DISTRICT MANAGER STORE VISIT CHECKLIST

Store Visit Scorecard for Restaurants & Convenience Stores

Store name / no.		Visit date	
DISTRICT MANAGER		Time in / time out	
MANAGER ON DUTY		Visit type	☐ Scheduled ☐ Unannounced
LAST VISIT SCORE	_____ %	Next visit date	

How to use: *Tick one box per item.* ***Done*** *= meets the standard · **Problem** = needs fixing (add it to the Actions table) ·* ***N/A*** *= not at this store.* ***★ = critical****: fix before you leave or the same day.*

1. Before the Visit

TASK	DONE	PROBLEM	N/A	NOTES
Last visit report and its open actions reviewed.	☐	☐	☐	
Sales, labor, and waste numbers for this store checked.	☐	☐	☐	
Guest complaints and online reviews since the last visit read.	☐	☐	☐	
Last health inspection report and score reviewed.	☐	☐	☐	
Open maintenance requests for this store checked.	☐	☐	☐	
No more than three focus areas picked for this visit.	☐	☐	☐	
Other: _____	☐	☐	☐	

Prep complete: *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions:

Do this at your desk before you drive. Walking in already knowing the numbers and the open actions keeps the visit on what matters, not on what you happen to notice.

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2. Outside and Entrance

TASK	DONE	PROBLEM	N/A	NOTES
Parking lot and sidewalks clean, no litter.	☐	☐	☐	
Exterior lights and store sign working.	☐	☐	☐	
Entrance doors and glass clean.	☐	☐	☐	
Store hours and open sign correct and visible.	☐	☐	☐	
Health permit, grade card, and required notices posted.	☐	☐	☐	
Entrance mats in place, no trip hazards.	☐	☐	☐	
Dumpster area clean, lids closed, no overflow.	☐	☐	☐	
Landscaping trimmed, no weeds or dead plants.	☐	☐	☐	
C-store: fuel islands clean; squeegees, towels, and trash cans stocked.	☐	☐	☐	
Other: _____	☐	☐	☐	

Section score: *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions:

Look at the store the way a guest does, from the car. Check before you go inside — once you're in, the outside gets skipped.

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3. Front of House

TASK	DONE	PROBLEM	N/A	NOTES
Guests greeted promptly and served with a smile.	☐	☐	☐	
Dining room or sales floor clean: floors, tables, counters.	☐	☐	☐	
Restrooms clean, stocked, and cleaning log signed today.	☐	☐	☐	
Menu boards and shelf prices correct.	☐	☐	☐	
Shelves and coolers full and faced; top sellers in stock.	☐	☐	☐	
★ No expired product on shelves or in coolers.	☐	☐	☐	
Drink station or coffee bar clean and stocked.	☐	☐	☐	
Register area tidy; cash handled to policy.	☐	☐	☐	
Staff in clean uniforms with name tags.	☐	☐	☐	
Other: _____	☐	☐	☐	

Section score: *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions:

Spend a few minutes watching service before you talk to anyone. Note what guests see, hear, and wait for — that's what they will remember.

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4. Kitchen and Food Safety

TASK	DONE	PROBLEM	N/A	NOTES
★ Certified food protection manager on staff; certificate on file.	☐	☐	☐	
★ Handwashing sinks stocked with soap and paper towels, and not blocked.	☐	☐	☐	
★ Staff wash hands and change gloves between tasks.	☐	☐	☐	
★ Sanitizer at the right strength (checked with a test strip).	☐	☐	☐	
★ Raw meat stored below ready-to-eat food.	☐	☐	☐	
★ Prepped food labeled and dated; nothing past its use-by date.	☐	☐	☐	
★ No signs of pests.	☐	☐	☐	
Today's temperature logs filled in and signed.	☐	☐	☐	
Probe thermometer on hand and calibrated.	☐	☐	☐	
Floors, drains, and under equipment clean.	☐	☐	☐	
Hood filters clean, no grease buildup.	☐	☐	☐	
Other: _____	☐	☐	☐	

Temperature checks — probe the food, not the air

UNIT OR FOOD ITEM	TARGET	READING °F	DONE	PROBLEM	N/A
★ Walk-in cooler	41°F or below		☐	☐	☐
★ Reach-in / prep-line cooler	41°F or below		☐	☐	☐
★ Walk-in freezer	0°F or below, frozen solid		☐	☐	☐
★ Cold display / grab-and-go case	41°F or below		☐	☐	☐
★ Hot-held item: _____	135°F or above		☐	☐	☐
★ Hot-held item: _____	135°F or above		☐	☐	☐
★ C-store roller grill / hot case	135°F or above		☐	☐	☐

Section score (tasks + temperatures): *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions: *Every problem here is a food safety risk. Fix it before you leave — move food, discard it, restock the sink — ★ and write it on the Actions table so it is checked next visit.*

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5. Cleanliness

TASK	DONE	PROBLEM	N/A	NOTES
Floors clean and dry, no buildup in corners.	☐	☐	☐	
Walls, ceilings, and vents free of dust and stains.	☐	☐	☐	
Stockroom organized; product at least 6 inches off the floor.	☐	☐	☐	
Walk-in floors and shelves clean.	☐	☐	☐	
★ Ice machine clean; scoop stored outside the ice.	☐	☐	☐	
★ Chemicals labeled and stored away from food.	☐	☐	☐	
Trash cans emptied, lined, and lidded.	☐	☐	☐	
Mop sink area clean; mops hung to dry.	☐	☐	☐	
Cleaning schedule up to date and signed.	☐	☐	☐	
Other: _____	☐	☐	☐	

Section score: *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions: *Look in the places guests never see: behind equipment, under shelves, inside the walk-in. If the back is clean, the front usually is too.*

6. Team and Staffing

TASK	DONE	PROBLEM	N/A	NOTES
Store staffed to the schedule; no gaps at peak times.	☐	☐	☐	
Opening checklist completed and signed today.	☐	☐	☐	
Manager on duty knows today's priorities and targets.	☐	☐	☐	
Food handler cards and required certifications current.	☐	☐	☐	
New hires' training records up to date.	☐	☐	☐	
Schedule and required labor posters posted.	☐	☐	☐	
Staff can explain what to do when a check fails.	☐	☐	☐	
Staff concerns heard and written down.	☐	☐	☐	
Other: _____	☐	☐	☐	

Section score: *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions: *Talk to at least two team members, not just the manager. Ask them to show you, not tell you — "show me how you check the cooler" tells you more than "do you check the cooler?"*

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7. Brand Standards

TASK	DONE	PROBLEM	N/A	NOTES
Uniforms and appearance match the brand standard	☐	☐	☐	
Signage, menu boards, and promotions current; old promos removed.	☐	☐	☐	
Test item made to recipe and portion size.	☐	☐	☐	
Test item looks like the brand photo or spec.	☐	☐	☐	
Approved packaging, condiments, and supplies in use.	☐	☐	☐	
Key displays follow the planogram.	☐	☐	☐	
Music, lighting, and room temperature right for guests.	☐	☐	☐	
Screens, kiosks, and card readers working.	☐	☐	☐	
Other: _____	☐	☐	☐	

Section score: *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions: *Brand standards are what make every location feel the same. Order or check one item yourself and compare it to the spec, every visit.*

8. Follow-Ups from the Last Visit

ACTION FROM THE LAST VISIT	WHO	DATE	DONE	PROBLEM	N/A
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐
			☐	☐	☐

Section score: *Done _____ ÷ Items checked (Done + Problem) _____ = _____ %*

Instructions: *Copy in every open action from the last report before the visit. Done = fixed and checked today. Problem = still open: carry it to today's Actions table with a new date.*

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9. Score and Actions

SECTION	DONE	PROBLEM	ITEMS CHECKED	SCORE %
1. Before the Visit				
2. Outside and Entrance				
3. Front of House				
4. Kitchen and Food Safety				
5. Cleanliness				
6. Team and Staffing				
7. Brand Standards				
8. Follow-Ups from the Last Visit				
TORAL				

Overall score = total Done ÷ total items checked. Suggested rating: ***90% or more*** *on standard ·* ***75–89%*** *needs attention ·* ***under 75%, or any problem not fixed*** ★ *= return visit within 2 weeks.*

Overall rating: ▢ **On standard** ▢ **Needs attention** ▢ **Return visit needed**

Actions agreed

#	WHAT NEEDS FIXING	WHO	BY WHEN	DONE (DATE)
1				
2				
3				
4				
5				
6				
7				
8				

Instructions: *Agree every action with the manager on duty before you leave: one owner and one date each. Every ★ problem goes here, even if it was fixed today. Send the report within 24 hours.*

Sign-off

ROLE	SIGNATURE	DATE	SCORE AGREED?
District manager			☐ Yes ☐ No
Store manager			☐ Yes ☐ No

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