

Here's how to...

Have Successful QSCE Visits

The QSCE report measures Quality, Service, Cleanliness and the overall customer Experience in every store. The QSCE process is in place to ensure we deliver the promise we make each day to our customers to provide great service, a friendly atmosphere, a clean restaurant, safe and fresh food, and brand consistency.

<p>Goals of the QSCE</p>	<p>The goals of the QSCE process are to:</p> <ul style="list-style-type: none"> • Provide objective, fair and accurate feedback for franchisees and Kahala • Help franchisees achieve Operational Excellence and store profitability • Define brand standards and foster consistency among all locations • Protect the brand and franchisee investments • Provide solutions and encourage results through coaching • Recognize franchisees who are achieving daily Operational Excellence • Share best practices throughout the franchisee community 	
<p>How are QSCE Visits Conducted?</p>	<p>QSCE visits are typically conducted by Area Developers or Regional Directors of Operations approximately twice per year in each location. Visits are unannounced and may occur at any time on any day of the week.</p> <p>The AD/RDO encourages the franchisee or manager to walk with them during the visit so they can discuss opportunities and best practices as they are identified. If the franchisee or manager is not available, a copy of the report with comments will be left at the store for the franchisee to review.</p> <p>During the visit, the AD/RDO is looking for:</p> <ul style="list-style-type: none"> • Systems in place • "Old dirt" vs. "new dirt" • Neglect vs. honest/teenage mistakes 	
<p>Compliance</p>	<p>Compliance issues are serious concerns that require immediate attention and corrective action. Compliance issues typically fall under two categories:</p> <ul style="list-style-type: none"> • Health, Safety or Sanitation-related (e.g., selling undated or expired products, mold growth, infestation) • Brand-related (e.g., not selling required items, selling unapproved items, not accepting credit cards, out-of-spec store décor) <p>If compliance issues are found during your QSCE visit, you will receive a compliance letter via email or certified mail. The letter will issue a "cure by" period in which you must correct the concerns. After the "cure by" period has elapsed, your AD/RDO will conduct a Back in Compliance (BIC) visit to verify that the compliance issues have been corrected.</p>	
<p>How to Prepare for a QSCE Visit</p> <p><i>Prepare for customers and sales!</i></p>	<p>Your QSCE visits may happen once or twice each year, but customers and sales happen every day! To ensure your store is prepared every day, do the following:</p> <ul style="list-style-type: none"> • Have functional and consistent operational systems and crew training in place • Use brand operational tools (e.g., Ops Manual, daily/weekly check lists, stock charts) • Provide a clean, safe restaurant • Serve fresh, high-quality products that exceed expectations • Offer an experience with fast, friendly service • Review the QSCE form and handbook with managers and crew • Perform QSCE visits on your store 	
<p>For Additional Resources</p>	<p>Access KTEC Online at http://ktec.kahalamgmt.com.</p>	