

SOP report

Complete

Score	83.33%	Flagged items	0	Actions	1
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Document No. 000001

Audit Title

Restaurant SOP Inspection Report - September, week 2

Client / Site

Flora's Home

Conducted on

06.09.2022 09:44 PST

Prepared by

Socrates Gigi

Location

New York, NY, USA
(40.7127753, -74.0059728)

Personnel

Yama Castor
Oden Nerthus

Actions

1 action

Audit

Were all toilets clean and in order?

NO

One restroom is not well-lit.

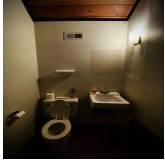


Photo 1

To Do | Priority High | Due 13.09.2022 14:06 PST | Created by SafetyCulture Staff

Improve lighting in restroom. Talk to maintenance.

Audit

1 action, 83.33%

Were all team members you encountered friendly and welcoming?

YES

Were all toilets clean and in order?

NO

One restroom is not well-lit.

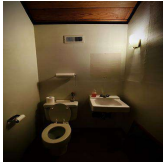


Photo 1

To Do | Priority High | Due 13.09.2022 14:06 PST | Created by SafetyCulture Staff

Improve lighting in restroom. Talk to maintenance.

Was the music, temperature and lighting correct for the time of visit?

YES

Was the playlist correct for the current customers?

YES

Was the sound correct for both live sets and c-burn?

YES

Was the table top clean and the table set correctly - basket to spec?

YES

Were you suggestively sold the specials and offered personalised sides with your order?

YES

Were the timings of all courses correct and if not did the MOD touch your table?

YES

Does kitchen look tidy?

YES

Are chefs in full uniform (black jacket and apron)?

NO

Some were not wearing their jackets, but this can be excused.

Note ticket times on food

All food came on time except the steak sets. This is understandable and was relayed upon ordering, so customers knew.

Does the food look fresh and to spec? (take picture of the food)

YES



Photo 2

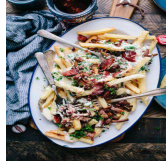


Photo 3

Is the food tasty?	YES
Seasoned well?	YES
Correct temperature?	YES
Does the bar & bartender look presentable? (Shop Window + Clean uniform)	YES
Were the friendly and engaged with the guests?	NO
He was friendly but he didn't seem very engaged with customers.	
Is your drink well balanced and taste as you expect?	YES
Is the presentation of your drink correct? (Big Sexy Garnish, look fresh and where applicable presented alongside straw)	YES

General Comments

The restaurant operations are okay overall, but restroom cleanliness and customer service are not 100% compliant with SOPs. Will discuss with management on providing more training for these concerns.

Appendix



Photo 1



Photo 2



Photo 3