

Name: _____ Period: _____ Date: _____ Score: _____/40 pts

Field Project: Inspecting Service Related Standards

Conduct an inspection of the most recent restaurant or foodservice operation that you have visited more than twice (you may use your memories) then answer the two questions at the end of this project.

Name of Restaurant or Foodservice operation: _____

Product-Related Standards

- | | | |
|---|-----|----|
| 1. Were the food items you ordered consistent from your last visit? | Yes | No |
|---|-----|----|

Comment(s):

Employee-Related Standards

Service staff

- | | | |
|---|-----|----|
| 1. were well groomed. | Yes | No |
| 2. were properly dressed. | Yes | No |
| 3. offered a friendly greeting upon your arrival. | Yes | No |

Comment(s):

Facility-Related Standards

Dining Area:

- | | | |
|--------------------------------|-----|----|
| 1. Proper temperature? | Yes | No |
| 2. Proper lighting? | Yes | No |
| 3. Sound at appropriate level? | Yes | No |

Restrooms:

- | | | |
|--------------------------------|-----|----|
| 1. Clean and well stocked? | Yes | No |
| 2. Proper lighting? | Yes | No |
| 3. Fixtures in need of repair? | Yes | No |
| 4. Flooring dry and nonslip? | Yes | No |

Comment(s):

Safety- and Security- Related Standards

Parking lot

- | | | |
|-----------------------|-----|----|
| 1. Littered? | Yes | No |
| 2. Well lighted? | Yes | No |
| 3. In need of repair? | Yes | No |

Landscape/sidewalks

- | | | |
|--|-----|----|
| 1. Grass trimmed? | Yes | No |
| 2. Bushes located properly to ensure guest safety? | Yes | No |
| 3. Sidewalks in need of repair? | Yes | No |

Comment(s):

Questions:

1. Do you think this operation's facilities help its managers and employees in the delivery of high-quality customer service?
2. What recommendations would you make for service-related improvements that could be undertaken by this operation in the specific areas you inspected?