



Restaurant Audit Framework

Operations:

Employees:

- Food Handler's Certificates are up to date and posted.
- Staff are in Full Fen's Uniforms.
- All Staff have completed the Brand specific training.
- All Staff have been given a Fen's Employee Manual during their Orientation.
- All Staff have an up-to-date employee file on hand in the office.
- Hair nets and Hats are being worn by all staff.
- All products being used are Fen's/Brand approved with no exception.
- Employee knowledge of allergens (Team Member knowledge)
- Symptom reporting (Team Member knowledge)
- Handwashing knowledge (Team Member knowledge)
- Recipes and Build Charts Posted Where Necessary.
- Third Party Delivery orders have tamper-resistant seals.
- Waste lists are being used for tracking and NO waste is being given to staff.

Human Resources:

- All Staff have been given a Fen's Employee Manual during their Orientation.
- All Staff have an up-to-date employee file on hand in the office.
- All Staff have signed a Confidentiality Agreement.
- All Staff have been fully informed with respect to scheduling and applicable over time rates.
- Progressive Discipline is being used for Employee performance issues and is available in Employee Files.
- Quarterly Employee Evaluations are conducted and are available in Employee Files.

Temperature Controls:

- Temperature Chart is available and in use. 3 X Daily Min. (6 Weeks of Records)
- Thermometers in all Freezers and Coolers
- Thermometers are accurate and being used in preparation, holding and serving areas.
- Hot foods that require time/temperature control for safety are maintained at 140°F or above.
- Hot Held items are cooled from 140°F to 70°F or below within 2 hours, and from 140°F to 40°F or below within 6 hours.
- Frozen foods are held solidly frozen and are hard to touch.
- Fruits and vegetables that are cooked for hot holding are cooked to a minimum internal temperature of 140°F.
- Food must be cooled from 140 degrees Fahrenheit to 70 degrees Fahrenheit (57 degrees Celsius to 21 degrees Celsius) within 2 hours. Cooling foods must reach 70 degrees Fahrenheit within the first two hours

or else they must be immediately reheated to 165 degrees Fahrenheit for 15 seconds. The cooling process can then start again until it is brought down to 40 degrees Fahrenheit. If the food is not monitored and the cooling process is not followed, it should be disposed of.

- Food must then be cooled from 70 degrees Fahrenheit to 41 degrees Fahrenheit (21 degrees Celsius to 5 degrees Celsius) within 4 hours. For recipes that would be watered down by added ice cubes, use an ice water bath instead to chill food from the outside in. To cool food with an ice bath, follow these steps:
- Ice baths are used for cooling.

Quality Control/Contamination:

- Foods and food-contact surface are protected from potential microbiological, physical and chemical hazards.
- Foods are not held or sold past expiration date.
- Foods are from approved commercial suppliers. Foods and packaging are in sound condition.
- Date marking is applied at time of preparation to foods that are intended to be held more than 24 hours. Such foods are dated with a date that the product was prepped, and the shelf life does not exceed Fen's hold time standards.
- Foods that require are thawed under refrigeration or as part of the cooking process.
- Foods are properly protected from contamination. Foods in storage are properly covered unless cooling.
- Foods are protected from contamination during preparation and serving. No condensation is present above exposed food or food contact surfaces.
- Sanitizer buckets are not stored directly on the floor.
- Proper serving practices are observed so that hands do not touch the food-contact or lip-contact surfaces of cups or utensils.
- Fruits and vegetables are properly washed prior to processing and serving.
- Foods and food-contact packaging are stored at least six inches off the floor.
- Food-contact surfaces of equipment and utensils are durable, non-toxic, and made of safe materials. Food equipment lubricants that may contact food are approved as food additives.
- Food-contact surfaces are properly cleaned and sanitized. (Note: at least every 4 hours during continuous use at room temperature with foods that require time/temperature control for safety).
- Food-contact surfaces are smooth, easily cleanable, and in good condition.
- Sanitizer test kits are open and readily available for use.

Equipment:

- All restaurant equipment, including cold and hot holding, is functioning properly.
- Clean utensils, equipment and food-contact packaging are stored in a sanitary manner. Storage containers such as canisters, bins and drawers are maintained clean. Utensil handles all point up for vertical storage or all point in the same direction for horizontal storage.
- In-use utensils are properly handled and stored in a sanitary manner. Handles of utensils that are stored in the product do not touch the product and extend out of the container for foods that require time/temperature control for safety.
- Nonfood-contact surfaces of equipment and utensils are properly cleaned, such as sides of sinks, door handles and gaskets, sliding door tracks, shelves, racks, etc.
- Nonfood-contact surfaces of equipment and utensils are durable, non-toxic, easily cleanable and in good condition.
- Microwaves, toasters and soup warmers are approved for restaurant use.

Hygiene:

- A designated person is present during all hours of operation; certified by an accredited Food Handler's Certification Program; and demonstrates knowledge of foodborne disease prevention and regulatory requirements.
- Hands that may have become contaminated are washed using hot water and soap for 20 seconds and dried using disposable towels or heated-air hand drying device. Hands are washed each time before donning gloves as required. Care is taken after washing to avoid re-contaminating hands by touching faucet or towel dispenser handles.
- No bare-hand contact occurs with Ready to Eat foods. Disposable gloves are worn over other types of gloves (cut-resistant gloves, cloth gloves, etc.) when handling Ready to Eat foods.
- Persons displaying symptoms such as vomiting, diarrhea, jaundice or sore throat with fever are excluded from the establishment.
- Persons with exposed pustular lesions or persistent sneezing, coughing or runny nose that causes discharges from the eyes, nose, or mouth, are restricted from working around exposed food or food-contact surfaces.
- Handwashing facilities are located convenient to food handling and ware washing areas and are always maintained accessible.
- Handwashing facilities in food handling areas are used only for that purpose and only designated handwash sinks are used for handwashing.
- Handwashing facilities in food handling areas are maintained clean at all times; supplied with readily available hot water, soap, disposable towels or heated-air hand drying device; and sign to remind employees to wash hands.
- Gloves are changed whenever damaged or torn. When handling exposed food, gloves are worn over bandages, fingernail polish or artificial nails. Fingernails are kept trimmed.
- Eating, drinking and tobacco use are restricted to non-food areas. Drinking is allowed from closed containers, such as a cup with a lid and straw, handled to prevent contamination of hands or food-contact surfaces. Personal items are properly stored in designated areas away from food, utensils and equipment.
- Good personal hygiene practices are followed; clean outer clothing is worn; hair restraints are used around exposed food and food-contact surfaces. Jewelry on the hands and wrists is limited.
- First aid supplies, personal care items such as lotions and creams, and employee medicines are properly labeled.
- Restrooms used by food handlers are maintained clean with fixtures in good repair. Handwash sinks are supplied with readily available hot water, soap, disposable towels or heated-air hand drying device and signage to remind employees to wash hands. Restroom doors leading directly into food preparation areas are self-closing.

Chemicals/Cleaning:

- Chemical sanitizer solutions for manual use (such as sinks, buckets and spray bottles) are maintained at proper concentration and temperature per label instructions. The water temperature for non-chemical sanitizing in a sink is maintained at 171°F.
- Chemical sanitizer solutions for dish machines are maintained at proper concentration and temperature per label instructions. Non-chemical sanitizing in a dishwashing machine reaches 180°F on final rinse gauge or 160°F on dish surface (or as required by the data plate).
- Chemicals are used correctly and only for their intended purpose.
- Cleaning and maintenance tools are not cleaned in food prep sinks, dishwashing machines, or dishwashing sinks.
- Ware washing sink basins are large enough to immerse the largest piece of equipment being cleaned and sanitized.

- All cleaning tools are properly stored between uses to avoid contamination of other surfaces. Equipment used to clean food-contact surfaces is durable and appropriate to the task.
- Dishwashing machines are properly maintained and operated; surfaces are clean; curtains are clean and in place; final rinse pressure is adequate and wash temperature meets requirements listed on the data plate.
- The silverware pre-soak station is correctly set up and in use.
- Manual ware washing facilities are properly maintained and operated; sinks are not used for dishwashing and food prep at the same time and sanitized between processes.
- Wiping cloths are kept clean and dry or else immersed in properly diluted sanitizer. Separate cloths are used for wiping food-contact surfaces and non-food contact surfaces.

Building Facilities:

Curb Appeal:

- Landscape appropriate and does not have any safety hazards
- Parking Lot
- Staff parked in designated area
- No potholes or cracks
- Parking Lot free of hazards: debris, glass, nails, etc
- All drainage in good repair
- No broken sidewalks
- Parking lot and building well lit (no lights burnt out)
- Parking lot clear of trash
- Accessible ramp in good condition
- Garbage area clean and in good repair
- Windows clean and seals good
- Trash cans clean and not overflowing.
- Exterior of building clean and inviting
- Drive Thru clean and operable.
- Drive-Thru menus and signage up to date.
- Glass doors and windows clean. approved signs posted in an organized manner.
- Mats clean, good repair.
- Hours of Operation clearly posted.
- Back Door Locked at all times.

Interior:

- Floors, walls, and ceilings are free of excessive dust, debris and standing water.
- Floors, walls and ceilings are smooth, easily cleanable, and in good repair. Exposed concrete blocks and bricks are sealed and smooth unless area is used only for dry storage.
- Ventilation is adequate; vents, fan guards and filters are clean.
- Lighting is adequate for cleaning and food handling tasks; lights are shielded or shatterproof above exposed food and food-contact surfaces, and above packaged food if the package integrity could be affected by broken glass.
- Interior garbage containers are cleaned and emptied as needed.
- Exterior garbage storage is covered, and doors kept closed between uses. Containers are emptied as necessary, and the surrounding area is maintained clean to avoid attracting pests.
- Entryway - Glass doors and windows clean. approved signs posted in a organized manner. Mats clean, good repair.

- Foyer clean and tidy.
- Clean, Safe and Inviting Restaurant Atmosphere.
- Flooring Clean and in Good Repair.
- Tables and Chairs clean and balanced.
- Windows and Sills clean and clear.
- Atmosphere and Music.
- All area free and clear of safety hazards.
- Restrooms Clean, Fully Stocked and in good repair.
- Signage/Menu Boards are current and in good repair.

Water Safety:

- Air gaps/backflow prevention devices are in place where required. Sewage disposal systems, including grease traps, are operating properly and maintained regularly.
- Ice Machine Clean and Sanitized (Scoop in Cambro)
- Potable water is available from a public water system or a non-public system that is properly maintained.
- Original containers of toxic materials have a legible manufacturer's label. Working containers of cleaners and sanitizers are labeled with the common name of the product. Only chemicals required for the operation and maintenance of the facility are present.
- Hot and cold water is sufficient to meet peak demand. Plumbing provides adequate pressure and water is available at all sinks. Water from non-public systems is tested at least annually.

Pest Control

- No pest entry points exist, such as gaps larger than ¼ inch beneath exterior doors. No pest harborage sites exist, such as dirty mop heads that are not hung to dry after use.
- Pest control devices are working properly and installed so that they will not contaminate food or food-contact surfaces. Catch trays and glue boards are changed as necessary; no fly strips are present in restaurant.