

Top Ops v2 US 2022

Restaurant Information	Form Information	Other Information
Restaurant ID: 3190-0001 Restaurant: 1760 Broad St Address: 1760 Broad St City/State/Zip: Milliken, CO 80543 USA Phone: 970-399-7339 Contact Name: Crystal Spencer Contact Email: pizzaforyourtummy@outlook.com	Form Name: Top Ops v2 US 2022 Type: Franchise Business Consultant Start Date: 04 Mar 2024 12:04 PM End Date: 04 Mar 2024 01:03 PM Upload Date: 04 Mar 2024 01:25 PM Auditor: Daniel Goggins	Organizational Hierarchy(s): Gulf Zone Manager 2 Yummy for Your Tummy, LLC

Overall Score
83.86%

Category Summary:

Audit Category/Audit Sub-Category	Points	Total Points	Score
PASS / FAIL	0	0	N/A
OUTSIDE	2	2	100.00%
LOBBY	8	23	34.78%
FRONT/P-UP WINDOW	24	31	77.42%
LANDING	111	118	94.07%
PIZZA DRESS	31	37	83.78%
PRESSOUTS	41	49	83.67%
PRODUCT PREP	34	41	82.93%
MISC	14	15	93.33%
Total	265	316	83.86%

Report Category Summary:

Audit Category/Audit Sub-Category	Points	Total Points	Score
Image	15	31	48.39%
Compliance	0	0	N/A
Readiness	54	60	90.00%
Customer Service	10	15	66.67%
Operational Execution	90	90	100.00%
Product Quality	69	86	80.23%
Product Procedures	27	34	79.41%
Total	265	316	83.86%

Critical Question Summary:



Question	Choice
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There are no critical items found on this result.

PASS / FAIL

Report Category	Question	Answer	Points Current	Points to Total	Percent
Image	EGREGIOUS ISSUES THAT WOULD RESULT IN AN AUTOMATIC FAIL	PASS	0	0	N/A
Totals			N/A	N/A	N/A

OUTSIDE

Report Category	Question	Answer	Points Current	Points to Total	Percent
Image	Parking lot & sidewalk in front of store are clean	YES	1	1	100.00%
Image	Outside lights & signage are in good repair Comments	YES	1	1	100.00%
					
Compliance	Approved open sign is present & turned on during business hours Comments	YES	0	0	N/A
	<ul style="list-style-type: none"> Cracked and taped together. Needs to be replaced. 				
Totals			2	2	100.00%

LOBBY

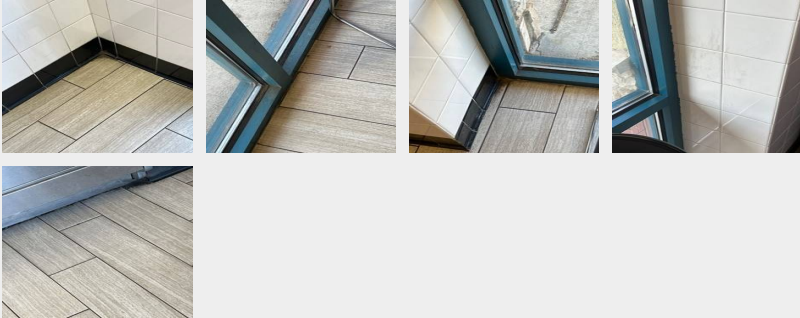

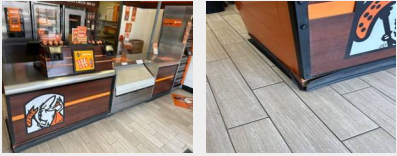




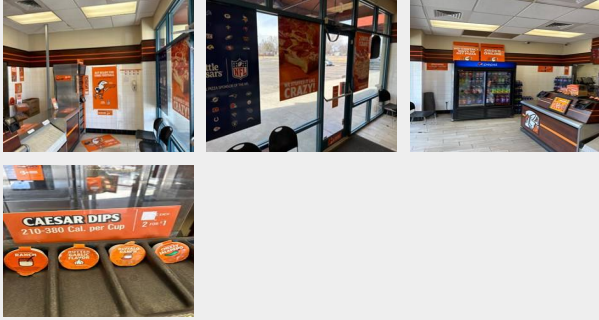


Report Category	Question	Answer	Points Current	Points to Total	Percent
Compliance	Hours of operation are posted & match Caesar Vision	YES	0	0	N/A
Image	Lobby doors clean & in good repair, If present, chairs & rugs are out	YES	3	3	100.00%
Image	Lobby walls, baseboards, & floor are clean & in good repair Comments	NO	0	5	0.00%
					

Image	Lobby lights, light cover, ceiling tiles, & vents are clean & in good repair Comments 	NO	0	2	0.00%
Image	Front counter, faceboard, & baseboards are clean & in good repair Comments 	NO	0	2	0.00%
Image	Digital Menu Boards (DMB) are clean & in good repair Comments 	YES	2	2	100.00%
Image	Soda cooler is clean, organized, lights on, marketing updated, & in good repair Comments <ul style="list-style-type: none"> • Needs cleaning. 	NO	0	2	0.00%
Readiness	Soda is stocked, faced forward & properly rotated (no expired product)	YES	1	1	100.00%
Image	Portal is clean, free of build up & fingerprints, vents are clean. Comments 	NO	0	2	0.00%
Readiness	Portal is turned on, heated to the proper temperature, & in good repair Comments 	NO	0	1	0.00%
Image	Customer view of Cres Cors are clean, no build-up, or fingerprints, & in good repair	YES	2	2	100.00%
Compliance	Approved POP posted & in good repair Comments <ul style="list-style-type: none"> • Way too much POP. Need to review POP schematic and only have up what is approved for that particular campaign. 	NO	0	0	N/A





	<p>Replace old worn static POP. i.e. Caesar dips.</p> 				
Image	Public restroom is clean, stocked, & in good repair	N/A	N/A	N/A	N/A
Readiness	Front counter Grab-n-Go items properly stored, faced, & stocked Comments	NO	0	1	0.00%
					
Totals			8	23	34.78%


FRONT/P-UP WINDOW

Report Category	Question	Answer	Points Current	Points to Total	Percent
Image	Registers/ Pick-up Window/Drive thru is clean, free of clutter & in good repair	YES	1	1	100.00%
Image	Phone/Manager Station is clean, organized & in good repair Comments	NO	0	1	0.00%
	<ul style="list-style-type: none"> Cluttered and unorganized. 				
Image	Customer view areas in back of store is clean, organized, & in good repair Comments	NO	0	1	0.00%
	<ul style="list-style-type: none"> Manager desk in in customer view. 				
Customer Service	Cashier Performance: Cashiers demonstrated a sense of urgency to greet customers. Friendly, made eye contact, and was sincere.	YES	5	5	100.00%
Customer Service	Cashier made appropriate suggestive sells for order Comments	NO	0	5	0.00%
	<ul style="list-style-type: none"> No suggestions made. 				
Operational Execution	Cashier scanned out pizzas before handing out to customer	YES	10	10	100.00%
Customer Service	Cashier demonstrated a sincere thank you to the customer	YES	5	5	100.00%
Readiness	Appropriate number of registers assigned for sales volume	YES	3	3	100.00%
Readiness	Expeditor utilized for Pick-up Window when 2 or more cars are in line	N/A	N/A	N/A	N/A
Customer Service	Store utilizing multiple registers in use, Bump & Slide when needed	N/A	N/A	N/A	N/A




Totals				24	31	77.42%
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LANDING

Report Category	Question	Answer	Points Current	Points to Total	Percent
Operational Execution	Correct core items available & accurate amount of product in Cres Cors for projections	YES	20	20	100.00%
Operational Execution	All Hot-N-Ready products within expiration times	YES	50	50	100.00%
Product Quality	Cres Cors are holding temperature between 155-165 degrees & in good repair	YES	1	1	100.00%
Compliance	Cres Cors are clean & in good repair Comments <ul style="list-style-type: none"> • <i>Heavy debris build up.</i> <p>Only using 1 of 3 CresCor units</p> 	NO	0	0	N/A
Readiness	Crazy Bread Station is clean, stocked & has proper utensils Comments <ul style="list-style-type: none"> • <i>Heavy debris build up</i> 	NO	0	1	0.00%
Readiness	Landing station is clean, stocked & has proper utensils, all procedures are followed Comments 	YES	1	1	100.00%
Operational Execution	All portal eligible orders are being loaded correctly into the portal	YES	5	5	100.00%
Product Quality	Rate the quality of baked Hot-N-Ready pizzas on a scale from 0-10 Comments 	8	8	10	80.00%
Product Quality	Rate quality of baked custom pizzas on a scale from 0-10 Comments <ul style="list-style-type: none"> • <i>Good looking supreme.</i> 	8	8	10	80.00%

					
Product Quality	Rate quality of baked Crazy Bread on a scale from 0-10	8	8	10	80.00%
Operational Execution	Expiration times & product levels communicated & monitored by landing.	YES	5	5	100.00%
Product Procedures	All side items baked, landed & packaged correctly	YES	5	5	100.00%
Totals			111	118	94.07%

PIZZA DRESS





Report Category	Question	Answer	Points Current	Points to Total	Percent
Readiness	Pizza Dress Station fully stocked for business	YES	1	1	100.00%
Product Procedures	Make ring used throughout the pizza prepping process	YES	3	3	100.00%
Product Procedures	Proper topping scoops & cheese cups are available & used	YES	2	2	100.00%
Readiness	Accurate amount of pizzas on the Ready Rack to meet projection	YES	10	10	100.00%
Product Quality	No toppings shifted when placed on the Ready Rack - No rack slamming	YES	3	3	100.00%
Product Procedures	Ready Rack timers in use & times being monitored for expiration Comments <ul style="list-style-type: none"> <i>They are being used. Not being monitored.</i> 	NO	0	5	0.00%
Product Quality	Rate the quality of Hot-N-Ready pizzas at pizza dress from 0-10 Comments <ul style="list-style-type: none"> <i>Looks great!!</i> 	9	9	10	90.00%
Product Quality	Rate quality of custom pizzas at pizza dress on a scale of 0-10	N/A	N/A	N/A	N/A
Product Procedures	All side items prepared & loaded correctly	YES	3	3	100.00%
Compliance	Ovens are set to the correct settings & stickers labeling decks are in place. Comments <ul style="list-style-type: none"> <i>No labels in place.</i> 	NO	0	0	N/A

Compliance	Ovens & hood vent are clean & in good repair Comments <ul style="list-style-type: none"> HEAVY build up everywhere on oven. Need pro deep cleaned. <p>Only using 1 of 3 ovens...</p> 	NO	0	0	N/A
Compliance	Command screen is being utilized correctly to bump products & manage projections	YES	0	0	N/A
Compliance	Auto-saucer is clean & in good repair	N/A	N/A	N/A	N/A
Compliance	Pizza Retarder is clean & in good working order Comments <ul style="list-style-type: none"> Split soiled gaskets. Mold build up present. 	NO	0	0	N/A
Compliance	MIKE is clean & in good repair	N/A	N/A	N/A	N/A

Totals			31	37	83.78%
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PRESSOUTS

Report Category	Question	Answer	Points Current	Points to Total	Percent
Product Procedures	Proper pressout/sheetout procedures are followed	YES	5	5	100.00%
Readiness	Accurate amount of pressouts/sheetouts) are prepared to meet projection	YES	10	10	100.00%
Product Procedures	Pressouts/sheetouts have cover pan, expiration time marked, not expired, & proofed before use	YES	2	2	100.00%
Readiness	Accurate amount of Crazy Bread presouts/sheetous are prepped to meet projection	YES	5	5	100.00%
Product Procedures	Crazy Bread pressouts/sheetouts are marked, within expiration, proofed prior to use Comments	NO	0	2	0.00%


	<ul style="list-style-type: none"> No exp times. 				
Readiness	Deep Dish is prepped for the day's sales	YES	4	4	100.00%
Product Quality	Rate quality of round pressouts/sheetouts on a scale of 0-10	8	8	10	80.00%
Product Quality	Rate quality of Crazy Bread pressouts/sheetouts on a scale of 0-10 Comments <ul style="list-style-type: none"> Need to all be 7x1" stx. Including the end pieces. 	6	6	10	60.00%
Product Quality	Pans are wiped out between each use	YES	1	1	100.00%
Compliance	Dough press / sheeter are clean & in good repair	YES	0	0	N/A
Compliance	Oiler is clean & in good repair Comments <ul style="list-style-type: none"> No approved oiler present. 	NO	0	0	N/A
Compliance	Walk-in cooler is clean & in good repair Comments <ul style="list-style-type: none"> Gaskets cracked and harvesting mold build up. 	NO	0	0	N/A
Totals			41	49	83.67%



PRODUCT PREP

Report Category	Question	Answer	Points Current	Points to Total	Percent
Readiness	Accurate amount of prepped product, product marked properly	YES	5	5	100.00%
Product Procedures	Inventory & prepped products properly rotated (FIFO) & within expiration	YES	1	1	100.00%
Product Procedures	All Dough & Deep Dish sheetouts are dated & properly rotated	YES	1	1	100.00%
Readiness	Sauce cups are prepped & pulled for the day's business	YES	1	1	100.00%
Product Procedures	Proper sauce making procedures are followed Comments	YES	1	1	100.00%

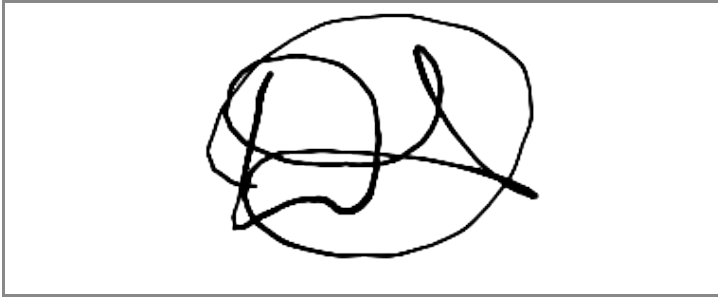
	<ul style="list-style-type: none"> 1.5 batches of sauce made. Enough for 120 pizzas. 4 week average is 90 pizzas on a Monday. Cutting it too close. Sauce needs 18 hours to season through. 				
Readiness	Accurate amount of sauce is prepped according to meet projections Comments <ul style="list-style-type: none"> See notes on previous question 	NO	0	3	0.00%
Product Procedures	Proper dough making procedures are followed	YES	3	3	100.00%
Readiness	Accurate amount of dough is prepped to meet projections	YES	5	5	100.00%
Product Quality	All doughballs are proper weight	YES	1	1	100.00%
Product Quality	Rate quality of round dough on a scale of 0-10	8	8	10	80.00%
Product Quality	Rate quality of deep dish dough on a scale of 0-10	8	8	10	80.00%
Compliance	Dough divider is clean & in good repair	YES	0	0	N/A
Compliance	Dough rounder is clean & in good repair	YES	0	0	N/A
Compliance	VCM is clean & in good repair	YES	0	0	N/A
Totals			34	41	82.93%

MISC

Report Category	Question	Answer	Points Current	Points to Total	Percent
Image	Staff is in clean, groomed & in proper uniform	YES	5	5	100.00%
Readiness	Store is staffed & scheduled for the current day's sales	YES	3	3	100.00%
Readiness	Productivity goals being given & met	YES	5	5	100.00%
Compliance	Store is equipped with a training tablet. Comments <ul style="list-style-type: none"> None observed 	NO	0	0	N/A
Compliance	Only current & approved job helpers are in store Comments <ul style="list-style-type: none"> Some missing, some outdated. Review most up to date with avail on RRD. 	NO	0	0	N/A
Compliance	Store follows the dough and sauce build-to information from Caesar Vision.	YES	0	0	N/A
Compliance	Nightly Box, Cheese, and Soda counts are being completed.	YES	0	0	N/A
Compliance	Weekly inventories are being completed.	YES	0	0	N/A
Compliance	Envelope daily report printed each morning with back up documentation attached (deposit slips, payout, void, and modified order receipts).	YES	0	0	N/A
Compliance	Waste procedures are followed & confirmed in Caesar Vision	YES	0	0	N/A
Compliance	Only approved products are in use	YES	0	0	N/A
Compliance	Store only has approved equipment. It is clean and in good repair. Comments 	NO	0	0	N/A

					
Image	Stations are being cleaned throughout shift; clean as you go & buckets out Comments 	NO	0	1	0.00%
Product Procedures	Dishes are properly cleaned & sanitized	YES	1	1	100.00%
Totals			14	15	93.33%

Auditor Signature



Restaurant Signature: Josue

