



Restaurant Excellence Visit Self-Scoring Guide

Restaurant #
Manager:

Date:
Assessed By:

C.A.R.E.	Actual	Possible
Team Members And Managers Use Please And Thank You When Interacting With Guests		3
Team Members Provide a Quick And Courteous Greeting To Each Guest		2
MIC Conducts At Least Two Table Touches When Conducting Travel Paths		2
Team Member Is Present At The Drive-Thru Window When Guest Arrives		2
Team Provides A Polite Send Off To Each Guest		2
Team Members And Managers Meet Uniform And Hygiene Standards		2
Guest Feedback Program is Active		2
Total		15

Speed of Service	Actual	Possible
Drive-Thru Total Time Is 2:45 Or Less		10
Dine-In Total Time Is 2:45 Or Less		4
3 working headsets are available		2
OCU speaker is working and can be clearly understood		1
Manager In Charge Behaviors Drive Speed Of Service		3
Total		20

Cleanliness	Actual	Possible
Travel Paths Are Effectively Completed As Required		5
Dining Room And Play Areas Are Clean		2
Restrooms Are Clean		2
Exterior Of The Restaurant Is Clean		3
Back Of The House Clean		2
Kitchen Equipment Is Clean		2
Total		16

Food Quality	Actual	Possible
French Fries/Hash browns Are Cooked And Held Properly		4
PHU Monitoring System Is Properly Executed		3
Guest's Orders Are Accurately Delivered		2
Restaurant Does Not Have Any Expired Product		2
Sandwich Buns Are Properly Toasted		1
Produce Meets Quality Standards		1
Products/Condiments Are Stored Properly		1
Side Items Are Cooked And Held Properly		1
Total		15

Profitability & Shift Management	Actual	Possible
Suggestive selling is effectively used to maximize sales		2
All Menu Items Are Available		3
POP materials are current and positioned properly to maximize sales		2
Management Command Station Is Present and Effective		4
Fresh And Ready System Is Present And In Use		2
Total		13

Training	Actual	Possible
The restaurant completed a minimum of 50 or more BK Guru modules/employee		3
M.A.T. In Guru Matches Current Schedule		1
Manager In Charge Is Able To Demonstrate How To Use BK Guru Resources		1
Manager In Charge Has Current Foundations/ServSafe Certificate		5
Team Member Performance Scorecards Are Used		1
Total		11

Repair & Maintenance	Actual	Possible
Exterior Is Well Maintained		2
Dining Room And Play Areas Are Well Maintained		2
Restrooms Are Well Maintained		2
Back Of House Is Well Maintained		2
Required Equipment Is Present And Well Maintained		2
Total		10

Food Safety	Pass	Fail
Required hand washing procedures are followed		
Health Department inspections are available and violations have been corrected		
Hot water is available		
Temperature Control-Quality checks, PHFs meet temperature standards		
Sanitizing solutions are properly stored/labeled/used.		
Shake/soft serve machine is sanitized.		
Restaurant is not using unapproved items		
Prepped items are marked with hold time and are not expired		
Cross-contamination is not observed		
Effective pest elimination is in place		
Product Cook-out procedures/temperatures do meet standards		
No other food safety violations are present		
Total		

Brand Standards Assessment

Brand Standards	Points Earned	Grade Earned
C.A.R.E		
Speed of Service		
Cleanliness		
Food Quality		
Profitability & SM		
Training		
R & M		
TOTAL POINTS		

Category	Total Points	A	B	C	D	F
C.A.R.E.	15	14-15	11-13	9-10	7-8	0-6
Speed of Service	20	17-20	14-16	11-15	8-10	0-7
Cleanliness	16	14-16	12-13	9-11	7-8	0-6
Food Quality	15	14-15	11-13	9-10	7-8	0-6
Profitability & Shift Management	13	12-13	10-11	8-9	6-7	0-5
Training	11	10-11	8-9	6-7	5	0-4
Repair & Maintenance	10	9-10	7-8	5-6	4-5	0-3

Brand Standards	Range
A	90-100
B	75-89
C	60-74
D	50-59
F	< 50

Food Safety	Range
A	0
B	1
C	2
D	3
F	4+

Brand Standards Grade

Food Safety Grade