**FRONT OF HOUSE CHECKLIST TO ENSURE A POSITIVE GUEST**

| **FACILITIES** | **Yes** | **No** |
| --- | --- | --- |
| Entry area is clean and welcoming. |  |  |
| Signage is professional. |  |  |
| Tables and chairs are clean. |  |  |
| Visible areas of service and kitchen are clean and organized. |  |  |
| Menu items are clearly communicated. |  |  |
| Silverware is available.  |  |  |
| Napkins are available. |  |  |
| Table condiments and accessories (menus, salt/pepper shakers, etc.) are clean. |  |  |
| Floors are clean and free of litter. |  |  |
| Garbage receptacles are emptied as needed. |  |  |
| Bus stations are clean.  |  |  |
| Bus tubs emptied immediately. |  |  |
| Service stations are clean.  |  |  |
| Containers of wash water and sanitizer solution are readily available. |  |  |
| Dedicated buckets are used for containers of wash water and sanitizer solution. |  |  |
| Dish cloths are kept in cleaning and sanitizing buckets. |  |  |
| Garbage receptacles have lids. |  |  |
| Rest rooms are clean and fully stocked with supplies.  |  |  |
| Menu items are communicated clearly. |  |  |

**EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **STAFF** | **YES** | **NO** |
| Staff members are friendly. |  |  |
| Staff members are knowledgeable about menu items and ingredients. |  |  |
| Staff members wash hands as needed. |  |  |
| Staff members wear gloves as needed. |  |  |
| Staff members change gloves as needed. |  |  |
| Staff members use appropriate tools to serve foods. |  |  |
| Self-service food bars are monitored and kept clean. |  |  |
| Staff attire is clean and professional looking. |  |  |
| Staff who are ill are not working with customers or food. |  |  |

Signature Date

**CORRECTIVE ACTIONS TAKEN**

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