

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 	<p>2</p>	<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 	<p>2</p>	<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 	<p>2</p>	<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 	<p>2</p>	<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 	<p>1</p>	<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 	<p>1</p>	
<p>C6-US Fryers: Clean.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not clean <input type="radio"/> other 	<p>1</p>	<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 	<p>1</p>	
<p>C6-US-02 Fry Station: Clean.</p> <ul style="list-style-type: none"> <input type="radio"/> equipment not clean <input type="radio"/> other 	<p>1</p>	<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 	<p>1</p>	<p>French fry dispenser, bagging station, mirror, and glass. Lamps are functioning.</p>

<p>C7-US Hot Food Holding Equipment: Clean.</p> <p><input type="radio"/> equipment not clean</p> <p><input type="radio"/> other</p>	<p>1 UHCs, HLZ and pie merchandiser.</p>
<p>C7-US-01 Hot Food Holding Equipment: In good repair.</p> <p><input type="radio"/> equipment not in good repair</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C8-US Hot Food Equipment: Clean.</p> <p><input type="radio"/> equipment not clean</p> <p><input type="radio"/> other</p>	<p>1 Toaster, Steamers, Ovens, Egg Cookers, Heated Prep Table, Conveyor belt.</p>
<p>C8-US-01 Hot Food Equipment: In good repair.</p> <p><input type="radio"/> equipment not in good repair</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C9-US Hot Beverage Equipment: Clean.</p> <p><input type="radio"/> equipment not clean</p> <p><input type="radio"/> other</p>	<p>1 McCafé, Coffee machines.</p>
<p>C9-US-01 Hot Beverage Equipment: In good repair.</p> <p><input type="radio"/> equipment not in good repair</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C10-US Cold Beverage Equipment: Clean.</p> <p><input type="radio"/> equipment not clean</p> <p><input type="radio"/> other</p>	<p>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.</p>
<p>C10-US-01 Cold Beverage Equipment: In good repair.</p> <p><input type="radio"/> equipment not in good repair.</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C11-US Refrigeration (Walk-in, Kitchen and Front Counter): Clean.</p> <p><input type="radio"/> equipment not clean</p> <p><input type="radio"/> other</p>	<p>1 Reach in refrigerators, walk-in refrigerator, ice machine.</p>
<p>C11-US-01 Refrigeration (Walk-in, Kitchen and Front Counter): In good repair.</p> <p><input type="radio"/> equipment not in good repair</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C11-US-02 Freezers (Kitchen and Walk-in): Clean.</p> <p><input type="radio"/> equipment not clean</p> <p><input type="radio"/> other</p>	<p>1 Reach in freezers, walk-in freezers.</p>
<p>C11-US03 Freezers (Kitchen and Walk-in): In good repair.</p> <p><input type="radio"/> equipment not in good repair</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C12-US Adequate small equipment/utensils/parts: Clean and available.</p> <p><input type="radio"/> equipment/utensils/small parts not clean</p> <p><input type="radio"/> equipment/utensils/small parts not available</p> <p><input type="radio"/> other</p>	<p>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.</p>
<p>C12-US-01 Small equipment/utensils/parts: In good repair.</p> <p><input type="radio"/> equipment/utensils/small parts not in good repair</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C12-US-02 Point of Sale (POS) Equipment: Clean.</p> <p><input type="radio"/> equipment not clean</p> <p><input type="radio"/> other</p>	<p>1 All POS equipment, including the Customer Order Display (COD), key stations, monitors, printers, coin changers, scanners, credit card readers, etc.</p>
<p>C12-US-03 Point of Sale (POS) Equipment: In good repair.</p> <p><input type="radio"/> equipment not in good repair</p> <p><input type="radio"/> other</p>	<p>1</p>
<p>C13-US Certifications: Grill certification is completed within the last 12 months.</p> <p><input type="radio"/> certification not completed within the last 12 months</p> <p><input type="radio"/> certification paperwork not available</p> <p><input type="radio"/> other</p>	<p>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:
- grills
 - fryers / fry station
 - hot food equipment
 - hot holding equipment
 - hot beverage equipment
 - cold beverage equipment
 - refrigeration (kitchen, walk-in, and front counter)
 - freezers (kitchen and walk-in)
 - small equipment/utensils/parts
 - point of sale (POS) equipment
 - other

Y/N Unscored.
 Describe which piece(s) of equipment were not available or not in good repair due to supply chain issues.

Temporary process for assessment of equipment impacted by supply chain:
 1. Owner/operator communicates equipment impacted by supply chain to the OA during the pre-visit discussion, including supporting documentation
 2. Prior to beginning the assessment, the OA will mark the good repair-related question(s) for the identified impacted equipment as "N/A"
 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.

General Cleanliness (Internal) Additional information to help assess question:

- C14-US Front Counter Area:** Clean and maintained throughout the visit.
- floors not clean
 - baseboards not clean
 - walls not clean
 - ceiling not clean
 - vents not clean
 - lights not clean
 - menu board not clean
 - other

2 Check areas including floors, baseboards, walls, ceilings, vents, menu boards, and lights.

- C14-US-01 Front Counter Area:** In good repair.
- floors not in good repair
 - baseboards not in good repair
 - walls not in good repair
 - ceiling not in good repair
 - vents not in good repair
 - lights not in good repair
 - menu board not in good repair.
 - other

2

- C14-US-02 Drive-thru and Beverage Cell:** Clean and maintained throughout the visit.
- floors not clean
 - baseboards not clean
 - walls not clean
 - ceiling not clean
 - vents not clean
 - lights not clean
 - menu board not clean
 - other

2 Check areas including floors, baseboards, walls, ceilings, vents, menu boards, and lights.

- C14-US-03 Drive-thru and Beverage Cell:** In good repair
- floors not in good repair
 - baseboards not in good repair
 - walls not in good repair
 - ceiling not in good repair
 - vents not in good repair
 - lights not in good repair
 - menu board not in good repair
 - other

2

C15-US Production Area: Clean and maintained throughout the visit.

- walls not clean
- floors not clean
- ceiling not clean
- vents not clean
- stacks not clean
- lights not clean
- other

2 Check areas including walls, floors, ceilings, vents, stacks, and lights.

C15-US-01 Production Area: In good repair.

- 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

2

C15-US-02 Rest and Office Area: Clean and maintained throughout the visit.

- walls not clean
- floors not clean
- ceiling not clean
- vents not clean
- lights not clean
- other

2 Check areas including walls, floors, ceilings, vents and lights. Check that employee rest area is accessible and not used as a storage area.

C15-US-03 Rest and Office Area: In good repair.

- 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

2

C15-US Storage and Cleaning Areas: Clean and maintained throughout the visit.

- 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

2 Check areas including floors, baseboards, sinks, walls, lights, ceilings, dishwasher, washing machine, and mop sinks.

C16-US-01 Storage and Cleaning Areas: In good repair.

- 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

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>	

- C23-US Exterior Areas (Parking Lot and Landscaping):** Clean and maintained
 - oil spot build-up
 - parking lot not free of debris/litter
 - trash receptacles not clean and emptied as required
 - landscaping not free of debris, litter and excessive weeds
 - other

2 Check areas including parking free of litter, oil spot build-up. Trash receptacles are clean. Landscaping is free of debris and excessive weeds.

- C23-US-01 Exterior Areas (Parking Lot and Landscaping):** In good repair.
 - potholes in parking lot
 - cracks in pavement
 - striping faded/unclear
 - trash receptacles not in good repair
 - landscaping in poor condition
 - other

2 Check areas including parking lot striping not faded, and free of potholes and cracks in the pavement. Check trash receptacles and landscaping.

- C23-US-02 Exterior Areas (Corral):** Clean and maintained throughout the visit.
 - corral area not clean/cluttered/containers not covered
 - containers not clean
 - corral area has significant odor
 - corral pad not clean
 - other

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.

- C23-US-03 Exterior Areas (Corral):** In good repair.
 - containers not in good repair
 - gates not in good repair
 - corral pad not in good repair
 - other

2 Check containers, gates and corral pad.

- C24-US Exterior Areas (Drive-thru):** Clean and maintained throughout the visit.
 - menu board not clean
 - drive-thru windows
 - oil spot build-up
 - drive-thru lane not free of debris/litter
 - other

2 Check areas including menu boards, drive-thru windows and drive-thru lane free of oil build-up and debris.

- C24-US-01 Exterior Areas (Drive-thru):** In good repair.
 - menu board not in good repair
 - drive-thru windows
 - potholes in drive-thru lane
 - other

2

TOTAL CLEANLINESS POINTS AVAILABLE

84