

QCC-Quality Consistency and Convenience

This is an overall checklist designed to ensure compliance and a well run operation.

What location is being inspected *

⌵ Dropdown

Lubbock 50th ▼

Who is performing this inspection *

☐ Wendy

☒ Jeff

☐ Other:

Date of Inspection *

MM DD YYYY

04 / 25 / 2025

Administration and Legal Compliance

These items are critical to operations and are legally required by our company to be in compliance. Sources include the Federal Government, State Government, City and County Governments.

When you arrived at the store was a manager present and remained present during the entire visit? (4) * 4 points

Management is required to be in building at all times while other employees are present. This does not include bank or other official tasks.

☒ Yes

☐ No

Is the HR Poster displayed and clean for all employees to see and access? (1) * 1 point

☒ Yes

☐ No

In the last 2 weeks are 7-shifts checklists completed at a 90% or higher rate? (4) * 4 points

☐ Yes

☒ No

In the last 7 days is the 7-Shifts daily log SHIFT NOTES complete? (4) * 4 points

☒ Yes

☐ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing ^{*} 1 point procedures. (1)

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☒ Yes

☐ No

Were all hot products (you checked) on the line above 140 and below 170 degrees? (4) ^{*} 4 points

☒ Yes

☐ No

Was the quality of Chicken on the line to proper temp and moist? Core Item ^{*} 10 points
(10pts)

☒ Yes

☐ No

Were all products on the cold line (that you checked) below 40 degrees? (4) ^{*} 4 points

☒ Yes

☐ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing ^{*} 1 point procedures. (1)

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☒ Yes

☐ No

Was all equipment in working order? (4) ^{*}

4 points

If equipment is not working select YES only if the store has submitted a work request prior to your visit.

☒ Yes

☐ No

Was all refrigeration units and walk-in's holding temperature 40 degrees or below? (4) ^{*}

4 points

If equipment is not holding select YES only if the store has submitted a work request prior to your visit.

☒ Yes

☐ No

Was a method to determine potato hold times in place and being used? (1) *

1 point

Responsible staff must be able to tell you how long the potato's have been holding in warmer to pass question.

☐ Yes

☒ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing procedures. (1) *

1 point

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☒ Yes

☐ No

Was lettuce in a drain pan on the line? (1) *

1 point

☒ Yes

☐ No

Were all portioned pastas rotated and dated? (1) *

1 point

☒ Yes

☐ No

Were tomatoes stored in a drainage pan on the line? (1) *

1 point

☒ Yes

☐ No

Were both raw beef (diced) and CFS stored in a drainage pan? (1) *

1 point

☒ Yes

☐ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing procedures. (1) *

1 point

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☒ Yes

☐ No

Were all employees drinks stored in designated and safe area? (1) *

1 point

Drinks should be stored away from food, covered with lid.

☒ Yes

☐ No

Were all chemicals stored in proper area and method? (4) *

4 points

☒ Yes

☐ No

Was there a certified Food Manager in the store? (4) *

4 points

Please verify certificate is available and can be presented for anyone to see.

☒ Yes

☐ No

Were temperature logs being used on a consistent basis for refrigeration and freezer equipment? (4)

* 4 points

These must be present in building and able to be shown immediately. Additionally they must not be missing more than 2 days in the current period.

☒ Yes

☐ No

Were sanitation buckets present in front and back of house? (1) *

1 point

Please ensure that they actually have a sanitation chemical in the bucket.

☒ Yes

☐ No

Run a test on dishwasher sanitation. Was it within recommended range? (4) *

4 points

☒ Yes

☐ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing procedures. (1) *

1 point

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☐ Yes

☒ No

Were all employees taking a break in the proper break areas? (1) *

1 point

Smoke breaks unseen by customers, eating is done in the lobby.

☒ Yes

☐ No

Were all portioned products dated? (10) *

10 points

☒ Yes

☐ No

Was all food stored properly? (4) *

4 points

Examples: Covered, dated, meats below veggies, raw products below cooked products.

☐ Yes

☒ No

Were all items in refrigeration that needed to be labeled done correctly? (4) *

4 points

If any item is not labeled that requires a label the answer is No.

☐ Yes

☒ No

Was the oven clean inside, outside, windows and the door seals? (1) *

1 point

☒ Yes

☐ No

Was the griddle clean on the sides, front panel, back guards and on the outside sides? (1) * 1 point

☒ Yes

☐ No

Upload a picture of the Griddle (This is not scored) *



IMG_2232 - Jeff ...

 Add file

Overall were walls clean and free of debris in prep and cooking areas? (1) *

1 point

☒ Yes

☐ No

Overall was there any grease buildup or standing grease under fryers, under oven, between oven and griddle? (1)

* 1 point

Please note the difference between daily operational amount of grease or significant amount that results in multiple days of not cleaning) If only a daily amount you may select Yes.

☒ Yes

☐ No

Are Walk-in(s) free of standing water or ice buildup? (1) *

1 point

☒ Yes

☐ No

Were storage shelves in coolers/freezers free from mold, mildew or rust? (1) *

1 point

☐ Yes

☒ No

Were dish area and drying shelves free from mold, mildew or rust? (1) *

1 point

☒ Yes

☐ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing procedures. (1) *

1 point

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☐ Yes

☒ No

Were all employees following handbook guidelines about authorized piercings in FOH of BOH? (1) *

1 point

☒ Yes

☐ No

Customer Experience and FOH operations

Were dine in or walk in customers being greeted face to face? (100% focus on looking at the customers, with out back turned or trying to do other things) Core Item (4pts)

***** 4 points

☒ Yes

☐ No

Were call in customers greeting warmly and with genuine voice inflection? Core Item (4pts)

***** 4 points

☒ Yes

☐ No

For drive through customers is the order repeated back to the customer? Core Item (4pts)

***** 4 points

☒ Yes

☐ No

Is a double bag check system in place and being used? Core Item (15 pts) *

15 points

☒ Yes

☐ No

Do all employees smile when interacting with the customers? Core Item (4pts) *

4 points

☒ Yes

☐ No

Did you observe any employee have interaction with a customer that was personable and genuine beyond taking their order the correct way? 1pt

* 1 point

☒ Yes

☐ No

Did you observe employee(s) greeting and saying good bye to our customers? (1pt)

* 1 point

☒ Yes

☐ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing procedures. (1) * 1 point

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☒ Yes

☐ No

Did you observe employee(s) suggestive sell in a genuine way that is not robotic or forced? (2) * 2 points

☒ Yes

☐ No

Did you hear employees repeat order details for call in customers? Core Item (4pts) * 4 points

☒ Yes

☐ No

Were all tickets between 11am and 12pm below 15 minutes? Please exclude delivery orders. Core Item (10pts) * 10 points

☒ Yes

☐ No

Were all tickets between 12pm and 1pm below 15 minutes? Please exclude delivery orders. Core Item (10pts) * 10 points

☐ Yes

☒ No

Did you observe employee(s) suggestive sell in a genuine way that is not robotic or forced? (2) * 2 points

☒ Yes

☐ No

Were all dirty table cleaned within 5 minutes of guest leaving? Core Item (4pts) * 4 points

☒ Yes

☐ No

Condiments for customers were clean, full and present on all tables? (1pts) * 1 point

☐ Yes

☒ No

If a staff member called in, did management try to find coverage for that shift? Core Item (10 pts)*** * 10 points

☒ Yes

☐ No

Did you observe employee(s) suggestive sell in a genuine way that is not robotic or forced? (2) * 2 points

☒ Yes

☐ No

Using the Toast app, was the 86'd list accurate? (1pts) * 1 point

☒ Yes

☐ No

Did the manager on duty know the current labor % for the day? Must ask when business is slowing. This question is intended to know if the MOD is focused on labor cutting(1pts) * 1 point

☒ Yes

☐ No

Handwashing Checkpoint: Take time to observe if someone followed proper handwashing procedures. (1) * 1 point

Please note to make observation through out the visit. We are looking for a culture of handwashing. We will have future handwashing checkpoints.

☐ Yes

☒ No

BONUS: Did you observe any employee talking to a customer by name? Not in score calculations If Yes you will get 4 pts added to score. (4)

4 points

☒ Yes

☐ No

BONUS: For Walk in customers that have to wait, is a time given for how long it will be? (4)

4 points

☒ Yes

☐ No

Bonus: Observing any type of mistake in the restaurant with a customer, Did you observe a genuine apology from a staff member directly to that customer? (4)

4 points

☒ Yes

☐ No

BONUS: For Walk in customers that have to wait more than 5 minutes after arriving was a drink offered? (4)

4 points

☒ Yes

☐ No

Did you observe employee(s) suggestive sell in a genuine way that is not robotic or forced? (2) * 2 points

☒ Yes

☐ No

Miscellaneous Items

Regardless of schedules, was the restaurant staffed with the proper amount of staff to handle the business while you were there? Core Item (10pts) * 10 points

☒ Yes

☐ No

Was the area around dumpsters clean with no trash sitting outside of dumpster? (1pts) * 1 point

☐ Yes

☒ No

Were the lights, music, cameras, and guest internet all working? If a request to get service has already been submitted select YES (1pts) * 1 point

☒ Yes

☐ No

Bathrooms- Soap (1) *

1 point

☒ Yes

☐ No

Bathrooms- Toilet paper (1) *

1 point

☐ Yes

☒ No

Bathrooms- Paper Towels (1) *

1 point

☒ Yes

☐ No

Bathrooms- Toilets are clean (1) *

1 point

☒ Yes

☐ No

Bathrooms- Mirror is clean (1) *

1 point

☒ Yes

☐ No

Bathrooms- Floors are clean (1) *

1 point

☒ Yes

☐ No

Bathrooms- Trash is not overflowing (1) *

1 point

☒ Yes

☐ No

Bathrooms- Trash Can clean (1) *

1 point

☒ Yes

☐ No

Bathrooms- Changing tables are clean (look inside) (1) *

1 point

☒ Yes

☐ No

Did you observe everyone wearing non-slip shoes? (1) *

1 point

☒ Yes

☐ No

Using the oil testing kit, were all fryers within proper range? (1) *

1 point

☒ Yes

☐ No

Was the temperature of the restaurant comfortable?(1) *

1 point

☒ Yes

☐ No

Sales from 11am to 12pm? *

0 points

\$505

Sales from 12am to 1pm? *

0 points

\$658

Please note any items that need to be fixed that have not already been requested.

N/A

What areas should the manager on duty received additional training on?

N/A

What items should be addressed that cannot be resolved by the store management and should be done by Support team? This can be structural upgrades, or anything that management cannot approve.

Replace the shelving in the walking. Missing coating and rusting.

This form was created inside of Something Different Grill.

Google Forms