



UTILITY DEPARTMENT AUDIT

HOSPITALITY			
ITEM #	Now that you have completed your Utility Person Training, answer Yes or No to the following questions or statements. For any "No" answers, be prepared to explain to your manager how you would correct the issue and find a solution.		
H-1	Was this a friendly and hospitable experience for Guests in the restaurant? If No, explain.	Yes	No
H-2	There is attention to Guest needs at all points of Guest interaction. Guests were addressed according to the "5-Foot Rule." Guests are made to feel welcome as if they are Guests in your home. Listen for "please," "thank you," and "my pleasure," in the Co-workers personal interactions with the Guest. You should not hear "no problem," "what are you drinking," "is everything okay," or similar phrases that do not show hospitality. If No, explain in the comments.	Yes	No
H-3	The Manager is interacting with and supporting/coaching the Co-workers.	Yes	No
H-4	Appropriate smallwares and pans in view of the Guest are in place and in good condition (not chipped, bent, cracked, or dirty.) All food is served in clean pans that are in good condition. An item-by-item count is not necessary. Stainless serving pans do not have black, scorched edges or corners. Lexan serving pans and dome covers are not chipped or cracked. A serving utensil is available for every product on the bar. All serving bowls and platters are GC specs.	Yes	No

SAFETY & CLEANLINESS			
ITEM #			
SC-1	Hand sinks are kept clean, stocked, accessible, and are used for hand washing only. Soap and paper towels are stocked, and all faucets and drains work.	Yes	No
SC-2	Hot water is readily available at all hand washing stations.	Yes	No
SC-3	Hand sinks are not used to store products or smallwares.	Yes	No
SC-4	All proper hand washing procedures are followed by Co-workers and Managers. To prevent cross contamination, hands are washed whenever job duties are interrupted. Utility Person washes hands or uses hand dip whenever moving from loading to unloading dishes. Hands are washed when arriving for work and after drinking or eating. Upon entry of Utility areas, Co-workers wash hands first.	Yes	No
SC-5	2 Bucket system is in place with Peroxide Multi-Surface Cleaner and Disinfectant testing at 2350 ppm and Sink and Surface Cleaner and Sanitizer testing at .27-.55 oz./gallon. Dispensing stations are checked daily for proper calibration. Verify calibration at the dispensing station and all buckets. Sanitation buckets are clearly labeled. Test strips are available. All towels being sanitized between uses and in buckets when not in use.	Yes	No
SC-6	The dish machine is properly working. Dish machine reaches 160°F during the wash cycle for conveyor dish machines (or 150°F for non-conveyor dish machines) and 180°F during the rinse cycle. (For low temperature dish machines, the wash temperature should be 120°F and the rinse temperature should be 75°F – 120°F.) Test strips are used daily to verify rinse temperature. (If dish machine soap and chemicals are empty, then no points are earned. Verify dish machine temperatures. NOTE: Run at least 2 cycles to get hot water.)	Yes	No

SC-7	The pot/pan sink functions properly, and all compartments hold water.	Yes	No
SC-8	All floor tiles are clean, dry, and debris free. No floor tiles are missing. All floor tiles are secure with no grout missing. There is no standing water in the dish area, and drains are clear and working. Mats/runners are clean and not left rolled up after opening in view of Guests. Line area, all floors, carpeting, and tile are clean, dry, and debris free. Coving tile is clean.	Yes	No
SC-9	A pest prevention program is in place, is followed, and is effective. There is no evidence of cockroaches, rodents, rodent droppings, trailing ants, flies or fruit flies breeding, or of any other insects. (Use a flashlight to check under bars for evidence of any pests.)	Yes Yes Yes Yes	No No No No
SC-10	Proper air-drying procedures are in place with no wet dishes, nested pans, or utensils. Procedures are in place to allow dishes to air dry. Pans are allowed to air dry before stacking. Utensils are stored in bins with holes to allow the water to drain and not to become stagnant. Pans are stacked upside-down.	Yes	No
SC-11	EcoSure and Corrective Actions items have been addressed.	Yes	No
SC-12	Chemicals are stored away from food or food packaging. The restaurant is using only approved chemicals, and all chemical spray bottles are properly labeled and stored. Chemicals in spray bottles match labels. All core chemicals are from an approved source. Shelving is in good repair; not bent, rusted, or dirty. (Ecolab chemicals that are approved are Apex Pot and Pan Detergent, Antimicrobial Fruit and Vegetable Treatment, SMARTPOWER Flatware Presoak, SMARTPOWER Dish Detergent, , Dip-It, Grease Cutter Plus, Fast Foam Oven Cleaner, SMARTPOWER Rinse Additive, Peroxide Multi-Surface Cleaner and Disinfectant, Oasis glass cleaner, Lime Away, Sink and Surface Cleaner and Sanitizer, K-5, and Wash and Walk, Maxx Dual Floor Cleaner. Windex and bleach are approved for use. Bleach is not being used as sanitizer.) Dry Storage Refrigerators Freezers	Yes Yes Yes	No No No
SC-13	Parking lot and sidewalks are well-maintained and clean. Surface material is not broken up. The surface is clean, and sidewalks are kept free of gum and stains. Parking spaces and handicapped areas are clearly striped. Curbs and appropriate car stops are in good condition.	Yes	No
SC-14	The dumpster area is clean. Dumpster fencing in good repair. The dumpster is clean and in good repair and not leaking. The loading dock surface is in good repair, clean, and free from debris. The trash can wash area surface is clean.	Yes	No
SC-15	Air temperatures (in all freezer units) are between -10°F to 0°F (-23°C to -18°C). Temperature gauge is operating properly or thermometer is in place in cooler / Gaskets in place and in good condition / Door closes properly / Air curtains in place / Light working / Floor is not damaged / Airflow not blocked / Emergency door release working.	Yes	No
SC-16	Safety Data Sheets (SDS) are available for all chemical products that are being used in the restaurant.	Yes	No
SC-17	Electrical outlets, connectors and cords in the restaurant are in good condition.	Yes	No
SC-18	Exterior signage is working properly. LED lighting is properly aligned and working. The parking lot light is in good repair. The sign and marquee are fully functional with no oxidized or peeling paint. All LED lighting is lit after dark, and all parking lot lights are lit. Safety lights under the eaves are in good working order.	Yes	No
SC-19	The building exterior is in good repair. The building surface is in good repair and clean. Painted surfaces appear to have been recently	Yes	No

T-6	All Co-workers have a professional appearance with clean and well-maintained approved uniforms. All Co-workers are well groomed, have clean nails, practice good personal hygiene, and do not chew gum. All Co-workers' shirts are tucked in, and they wear the proper hats with their nametags visible. Co-workers must be in the approved Co-worker uniform.	Yes	No
T-7	All Managers have a professional appearance with clean and well-maintained approved uniforms. All Managers are well groomed, have clean nails, practice good personal hygiene, and do not chew gum. All Managers' shirts are tucked in. Managers must be dressed in the approved Manager uniform.	Yes	No
T-8	All promotional training videos have been watched by pertinent Co-workers.	Yes	No