

Viking Food Co. Scorecard

Customer Service

- Is there an authentic exchange extended to all guests upon entrance and exit?
- Do staff members appear to be positive and approachable?

Comments: _____

Presentation

- Are high-traffic areas well-maintained and free from scuff marks or wear?
- Is the music at an appropriate volume for a comfortable dining experience?
- Are there any burnt-out light bulbs or dim areas that need attention?
- Is the temperature in the dining area comfortable for guests?
- Are all staff members wearing clean and presentable uniforms (including name tags)?
- Is the ambiance (character/atmosphere) of the location inviting and pleasant?
- Are the napkin dispensers in good condition?
- Are the plates, bowls, and other utensils in good condition?
- Is the area free from unpleasant odors that need to be addressed?
- Is the cleanliness of unused tables maintained, free from any stains or crumbs?
- Do the chairs and tables look sturdy, well-maintained, and free from any wobbling?
- Are the windows clean and in good condition?
- Are decorative elements clean and well-kept (e.g., seasonal decorations, marketing materials)?
- Are the options for guests with dietary restrictions clearly labeled on the menu?
- Are the serving staff knowledgeable about the menu and able to answer guest questions?
- Is the overall atmosphere conducive to a pleasant and relaxed dining experience?
- Is the presentation of the food appealing, with a freshly cooked and inviting appearance, rather than looking like it has been sitting out for a while?
- Are the condiment stations clean?
- Is the glass in front of the food free from any written markings (e.g., the food being served)?

Comments: _____

Signs

- Has the tape been removed from signs that were previously hung?
- Are all informational signs printed using the established sign template rather than handwritten?
- Do all informational signs have a cohesive design and follow a consistent visual theme?
- Are all signs displaying updated information?
- Does every sign holder have a sign within it? If not, is there a plan to store away those without signs to maintain a clutter-free environment?
- Do all sign holders contain a properly displayed sign (centered and straight)?
- Are event or schedule signs current and reflecting accurate dates and times?
- Can a QR code, requesting feedback from guests, be found at every service location?

Comments: _____

Electronic

- Are digital displays, such as screens or monitors, in working order and displaying relevant information?
- Are the menu boards aligned with the current offerings and accurately represent the items being served?
- Are POS (Point of Sale) systems functioning properly for efficient and accurate transactions?
- Is the sound system providing clear and pleasant background music without disruptions?
- Are charging stations or outlets available for guests to charge electronic devices?
- Are self-service kiosks, if applicable, operational, and easy for guests to navigate?

Comments: _____

Safety

- Is every area free from obstructions or clutter?
- Is the doorway unobstructed, free from any potential barriers or blockages?
- Is the environment free from any potential fire hazards?
- Are the floors clear of any spills or potential hazards that might pose a risk of accidents?

Comments: _____

Storage/Supplies

- ___ Are silverware stations full of well-stocked varieties of utensils?
- ___ Are condiment and topping stations full?
- ___ Are the napkin dispensers filled?
- ___ Are perishable items rotated regularly to ensure freshness and prevent spoilage?
- ___ Are cleaning supplies stored in a designated area away from food storage?
- ___ Are storage containers and bins clean and in good condition?
- ___ Is there a system in place for managing inventory and restocking items as needed?
- ___ Is the storage room free from any signs of pests or infestation?

Comments: _____

Closing

- ___ Was the trash taken out and is there no trash left over from the night before?
- ___ Is the location presentable and ready to be opened?
- ___ Is the workspace tidy, free of any clutter, and welcoming for the next shift?
- ___ Have all areas been checked to ensure they are clean and organized for the next day?
- ___ Have all necessary closing reports or documentation been completed and filed accordingly?
- ___ Was all equipment and machinery properly shut down and secured for the night?
- ___ Have all lights and electronic devices been turned off to conserve energy overnight?
- ___ Were perishable items appropriately stored or disposed of to prevent waste or spoilage?
- ___ Are all entry points, windows, and doors securely locked to ensure the security of the premises?

Comments: _____

ADA Accessibility

- ___ Are the tables in common areas spaced to meet ADA accessibility requirements?
- ___ Are there specific features, such as adjustable tables or clear spaces, implemented to accommodate individuals with varying mobility needs?
- ___ Are there any ongoing efforts to educate guests about the importance of maintaining clear pathways and accessible spaces around tables?
- ___ Are the staff members addressing potential challenges related to accessibility during high-traffic times in common areas?
- ___ In the event of an event, are there measures taken to ensure proper spacing to meet ADA standards?

Comments: _____
