <input type="radio"/> drive-thru windows unable to close and lock <input type="radio"/> drive-thru windows not locked when unattended <input type="radio"/> other	
HS13-US-03	The back door is equipped with an unobstructed and working external view device, i.e., peephole, flap, window, video monitor, etc., is locked (except during deliveries and emptying trash) and is alarmed when not in use.	1
	<input type="radio"/> back door alarm is unarmed, missing or non-functional <input type="radio"/> key is inserted into the back-door alarm box when the manager is not present <input type="radio"/> back door not equipped with unobstructed and working view device/peephole/flap/monitor <input type="radio"/> back door lock is missing or non-functional <input type="radio"/> other	
HS13-US-04	There is a safe, locked and functioning at all times, located in the manager’s office or other secure location.	1
	<input type="radio"/> safe is not present <input type="radio"/> safe is not locked and functioning properly <input type="radio"/> safe is not in manager’s office or other secure location	

- HS13-US-05** There is a designated room/area to enable safe cash handling and housing of IT equipment. **1**
- employees not responsible to count cash are inside the office
 - room/area present but not able to safely handle cash
 - no designated secured room for cash handling and security IT equipment
 - room/area present but does not provide/enable safe housing of IT equipment
 - other
- HS13-US** **Security Equipment:** Mark "Yes" if questions HS13-US-01 through HS13-US-05 meet standards. **Yes/No**
- HS14-US** **Security Training:** Restaurant management and crew have received security training. **3**
- current security training plan not found or in place
 - management and/or crew security training has not occurred as part of on-boarding or as accountabilities change
 - managers do not know the contact details for local emergency services
 - managers do not know purpose or how to use security equipment
 - other
- HS15-US** **Security Procedures:** Restaurant management can describe the proper security procedures to be followed. **3**
- manager can't explain the open and closing procedures
 - manager can't produce a key to lock the restaurant
 - manager is unable to lock the restaurant from inside and outside the restaurant
 - incident reporting procedures are not followed for known incident
 - local security policies and procedures are not known
 - other

TOTAL HEALTH AND SAFETY POINTS AVAILABLE**37**

Food Safety

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

See the [2024 Operations PACE](#) Food Safety Guide for assessment criteria and guidance.

Critical Food Safety

FS1-US	Restaurant is free of infestation and/or signs of active pest (animal/insect) infestation in the restaurant building, adjoining corral, and any area within 10 feet (3m) of the building. <ul style="list-style-type: none"> <input type="radio"/> inside the restaurant has visible infestation <input type="radio"/> inside the restaurant shows signs of active infestation <input type="radio"/> outside the restaurant has visible infestation <input type="radio"/> outside the restaurant shows signs of active infestation <input type="radio"/> un-trapped live rodent(s) <input type="radio"/> live cockroach(es) <input type="radio"/> rodent droppings <input type="radio"/> greater than 5 small flies in one area <input type="radio"/> other 	Yes/No
FS2-US	The internal temperatures of beef patties after cooking are at or above 155°F (69°C). <ul style="list-style-type: none"> <input type="radio"/> temperature settings and cooking timers are not set correctly <input type="radio"/> maximum run size exceeded <input type="radio"/> patties not laid and removed in the proper sequence <input type="radio"/> release sheets are not in good condition or not tightly placed on platen <input type="radio"/> release sheets are not squeegeed between every run and wiped off with a grill cloth at least four times every hour <input type="radio"/> patties not solidly frozen or shows signs of thawing <input type="radio"/> grill is not in good repair <input type="radio"/> other 	Yes/No
FS3-US	The internal temperatures of raw plant based and chicken products after cooking are at or above 165°F (74°C). <ul style="list-style-type: none"> <input type="radio"/> temperature settings and cooking timers are not set correctly <input type="radio"/> maximum run size exceeded <input type="radio"/> proper fryer baskets not being used or are overfilled <input type="radio"/> oil levels in fryers are not correct <input type="radio"/> portions not solidly frozen or shows signs of thawing <input type="radio"/> fryer is not in good repair <input type="radio"/> other 	Yes/No
FS4-US	The internal temperature of Filet-O-Fish portions after cooking are at or above 155°F (69°C). <ul style="list-style-type: none"> <input type="radio"/> temperature settings and cooking timers are not set correctly <input type="radio"/> maximum run size exceeded <input type="radio"/> proper fryer baskets not being used or are overfilled <input type="radio"/> oil levels in fryers are not correct <input type="radio"/> portions not solidly frozen or shows signs of thawing <input type="radio"/> fryer is not in good repair <input type="radio"/> other 	Yes/No

FS5-US	The internal temperatures of breakfast sausage made from raw pork and breakfast steak are at or above 155°F (69°C).	Yes/No
	<input type="radio"/> temperature settings and cooking timers are not set correctly <input type="radio"/> maximum run size exceeded <input type="radio"/> patties not laid and removed in the proper sequence <input type="radio"/> release sheets are not in good condition or not tightly placed on platen <input type="radio"/> release sheets are not squeegeed between every run and wiped off with a grill cloth at least four times every hour <input type="radio"/> patties not solidly frozen or shows signs of thawing <input type="radio"/> grill is not in good repair <input type="radio"/> other	
FS6-US	Cooked McMuffin raw round eggs have gelled yolks (are not runny). Internal temperatures are at or above 155°F (69°C).	Yes/No
	<input type="radio"/> temperature settings and cooking timers are not set correctly <input type="radio"/> eggs not laid and removed in the proper sequence <input type="radio"/> egg ring not positioned properly on the grill surface or egg cooker not level on the floor <input type="radio"/> improper amount of water is poured into the center of the egg ring or timer is not immediately after pouring the water <input type="radio"/> egg ring or egg cooker is not in good repair <input type="radio"/> grill is not in good repair <input type="radio"/> yolks are runny (not gelled) <input type="radio"/> other	
FS7-US	The on-duty manager (or staff assigned to complete the checklist) can demonstrate they have been trained on properly completing the Food Safety Daily Checklist including the ability to take corrective action.	Yes/No
	<input type="radio"/> manager does not know how to complete the Food Safety Daily Checklist <input type="radio"/> manager does not know how to perform corrective actions <input type="radio"/> pyrometer is not being properly placed in the center of the patties <input type="radio"/> not all the 4:1 patties cooked are checked <input type="radio"/> the manager does not know the correct minimum cooking temperature requirement <input type="radio"/> other	
TCS for Refrigerated Products		
FS8-US	All Time-Temperature Control for Safety (TCS) refrigerated products in code (within primary shelf life).	5
	<input type="radio"/> fresh beef <input type="radio"/> produce <input type="radio"/> cheese/eggs/dairy <input type="radio"/> canadian bacon <input type="radio"/> apple slices <input type="radio"/> milk <input type="radio"/> shake/sundae mixes <input type="radio"/> other	

Hygiene & Sanitation

- FS9-US Handwashing sinks:** There is running warm water and required supplies at all handwashing sinks. Handwashing sinks are easily accessed by employees and only used for hand washing, not preparing food or storing equipment. **5**
- 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 not accessible
 - other
- FS10-US Handwashing procedure:** Hands are properly washed following hand washing procedures. A system is in place to ensure hourly and activity based hand washing by all employees. **5**
- 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.,
 - hands not washed after tasks (i.e. handling waste, cell phone, touching face, hair, off floor, etc.)
 - hands not washed according to set procedure
 - other
- FS11-US Sanitized towel/cloth buckets:** Sanitized towel buckets contain towels and chlorine sanitizer solution at the correct concentration checked with a chlorine test strip. **3**
- fresh bucket with sanitized towels not prepared
 - no towels in fresh bucket
 - sanitizer level is less than 50 ppm
 - test strips not available/ damaged / expired / not in usable condition
 - clean and/or soiled buckets not placed in convenient and accessible location
 - other
- FS12-US Sanitizer-soaked towels/cloths:** 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. **1**
- 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 Utensil and trays sanitizing:** All in-use UHC trays, grill utensils, prep table utensils, and utensil holders are clean (no build-up), washed, and sanitized at least every 4 hours as per approved procedure. 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. The sanitizer solution has the right concentration when checked with an appropriate test strip. **3**
- 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:** The restaurant (all areas) in a good state of cleanliness. In all areas, the floors/walls/ceiling and equipment do not have dust/dirt/food build-up. There should not be a pool of standing water in the restaurant. **3**
- excessive build-up of dirt/grease / mold on floors/walls/ceiling (e.g. build-up of food equipment)
 - excessive build-up of dirt/grease / mold on equipment
 - standing/puddling water on the floor
 - restrooms and facilities not cleaned regularly (minimum every 2 hours)
 - restrooms and facilities not stocked
 - storage room not clean and/or has a foul odor
 - other
- FS15-US State of repair:** The building and equipment is functioning properly and in a good state of repair (not cracked or damaged). The freezers should not have an excess build-up of ice that would prohibit the unit to function properly. **3**
- floors/drains/walls/ceiling not in good repair (e.g. broken/missing tiles)
 - broken equipment/utensils/trays/etc. in use
 - grease traps in use not functioning properly
 - ice build-up in freezer
 - other
- FS16-US Water and ice:** Appropriate measures taken to protect water and ice from foreign material, chemicals and/or microbial contamination. Water filters in date and ice machines free from mold. **3**
- 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
 - ice bucket stored upright
 - other
- FS17-US Food product opened:** Opened packages of food in storage, (including dry storage, refrigerators and freezers) covered/ wrapped, labeled, off the floor and away from walls. Product stored according to proper procedures. **3**
- product not covered
 - product not labeled
 - product not off the floor
 - product not away from the wall
 - product not stored according to procedure (e.g., raw above ready to eat)
 - shake/sundae reservoir lid not in place
 - all non-essential equipment, stationery and other items are not removed from food
 - there is no plan for glass/porcelain/crockery breakage clearance
 - other

- FS18-US Raw food product handling:** Blue or colored disposable glove procedures (or other globally approved procedures) used to prevent cross-contamination when handling all raw meat or poultry products (including shell eggs) at the grill station. Dedicated utensils used for raw products (e.g., the yellow hutzler spatula or egg yolk breaking tool is only used to break egg yolks). **5**
- 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
- FS19-US Good hygiene practices:** Disposable gloves and other personal hygiene procedures followed. **5**
- gloves not worn when preparing sandwiches, salads, or burritos
 - gloves not changed and hands not washed if become contaminated
 - gloves not discarded when removed or being reused
 - gloves worn for non-food tasks and not changed/replaced before resuming food
 - clear gloves are used for handling raw products
 - double set of gloves being worn
 - apron/hair/beard cover not used properly to prevent product contamination
 - uniform not clean
 - uniform not in good repair
 - 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
 - false nails, dirty fingernails or nail polish and not wearing intact disposable gloves
 - employees consuming food and/or beverages in food prep or service areas
 - gloves not worn or hands not cleaned and disinfected before adding ice / shake or
 - aprons not removed before use of toilet
 - false and/or dirty fingernails
 - other
- FS20-US Chemical management:** All chemicals are clearly labeled and stored away from food and packaging. **3**
- 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)
 - chemicals not clearly labeled
 - other

- FS21-US Pest management:** Pest management program is in place and working effectively. **3**
 Restaurant is pest proofed to prevent entry of pests (e.g., gaps under doors are sealed, drive-thru window closed when not in use).
- 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
 - 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
 - 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 Non-food/biohazard spill 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:** Walk-in freezers and any other primary storage freezers **keeping products** at 0°F (-18° C) or below. Secondary storage freezers keeping products solidly **5**
- product in walk-in freezer warmer than 0°F (-18° C)
 - product in primary storage freezer warmer than 0°F (-18° C)
 - 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 in back up freezer warmer than 5°F (-15° C)
 - other
- FS24-US Refrigerated products:** All products in walk-in refrigerator and any other primary storage refrigerator at or below 40° F (4° C) (including shake/sundae in reservoir). All products in secondary storage refrigerators keeping at correct temperature. **5**
- 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:** All in-use refrigerated products held in refrigerators or at room temperature marked and being used within their secondary shelf lives. **3**
- 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:** All leftover heated foods are discarded (including expired food in the UHC and any shake/sundae mix removed from heat treatment shake/sundae machines). Heated food products (proteins) are not held below 140 °F (60 °C) or beyond their defined time. **3**
- shake/sundae mix
 - sauces/soups/gravies
 - food donation products not stored in freezer
 - products held without a timing mechanism
 - breakfast meats
 - egg products
 - beef patties
 - fried chicken products
 - fried fish products
 - hotcakes
 - marinator
 - simplified breakfast cabinet
 - other

Cooking

- FS27-US Pyrometer:** The pyrometer and accessories (e.g., probes) are clean, calibrated, working correctly, and used correctly. **5**
- probe not complete/missing
 - pyrometer not in calibration
 - pyrometer/probes damaged
 - pyrometer/probes dirty
 - needle not sanitized when used for ready to eat product
 - needle not sanitized after unacceptable temperature
 - backup pyrometer, batteries, and probe not available
 - other

General

- FS28-US Sourcing:** All food, food packaging, equipment (including utensils), and cleaning chemicals are from approved sources. **5**
- 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:** Managers understand employee illness symptoms and reportable illness causes for when an employee cannot be working. Managers also understand when an employee can return to work after illness. **5**
- manager does not know all symptoms that would result in employees not being
 - manager does not know the procedures to follow when presented with an ill
 - 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:** All managers (including shift managers) trained and certified in food safety per local requirements or McDonald’s minimum requirements in absence of local regulations (apply the standard that is more stringent). The staff is trained on food safety per global requirements and market expectations before commencing work. **5**

 - certification date is not current
 - certification for managers not issued by ANSI 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:** The last 60 days Daily Food Safety Checklists (DFSC) and past two Monthly Food Safety Procedure Verifications (MFSPV) are available. There is no evidence of system failures (e.g., more than 20% (6 or more in 30 days), missed or incorrect completions in the DFSC and MFSPV. **5**

 - 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
 - last 60 days completed Daily Food Safety Book (records) not available
 - evidence of systematic failures (e.g., more than 6 missed or incorrect in 30 days) in
 - other
- FS32-US Health Department Inspections :** Review the most recent health department inspection and food safety audit reports. All food safety violations noted by the health department have been corrected or have a plan in place to correct issues. **5**

 - 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:** Market specific allergen management program in place. **3**

 - orange container not utilized for nut containing mix-ins
 - dedicated scoop not utilized or available
 - nut-free mix-ins kept in the orange container
 - allergen information not available for staff
 - staff not aware of the correct procedure to follow when dealing with customer
 - local requirements not adhered to
 - other

TOTAL FOOD SAFETY POINTS AVAILABLE	100
FS34 HST1 Are hands-free water taps (faucets) installed for kitchen handwashing units?	(No Score) Yes/No
FS35 HST2 Are hands-free paper towel dispensers installed in place of hands air-dryers?	(No Score) Yes/No
FS36 HST3 Are hand sanitizers or handwashing station available close to kitchen entry?	(No Score) Yes/No