



# Self-Scoring Exercise - KFC



<b>INSTRUCTIONS</b>  Use the High-Impact Coaching Model to guide you through the CER process.	<b>E</b> XPLORE	Observe, ask, and listen to gather information about operating standards and processes. <i>Circle the point value for anything that is wrong/missing, and score it to the right for each attribute.</i>
	<b>A</b> NALYZE	Determine facts, patterns, and root causes for below-standard performance. <i>In the "observation" section, record your actual observation of the deviation and why it occurred.</i>
	<b>R</b> ESPOND	Ensure completion of the Required Action. <i>Determine actions needed; assign them to the appropriate Team Member, along with an Action Date.</i>
	<b>M</b> AKE IT <b>S</b> TICK	Schedule visits to follow up and recognize achievement/progress. <i>Be sure to recognize good performance.</i>

<b>CLEANLINESS</b>	
<b>C1 - EXTERIOR PROPERTY IS CLEAN</b>	
Exterior lights or signage has buildup.	-1
Parking lot, drive-thru pad, landscaping, sidewalk or trash cans have buildup.	-2
Dumpster or dumpster area has offensive odor or buildup.	-1
Drive-thru menu boards, extenders, preview board, price confirmation board or speaker has buildup.	-2
Exterior of building has buildup.	-1
Exterior doors or windows have buildup.	-1
<b>C2 - SERVICE AREA IS CLEAN AND COMFORTABLE</b>	
Service/Dining area walls, floors, carpet, drain covers or baseboards have buildup.	-1
Service/Dining area ceiling, vents, lights, fixtures or fans have buildup.	-1
Decorations, curtains, window blinds, tablecloths, entertainment systems or playground has buildup.	-1
Tables, booths, chairs, high chairs, booster chairs or ash trays have buildup.	-1
Service/Dining area trash cans have buildup.	-1
Front counter, condiment or service area has buildup.	-1
Menu boards, POP displays or advertising materials have buildup.	-1
Beverage systems, self-serve drink machines, drains, ice machines or ice bins have buildup.	-2
<b>C3 - RESTROOMS ARE CLEANED AND PROPERLY STOCKED</b>	
Restroom walls, doors, floors, baseboards, cabinets or drain covers have buildup.	-1
Restroom ceiling, vents, lights, fixtures or fans have buildup.	-1
Restroom/plumbing fixtures have buildup or are stained.	-2
Paper towels/hand dryer, toilet paper or antibacterial soap not available.	-2
<b>C4 - BACK OF HOUSE AND EQUIPMENT IS CLEAN</b>	
Back of house walls, floors, baseboards or drain covers have buildup.	-1
Back of house ceiling, vents, lights, fixtures or fans have buildup.	-1
Office, training, break or staff areas, locker room or storeroom has buildup.	-1
Sneeze shield, light fixtures or cabinets have buildup (Salad Bar/ Buffet).	-1
Back of house trash cans/compactors have a bad odor or buildup.	-1
Cold storage equipment has buildup.	-1
Cooking equipment has buildup.	-1

Preparation equipment has buildup.	-1
Holding equipment has buildup.	-1
Production equipment has buildup.	-1
Other equipment has buildup.	-1
Smallwares, racks or trays not cleaned/dried per standards.	-1
Hood systems have buildup.	-1
Dishwasher, sink, handsinks, mop or mop areas have buildup.	-1
No evidence of job assignments, action plans or cleaning systems/schedules in use.	-3
Pest activity present; evidence of action taken.	-3
Cleaning System not being utilized as designed.	-3
Pest activity present; no evidence of action taken (FS-Critical).	-6
Three-compartment sink or dishwasher not set up correctly or proper cleaning method not followed.	-3
Improper procedures in place for storing, labeling or use of cleaning supplies or chemicals.	-3
Chemicals contaminating food (FS-Critical).	-6
<b>HOSPITALITY</b>	
<b>H1 - ALL CUSTOMERS TREATED WITH RESPECT</b>	
Customer not acknowledged in a prompt, friendly manner or has to ask for service.	-2
Team not interacting with customers in a friendly or focused manner.	-2
Team Member demonstrating rude or offensive behavior to any guest or other Team Member.	-6
Not open per posted hours of operation or not taking orders.	-5
<b>H2 - TEAM MEMBERS ARE FRIENDLY, RESPONSIVE AND KNOWLEDGEABLE</b>	
Customer Mania Mindset Training not used to educate, inform and empower the team.	-3
Menu items, additional items or specials not suggested or accurately described.	-1
Customer needs not addressed.	-3
Service or dining area atmosphere not conducive to a family experience.	-1
TM training incomplete or not set up to train new or current employees.	-3
<b>H3 - PROPER APPEARANCE AND CONDUCT OF TEAM MEMBERS</b>	
Unapproved, incomplete, dirty or faded uniforms worn by Team.	-1
Team does not meet grooming or personal hygiene standards.	-2
Team engaged in activities that appear improper or dangerous.	-5
Team Member observed working with multiple symptoms of illness or infection (FS-Critical).	-6
Team participating in unsanitary activities in the food service area.	-3
Hand washing procedures not observed.	-3

No hand-washing procedures observed (FS-Critical).	-6
Proper disposable gloves and blue bandage procedures not followed.	-3
<b>H4 - APPROPRIATE SUPERVISION ON DUTY AND DIRECTING ACTIVITIES TO MEET CUSTOMER NEEDS</b>	
Person in charge not directing activities to meet customer's needs.	-3
No designated or trained person in charge.	-3
Weekly schedule not posted.	-1
No evidence of a career development process in place for the team (per brand standards).	-3
Not using appropriate recruiting and selection tools/processes (per brand standards).	-3
Required Food Safety administration out of compliance.	-3
<b>ACCURACY</b>	
<b>A1 - ALL MENU ITEMS AVAILABLE/NO UNAPPROVED PRODUCT</b>	
All ingredients or menu items not available.	-2
Unapproved menu items sold.	-3
Using unapproved ingredients or foods (FS-Critical).	-6
Current and complete specification charts or job aids not posted or used as designed.	-3
Projection, build-to systems or prep guides not in use.	-3
<b>A2 - CORRECT PRESENTATION/ PRODUCT SERVED</b>	
Cashier not repeating the order along with the price.	-3
Order incorrect or incomplete.	-5
Incorrect packaging used or products served improperly.	-1
Appropriate condiments or serviceware not provided.	-2
Utensils/plates missing or incorrect (Salad bar/ Buffet).	-1
<b>A3 - CASHIER ACCURATE AND THANKFUL</b>	
Amount charged does not match POS or receipt; or is the wrong amount.	-1
Coupons not applied correctly.	-1
Correct change not made.	-1
Customer not given a sincere thank you.	-1
Ticket or receipt not available for the customer (if applicable).	-1
<b>MAINTENANCE</b>	
<b>M1 - BUILDING / SIGNAGE MAINTAINED AND IN GOOD REPAIR</b>	
Exterior property or landscaping needs attention or repair.	-1
Exterior trash can is not functional, not covered or needs replacement.	-1
Sidewalk or parking lot needs repair.	-1

Dumpster or dumpster area needs repair or painting.	-1
Grease trap or drains clogged or have an offensive odor.	-2
Exterior lights or signs are broken, faded or not illuminated when required.	-1
Roof, building, outbuildings or playground needs paint or repair.	-1
Roof leaks into building interior or foyer.	-3
Awnings in need of repair or not illuminated properly.	-1
Exterior doors, windows or frames are damaged.	-1
Drive-thru window not functioning properly or not secure.	-1
Service/Dining area walls, floors, drain covers or carpet in poor condition or needs repair.	-1
Service/Dining area ceiling, lights, vents or fans in poor condition or need repair.	-1
Back of house walls, floors, baseboards or drain covers in poor condition or need repair.	-1
Back of house ceiling, lights, vents or fans in poor condition or need repair.	-1
Front counter, condiment or service area in need of repair or replacement.	-1
Restrooms need repair or painting.	-1
Restroom toilets/urinals/sinks not functional or need repair.	-3
Safety hazards are present.	-5
<b>M2 - EQUIPMENT IS MAINTAINED AND IN GOOD WORKING ORDER</b>	
Tables, booths, chairs, high chairs or booster chairs in poor condition.	-1
Decorations, curtains, window blinds, tablecloths, entertainment systems or playground in poor condition or needs repair.	-1
Sneeze shield, light fixture or cabinet in poor condition (Salad Bar/ Buffet).	-1
Beverage systems, CO2 cylinders, ice machines and bins or drains are in need of repair.	-1
Cold storage equipment needs repair or not working as designed.	-1
Cooking equipment needs repair or not working as designed.	-1
Set points incorrect on all equipment.	-3
Preparation equipment needs repair or not working as designed.	-1
Holding equipment needs repair or not working as designed.	-1
Production equipment needs repair or not working as designed.	-1
Other equipment needs repair or not working as designed.	-1
HVAC not functional, needs repair or due for preventive maintenance.	-1
Make-up air system or exhaust fans not operating properly.	-1
Fire suppression system or fire extinguishers not charged, properly labeled or accessible.	-1
Hand-washing sink not accessible, not functional or in poor condition.	-1

Three-compartment sink, prep sink, dishwasher or power soak sink not functional or in poor condition.	-1
Hot water not available in the kitchen (FS-Critical).	-6
Back-flow devices missing.	-3
Trash container/compactor damaged, not functional or needs replacement.	-1
Office/staff room, video player or C.H.A.M.P.S. board not functional or not working properly.	-1
Safety supplies not available or used properly.	-1
Unapproved equipment in use.	-3
Cold holding equipment temperature misses standard by 1°F to 5°F.	-1
Cold holding equipment temperature misses standard by 6°F to 15°F.	-3
Cold holding equipment temperature misses standard by > 15°F.	-5
Hot holding equipment temperature misses standard by 1°F to 5°F.	-1
Hot holding/preparation equipment temperature misses standard by 6°F to 15°F.	-3
Hot holding equipment temperature misses standard by > 15°F.	-5
<b>M3 - CURRENT POP AND SALES AIDS MAINTAINED AND UTILIZED</b>	
Promotional material not posted, damaged or handwritten; out of date POP not removed.	-1
Menu boards outdated, need repair or have handwritten signs.	-1
Window decals/postings missing or damaged.	-1
Nutritional Guides not available per brand standard.	-1
<b>PRODUCT QUALITY</b>	
<b>P1 - FOOD COMPLETELY COOKED WITH PROPER APPEARANCE AND TASTE</b>	
Chicken on the bone product does not have correct appearance.	-3
Other chicken products do not have correct appearance.	-2
Cold product/ingredient does not have correct appearance.	-1
Hot product/ingredient does not have correct appearance.	-1
Sandwiches do not have correct assembled appearance.	-2
Spills not addressed or appearance not inviting (Salad Bar/ Buffet).	-1
Salad bar/buffet not maintained or stocked to demonstrate abundant, appealing variety.	-1
Beverage does not have correct appearance, brix or carbonation.	-1
Shortening management procedures not followed.	-3

<b>P2 - PROPER SERVING TEMPERATURES ARE MAINTAINED</b>	
Chicken on the bone product not within quality temperature standards.	-3
Other chicken products not within quality temperature standards.	-3
Cold ingredient/product not within quality temperature standards.	-3
Cold Potentially Hazardous Foods out of temperature and hold time (FS-Critical).	-6
Hot ingredient/product not within quality temperature standards.	-3
Hot Potentially Hazardous Foods out of temperature and hold time (FS-Critical).	-6
Beverages served at incorrect temperatures.	-1
Thermometer is not available for use (FS-Critical).	-6
<b>P3 - ALL MENU ITEMS ARE PREPARED TO SPECIFICATIONS</b>	
Breading flour and dip water not properly prepared and maintained.	-2
Breading procedures not followed when preparing Chicken.	-4
Proper racking/cooking procedures not followed when preparing Chicken.	-4
Freezer-to-fryer products not prepared according to procedures.	-2
Mashed potatoes and gravy not prepared according to procedures.	-2
Cole Slaw not prepared according to procedures.	-2
Sandwiches not prepared according to procedures.	-2

Pot Pies not prepared or cooked according to procedures.	-2
Other items not prepared according to procedure.	-2
Smallwares not available, not properly used or in poor condition.	-2
<b>P4 - CORRECT INGREDIENT/FRESHNESS</b>	
Marination procedures not followed by team.	-2
Chicken in walk-in is less than 33°F or greater than 40°F or not within authorized use by date.	-6
Frozen foods not thawed properly or held correctly after thawing.	-2
Refrigerated products/ingredients not stored or rotated properly.	-3
Dry storage ingredients not held or rotated properly.	-1
Ingredients are past their shelf life or ingredients are spoiled.	-5
Re-bag/re-stage carryover procedures not followed.	-3
Standard carryover procedures not followed by Team (Taco Bell & KFC Buffet) (FS-Critical).	-6
Potentially Hazardous Foods which are available for sale are spoiled (FS-Critical).	-6
<b>P5 - PROPER HOLDING/STAGING PROCEDURES/ SHELF LIFE</b>	
Chicken on the bone product expired, not held properly or has no hold time recorded.	-3
Other chicken products are expired, not held properly or have no hold time recorded.	-3

Cold products/ingredients expired, not held properly or have no hold time.	-3
Hot products/ingredients expired, not held properly or have no hold time.	-3
Sandwiches expired, not held properly or have no hold time recorded.	-3
Product in hot hold/buffet <5 minutes past shelf life.	-2
Product in hot hold/buffet >5 minutes past shelf life.	-5
Potential Cross-Contamination - precautions to prevent Cross-contamination are not evident.	-3
Cross-Contamination - preventative measures are not in place (FS-Critical).	-6
CSTM not using second door handle or chicken not held in separate walk-in.	-3
<b>SPEED of SERVICE</b>	
<b>S1 - SPEED OF SERVICE MEETS ALL STANDARDS</b>	
Customer not greeted in five seconds or less.	-2
Drive-thru customers placed on hold longer than standard.	-2
Dine-in or carryout transactions not meeting SOS standards.	-6
Drive-thru transactions not meeting SOS standards.	-6
<b>S2 - SPEED OF SERVICE SYSTEMS ARE IN PLACE</b>	
Restaurant team not practicing Rush Ready.	-4

Proper deployment practices not followed.	-4
No evidence of communication or goal setting among the team.	-4
Proper equipment not in place or functional.	-4
Understaffed for forecasted business needs, but actively recruiting.	-1
Understaffed for forecasted business needs, but not actively recruiting.	-2
Drive Thru speaker sound quality is not clear or loud enough.	-2



### ACTION PLAN

The following 3 items are the recommended first priorities:

Priority	Type	Description	Deduction	To:	Assigned	Complete	30-Day	
							Done	Check
1	Standard							
	Deviation							
	Why							
	Action							
2	Standard							
	Deviation							
	Why							
	Action							
3	Standard							
	Deviation							
	Why							
	Action							

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