



Operations Evaluation



Store: pick Evaluation Date: pick Evaluation Time: pick Entered by:
MM/DD/YYYY HH:MM XX

Store Name: _____ Please enter your email address on the right. Email Address:

Overall Percentage: -- (0 / 0)

Inspirational Design:	Outstanding Service:	Distinctive Products:	Overall Compliance:
Exterior:	Leading the Shift:	Yogurt:	
Lobby:	Staffing Levels:	Fruit Toppings:	
Marketing Material:	TM Service Engagement:	Dry Toppings:	
Uniform Standards:	Training:	Refrigeration/Freezers:	
Behind Counter/BOH:	Food Safety Standards:	Small Wares:	

Inspirational Design (33%)

Scoring - 2 "No's" in any category area fails the category. Four categories per section are required for passing; must pass all sections to be in compliance.

Exterior

1. Storefront: signage, trellis, landscape, patio, front door, lighting NA Yes No

Storefront: Display Details? Yes No

1a. Sidewalk / Patio / Landscaping

- Clean and maintained approximately every 20 minutes or as needed
- Furniture in good condition
- All plant life thriving
- Umbrellas stable clean and not torn

1b. Signage

- Clean
- Working
- On 30 minutes prior to sunset (timers account for daylight savings time)
- Only approved/current signage displayed

1c. *Metal Trellis*

- Clean
- In like-new condition

1d. *Trash Cans*

- Clean inside and out
- Polished, streak-free
- No bag showing
- In like-new condition
- No more than $\frac{3}{4}$ full
- No liquid leaking accumulating on floor

1e. *Awnings*

- Clean

1f. *Lights*

- Clean
- Working

1g. *Doors*

- Clean no fingerprints or streaks
- Handles and threshold clean
- Closes properly

2. Windows: clean, graphics straight
 NA Yes No
Windows: Display Details?
 Yes No
2a. *Windows & Window Clings*

- Clean, no fingerprints or streaks
- Windowsills are clean and free of debris
- Accepting Applications and Swirling Hours posted in like-new condition
- All other stickers posted are approved in like-new condition

3. Health Department: Current available, grade/score posted
 NA Yes No
Health Department: Display Details?
 Yes No
3a. *Licenses*

- All appropriate licenses are up-to-date and available
- Pre-package license/permit required for grab and go freezer (if applicable)

3b. *Grade Details:*

- Health Department Score (if applicable) (if below "A" or Passing Area Manager to create Action Plan.

4. EcoSure: Last Score
 NA Yes No
EcoSure: Display Details?
 Yes No
4a. *Last Score*

Notes:

Lobby

- 1. Music: Proper levels, approved playlists** NA Yes No
Music: Display Details? Yes No
- 1a. Play Network
- Music at appropriate Pinkberry level (louder than a coffee shop, quieter than a club)
 - Only approved Pinkberry music playing during business hours
- 2. Flooring: Pebble, concrete, tile** NA Yes No
Flooring: Display Details? Yes No
- 2a. Stone Pebble Floor/Floors
- Clean and free of debris
 - No patches or excess of pebbles missing
- 3. Customer Area: Tables, chairs, benches, restrooms, trash cans** NA Yes No
Customer Area: Display Details? Yes No
- 3a. Trash Cans
- Clean inside and out
 - Polished, streak-free
 - No bag showing
 - No more than $\frac{3}{4}$ full
 - No liquid leaking, accumulating on floor
- 3b. Tables
- Clean and maintained approximately every 20 minutes or as needed
 - No missing parts or broken pieces, no graffiti
- 3c. Seating (Chairs, Stools, Benches, Bench Pads)
- Clean and maintained approximately every 20 minutes or as needed
 - No missing parts or broken pieces, no graffiti
 - No fully uniformed Team Members eating in lobby
 - Net chairs have no overly-worn rubber glides
- 3d. Restrooms
- Clean and maintained every 20 minutes or as needed
 - Stocked with toilet paper, paper towels and hand soap
 - Trash can has lid and is no more than $\frac{3}{4}$ full, , no liquid leaking, accumulating on floor
 - Free of graffiti
 - All equipment in working condition
 - Signage posted and in like-new condition

- 3e. Planter/Plants
- Clean and free of debris
 - Plants thriving, planter filled not showing and filled with white rocks

4. Walls, Ceiling, Windows: Glass, paint, vents, zebra

NA Yes No

Walls, Ceiling, Windows: Display Details?

Yes No

- 4a. Zebra
- Free of dust
 - Lights working and on during business hours
 - No bulbs burnt out

- 4b. Wall Glass/Counter Glass/Flower Wall
- Clean/no fingerprints or streaks
 - Lights in Flower Wall working and on during business hours

- 4c. Stainless Steel
- Clean and Polished

- 4d. Walls
- Clean and maintained
 - Paint in good condition

- 4e. Ceiling Vents
- Clean, no accumulated dust

- 4f. Blinds
- Clean
 - Up during business hours unless customer requests otherwise
 - No missing parts or broken pieces

5. Lighting: Track, topping bar, flower wall, display, la klint

NA Yes No

Lighting: Display Details?

Yes No

- 5a. Le Klint Lamps & other ornamental lighting
- Free of dust and debris
 - Hanging with shades straight
 - No bulbs burnt out
 - Bulbs should be same style/wattage with the correct color
 - Working and in use during business hours
 - In like-new condition

- 5b. Ceiling Lights
- Working and in use during business hours
 - No bulbs burnt out

Notes:

Marketing Material

1. POP: Storefront, wall, banner stand NA Yes No

POP: Display Details? Yes No

1a. Storefront, Wall, Banner Stand

- Current to latest Goodness Kit Instructions

2. Topping Bar/Glass Display: Sneeze guard, plexi NA Yes No

Topping Bar/Glass Display: Display Details? Yes No

2a. Sneeze Guard/Plexi

- Current to latest Goodness Kit Instructions
- Allergen Statement present

3. Counter Display: Gift card display, POS, plexi NA Yes No

Counter Display: Display Details? Yes No

3a. Counter POP Display(s)

- Present and placed according to Operations Manual Placement and Décor Guidelines
- POP materials current, positioned according to most recent POP Guidelines
- Clean/no fingerprints or streaks
- No hand written signs or displays

3b. Catering Collateral

- Present, up-to-date, placed according to Operations Manual Placement and Décor Guidelines
- In working condition
- Clean/no fingerprints or streaks, dust or debris

3c. Gift Card Display

- Present, up-to-date, placed according to Operations Manual Placement and Décor Guidelines
- Gift cards in stock and current design, available for purchase
- Only gift cards (no business cards or other materials) displayed
- Gift card envelopes in stock and available
- Clean/no fingerprints or streaks

4. Menu Board Wall: Menu board, other back wall displays NA Yes No

Menu Board Wall: Display Details? Yes No

4a. Menu Board/Other Back Wall Displays

- Current to latest Goodness Kit Instructions

Notes:

Uniform Standards**1. Uniform 1: Gray Apron, White logo T-shirt, white baseball cap** NA Yes No*Uniform 1: Display Details?* Yes No

1a. Uniform 1 Standards

- Current, clean, approved Pinkberry shirt worn and tucked in (long or short sleeved shirt may be worn underneath if white and logo-free)
- Pants, capri pants, and shorts must be blue denim or khaki style/color and worn around the waist—no sagging. Shorts length may be no higher than 2 inches above the knee. Skirts are not permitted
- Current, approved Pinkberry apron worn at all times while working. Apron must be clean and free of stains and spills
- Current, clean, approved Pinkberry head gear worn forward at all times while working forward so eyes are clearly visible. Head gear must be clean and free of stains. Hair longer than shoulder length must be pulled back and secured
- Current, approved Pinkberry nametag printed with first name only pinned to the upper left corner of the apron at all times while working
- Shoes must be closed toe and closed back, consisting of no holes with non-slip/slip resistant soles

2. Uniform 2: Gray Polo/Blue T-shirt, white baseball cap NA Yes No*Uniform 2: Display Details?* Yes No

2a. Uniform 2 Standards

- Current, clean, approved Pinkberry shirt worn and tucked in (long or short sleeved shirt may be worn underneath if white and logo-free)
- Pants, capri pants, and shorts must be blue denim or khaki style/color and worn around the waist—no sagging. Shorts length may be no higher than 2 inches above the knee. Skirts are not permitted
- Current, clean, approved Pinkberry head gear worn forward at all times while working forward so eyes are clearly visible. Head gear must be clean and free of stains. Hair longer than shoulder length must be pulled back and secured
- Current, approved Pinkberry nametag printed with first name only pinned to the upper left corner of the apron at all times while working
- Shoes must be closed toe and closed back, consisting of no holes with non-slip/slip resistant soles

Notes:

Behind Counter/BOH**1. Interior Workspace: Walls** NA Yes No*Interior Workspace: Display Details?* Yes No

1a. Walls

- Clean and maintained
- Free of damage
- Paint, MDF and surfaces intact and in good condition

2. Flooring: Tile, grout NA Yes No*Flooring: Display Details?* Yes No

- 2a. Floors
- Clean and free of debris
 - Tile not chipped, cracked
 - Floor sinks, drain grills and drain grates clean
 - No accumulated puddles of water
- 3. Messaging: Labor Poster(s), Pinkberry posters** NA Yes No
- Messaging: Display Details?* Yes No
- 3a. Wage Posters
- Labor signs posted and current (if applicable)
- 4. Organization/Storage: POS, shelves, racks, manager work station** NA Yes No
- Organization/Storage: Display Details?* Yes No
- 4a. Counter
- Clean and free of debris
 - Free of graffiti
 - Caesarstone in good condition – no knicks or gouges.
 - Counter trash cans clean, not more than half full, in working condition and placed according to Operations Manual Placement and Décor Guidelines
 - No liquid leaking, accumulating on floor
 - Tip Jar clean, polished, streak-free, in like-new condition and placed according to Operations Manual Placement and Décor Guidelines
 - Water bottle display maintained, no excess water on the counter, placed according to Operations Manual Placement and Décor Guidelines
 - No hand written signage or labels
 - Grab and Go Freezer maintained placed according to Operations Manual Placement with current approved POP and no expired product inside.
- 4b. Spoon/Napkin Dispenser(s)
- Clean, in good condition
 - Stocked
 - Only spoons stocked in spoon dispensers (no straws or napkins)
 - Napkins only stocked in dispensers (not on counter or stacked elsewhere)
 - Area under dispenser is clean and free of debris
- 4c. Point of Sale Systems
- Clean and surrounding area organized
 - Pricing matches menu board on all items (audit Medium with Toppings, Smoothie and Parfait prices)
- 4d. Lid and Bag Dispenser(s)
- Clean and free of smudges, dirt and debris
 - Stocked
- 4e. Dry Storage Shelves
- All opened or prepped food items properly labeled with item, day/date/time prepped or received, day/date/time of expiration and initials

- All unopened food items properly marked with date received
- All food items properly rotated
- Dry toppings being stored in unopened original or approved containers (red top containers, 6" pans or back-up pans only)
- Paper goods organized; only current, approved Pinkberry products
- Shelving is clean, organized
- All items stored at least 6 inches off of the ground
- All allergens must be placed on a low food shelf according to the Operations Manual Allergen Guidelines
- No chemicals permitted on food shelves

4f. BOH Computer/System

- No items stored on top of the computer or network equipment
- Router placed on shelf and secure (not hanging by network cables)

5. **Doors: Back room, back door, back counter**
 NA Yes No

Doors: Display Details?

 Yes No

5a. Back room/ back counter/ back door(s)

- Clean and polished
- Closed

Notes:

Outstanding Service (33%)

Scoring - 2 "No's" in any category area fails the category. Four categories per section are required for passing; must pass all sections to be in compliance.

Leading the Shift1. **Food Safety Certified (where applicable): Managers, Shift Leaders & Team Members, food handlers cards**
 NA Yes No

Food Safety Certified (where applicable): Display Details?

 Yes No

1a. Managers, Shift Leaders & Team Members, food handlers cards

- GM or Shift Leader (acting GM) is certified by an accredited food certification company
- Team Members/Shift Leaders have food handler's cards.

2. **Shift Planning: People Positioning Tool, Shift readiness document, Pre-shift meeting**
 NA Yes No

Shift Planning: Display Details

 Yes No

2a. Shift Planning

- On-shift goals and targets including sales communicated using tools such as the Communications Board
- Team Members assigned positions by shift and have a clear understanding of their role during the shift (Goodness Guide, Lasting Impressionist)
- Breaks scheduled efficiently with a focus on ensuring staffing is maximized during peak hours

2b. Pre-Shift Meetings

- MIC conducts Pre-Shift Meetings on every shift with every Team Member using communication board
- MIC connects with each Team Member when they walk in
- MIC brings Team Members to where the information is kept and discusses goals for the shift and explains the why's behind them
- MIC communicates assigned positions by shift and Team Members have a clear understanding of their role during the shift (Goodness Guide, Lasting Impressionist, Runner)

3. **Manager Tools In Use: Daily Checklists, Line Checks, Delivery & Safe Logs**
 NA Yes No

Manager Tools In Use: Display Details
 Yes No

3a. Daily Checklists, line checks, Delivery & Safe Logs

- In-store execution tools utilized
- Manager and Team Member tools (or similar) in use
- Delivery logs and line checks current and on hand for past 90 days

4. **Shift Leadership: Manager Presence**
 NA Yes No

Shift Leadership: Display Details
 Yes No

4a. Manager Presence

- Manager in Charge (MIC) is focused on the Front of the House
- MIC coaches and guides Team Members
- MIC is a role model of Pinkberry Values

4b. Shift Leadership

- MIC leads with a consistent priority sequence: people, product, prep
- MIC encourages Team Members on to set their own personal goals for the day
- MIC sets the tone for the shift with focus, direction and energy
- Acts as a Goodness Guide when necessary; sets the standards by leading by example
- All hands are on deck and stay in assigned positions.
- Breaks managed efficiently with a focus on ensuring staffing is maximized during peak hours
- Connects with customers in the lobby
- At least one Service Assessment per shift performed
- Coaching and guidance provided to Team Members whenever possible to reinforce desired performance and correct or change behavior using the FAST Feedback model
- Tools such as the Manager and Team member Daily Tasks books are in use
- Ensuring all customers leave happy using the Goodness Guarantee and the LAST service recovery model when necessary

Notes:

Staffing Levels1. **On Hand: Sufficient for peak times/day parts/ days of the week**
 NA Yes No

On Hand: Display Details?
 Yes No

- 1a. Sufficient for peak times/day parts/days of the week
- Sufficient number of Team Members hired and trained to ensure that proper staffing is taking place
 - Store is staffed correctly for peak times/day parts/days
 - Sufficient number of Shift Leaders trained to ensure leadership on every shift
 - Everyone in FOH if not performing essential BOH functions
- 2. Trained Shift Leaders: Certified** NA Yes No
- Trained Shift Leaders: Display Details?* Yes No
- 2a. Certified
- All Shift Leads on the active schedule have successfully completed the online Shift Lead training program
- 3. Trained Team Members: Trained** NA Yes No
- Trained Team Members: Display Details?* Yes No
- 3a. Certified
- All Team Members on the active schedule have successfully completed the online Shift Lead training program
- 4. Trained General Manager: Certified** NA Yes No
- Trained General Manager: Display Details?* Yes No
- 4a. Certified
- General Manager has successfully completed leadership 101, 201 and 301 and is certified as a Pinkberry General Manager

Notes:

Team Member Service Engagement

- 1. Sampling: All customers - all offerings** NA Yes No
- Sampling: Display Details* Yes No
- 1a. All Customers - All Offerings
- All customers are being offered samples of products according to the Sampling Schedule on Central Desktop
 - Sampling Scripts and Structure in use – can be found on Central Desktop
- 2. Team Member Profile: SHARP, Goodness Guarantee** NA Yes No
- Team Member Profile: Display Details?* Yes No
- 2a. SHARP
- Team Members are Service First. Their primary focus is for and about the customer
 - Team Members are High Energy. They're full of life and outgoing
 - Team Members are Appreciative. They're gracious in all that they do; use 2-handed handoff, humble.

- Team Members are Respectful of everyone they come in contact with; using appropriate language, good attitude.
- Team Members are Passionate about quality work – enthusiasm shines through.

2b. Customer Satisfaction

- Employees use LAST model to handle customer complaints
- Employees are familiar with and use the Goodness Guarantee to ensure an innovative yogurt experience
- All employees are focused on customer satisfaction, store design, cleanliness and product quality

3. Service Assessment: 1 per shift
 NA Yes No

Service Assessment: Display Details?

 Yes No

3a. 1 per shift

- MIC on shift is utilizing Team Member Service Assessment at least once per shift and providing feedback.

4. Recommend Toppings: At least 2
 NA Yes No

Recommend Toppings: Display Details?

 Yes No

4a. At least 2

- All Team Members on the line recommending at least 2 toppings to each customer.

Notes:

Training**1. Training Materials Available: TM training , Deployment, TM/SL materials**
 NA Yes No

Training Materials Available: Display Details?

 Yes No

1a. Monthly Deployment

- Available for leadership team to read
- Current deployment deadlines and/or action items are being worked on
- Employees are knowledgeable about current launches when asked
- Team Member Training and Trainer guides available and read

1b. Team Member Training

- Up to date and current Team Member Training materials are available and in use
- Team Members are trained using the Activity Packet & Training Checklist
- All Team Members have successfully completed both online and on the job training

2. Certified In-Store Trainers: Minimum of 2 per store
 NA Yes No

Certified In-Store Trainers: Display Details?

 Yes No

2a. Minimum of 2 per store

- A minimum of two (2) in-store trainers have been designated and completed the online Certified In-Store Trainer program
- A minimum of one (1) in-store trainer is certified at the Shift Lead level

- GM has completed the Certified In-Store Trainer program

3. Ongoing Forecasting: People Development/HR Needs

NA Yes No

Recommend Toppings: Display Details?

Yes No

3a. People Development/HR Needs

- GM is continually adjusting to sales demands the weekly schedule.
- GM is continually reviewing applications to meet seasonal hiring demands
- GM has current succession plan for development and promotion

Notes:

Food Safety Standards

1. Chemicals: Approved, stored correctly, MSDS

NA Yes No

Chemicals: Display Details?

Yes No

1a. Approved, Stored correctly, MSDS

- Stored properly (away from food on lowest possible shelf)
- Only approved cleaning/chemicals in use
- All chemicals and chemical containers clearly labeled
- MSDS available for all chemicals
- Chemical pumps stocked and in good working condition
- No leaking fluid or puddles on the floor

2. Sinks, Buckets: Prep, 3 comp, mop, santi buckets

NA Yes No

Sinks, Buckets: Display Details?

Yes No

2a. 3 Compartment Sink

- Sinks set up properly (wash, rinse, sanitize)
- Wash sink water is clean and at proper temperature (120°F)
- Center sink is used to pre-rinse before washing and rinse after washing (before sanitizing)—immersion rinsing not in use unless required by Health Department
- Sanitizer sink solution is at proper strength (200 pap) and temperature (55°F-75°F)
- Sinks are clean and free of debris
- Area underneath and around sink is clean, free of debris, organized
- Sink drains are clean, free of debris
- Used for dishwashing only
- Spray nozzle in like new condition
- Caulking in good condition, not cracked, molded or missing

2b. Prep Sinks

- Used for food prep only
- Sinks are clean and free of debris
- Area around sink is clean, free of debris, organized

- Sink drains are clean, free of debris
- Caulking in good condition, not cracked, molded or missing

2c. Mop Sink

- Mops, brooms, mop bucket stored properly
- No standing water in mop sink or mop bucket
- Clean, no mold, dirt
- In good working condition
- Wet floor signs clean, available, in like-new condition and being used to delineate wet floor areas

2d. Sani Buckets

- At 200ppm
- Clean, no missing handles
- Towels and sanitizer bucket clean and free of debris and buildup
- Approved bucket ½ full with clean sanitized water
- Towels completely immersed

2e. Dishwashing

- Pre-rinsing, scraping of dishes to remove large food particles
- Rinsing of dishes prior to washing
- Dishes washed in hot (120°F) soapy water, all labels and food residue completely removed
- Dishes rinsed of soap and suds prior to sanitizing
- Items allowed to sanitize in sanitizer sink in lukewarm (55°F-75°F) sanitizer solution (200ppm) for at least 60 seconds
- Items allowed to air dry only

3. Hand Safety: Hand Washing, hand sinks
 NA Yes No
Hand Safety: Display Details?
 Yes No

3a. First Aid Kit

- Stocked and available

3b. Hand Sinks

- Stocked with soap and paper towels
- Sink is clean, free of debris
- Used for hand washing only
- Water temperature at 120° F
- Caulking in good condition, not cracked, molded or missing

3c. Hand Washing

- Hands are washed according to food safety guidelines, including immediately before engaging in food preparation, after touching bare human body parts, after using the restroom, after coughing, sneezing, using tobacco or drinking, after handling soiled utensils, a phone, during food preparation to prevent cross contact, before putting on gloves, before serving food and after engaging in any activity that may contaminate the hands such as after handling money, taking out trash, taking a break, before swirling or topping yogurt

3d. Gloves

- Gloves are used by food handlers when cutting fruit, when stocking utensils used by customers, whenever hands may come into direct contact with food and/or when needed due to cuts or rashes on hand and are changed in between uses or as needed

4. Employee Food: Proper storage NA Yes No

Employee Food: Display Details? Yes No

4a. Proper Storage

- No employee food or outside food or drink any food prep area
- Any employee food being stored in the BOH must be contained in a clearly marked separate container

5. Pest Control: Professional Service NA Yes No

Pest Control: Display Details Yes No

5a. Professional Service

- No flies, pests or traces of flies and/or pests visible; traps not visible in public areas
- Professional pest control program in place

Notes:

Distinctive Products (33%)

Scoring - 2 "No's" in any category area fails the category. Four categories per section are required for passing; must pass all sections to be in compliance.

Yogurt

1. Yogurt Machines Maintained: Functioning, clean; cleaned 2x/week tart; 7x/week non-tart NA Yes No

Yogurt Machines Maintained: Display Details? Yes No

1a. Functioning Clean

- Clean/polished and streak free
- Nothing stored on top of machines
- Yogurt placement in machines follows most recent Machine Hopper Guidelines
- Scale available and tared using a large cup or digital scale used
- Drip pan present, clean
- Sample cups available, stocked below eye level
- Stirred every 20 minutes using a timer or agitators in use and working
- Hopper at proper temperature (41° F or below)
- Machines cleaned following Standard Operating Procedures Yogurt filled to at least the proper minimum level (no low warning lights on)
- Override not used to dispense yogurt after automatic shutoff
- Machine placed on standby at close during non-cleaning cycles
- Machine allowed to cycle for 7 minutes on Freeze prior to pulling feed tubes in the morning on non-cleaning cycles
- Draw speed is correct (5-7.5 oz in 10 seconds from draw handle pull to draw handle closed)
- Area behind and underneath machine is clean, free of debris

- Side drip trays are properly maintained

1b. Cleaning Cycle

- Non-tart yogurt machines have less than 24 hours in the hours display
- Tart yogurt machines have beyond 72 hours but should not exceed 96 hours in the hours display

2. Yogurt (Greek): Temp Checks, SOPs, Receiving Log
 NA Yes No

Yogurt (Greek): Display Details?
 Yes No

2a. Scoop/Temp/Recipes

- Greek Yogurt temped and scoop is replaced every 3 hours or when product pan is changed; whatever occurs first
- Current recipes are used to serve customers

2b. Recorded, SOPs Available

- Fresh Yogurt Product Log in use and available and retained for 90 days
- SOPs available

3. Yogurt (Frozen): Handling, Serving and Prep
 NA Yes No

Yogurt (Frozen): Display Details?
 Yes No

3a. Handling and Serving

- Yogurt thawed according to Standard Operating Procedure in the Operations Manual
- All cartons and cases of yogurt are properly marked with expiration dates
- Yogurt mixed in-store is made according to Yogurt Mixing instructions and labeled with original prep and expiration dates (in-store mixing stores only)
- All required flavors offered and available, consistent in taste and texture
- Yogurt is swirled with no holes or voids
- Each served yogurt has a pouty peak
- Proper yogurt portions being served, verified by weight

4. Smoothies & Shakes: Using job aids, following recipes
 NA Yes No

Smoothies & Shakes: Display Details?
 Yes No

4a. Preparation

- Recipe followed from start to finish
- Proper portioning in use
- Proper sized cup & straw being used to serve product
- Job-aid present and utilized
- Prep time not to exceed 3 minutes and 30 seconds

Notes:

Fruit Toppings**1. Proper Spec: SOPs and Job Aids available**
 NA Yes No

Proper Spec: Display Details?

Yes No

1a. SOPs and Job Aids available

- All toppings at least ½ full (see exception for bananas) and not exceeding chill line
- All pans properly dated with original prep dates and expirations (label information carried forward from original container)
- Correct portioning utensils available and placed according to guidelines, not standing with handles up in topping
- Cleaned promptly using a sanitized towel ONLY
- Side cups and lids stocked and placed according to guidelines
- Topping bar area is clean, maintained and free of debris
- Fruit displayed according to most recent Topping Bar layout with corresponding fruit Topping Bar labels placed according to Operations Manual Placement

2. Only Approved Products: Current layout, current labels, pre-approved substitutions

NA Yes No

Only Approved Products: Display Details

Yes No

2a. Current Layout, current Labels, Pre-approved Substitutions

- Current Topping Bar Layout being followed
- All Topping Bar labels are current
- Pre-approved items (blackberries, Mochi) are used as Topping Bar substitutes

3. Fruit (Prepped): No expired product, FIFO/allergen, proper temp range 32°-41°

NA Yes No

Fruit (Prepped): Display Details?

Yes No

3a. Fruit Toppings

- All required fruit toppings on display and available
- No expired product (Topping Bar, Walk-in, Reach-in)
- Fruit Preparation and Receiving Instructions are being followed for all fruit
- Toppings cut to Pinkberry specifications with no other toppings spilled into pan
- Proper sized pans and drain grates in use
- Toppings being prepped directly into serving pans only
- Toppings are fresh in appearance and flavor, and of highest quality
- Bananas must be cut (or cut to order) and available, fresh at all times
- Fruit temperature is 32°-41° F
- Proper topping portions being served
- Fruit toppings are chilled below 41° prior to being placed on fruit Topping Bar

Notes:

Dry Toppings

1. Topping Bar-Dry: Current layout, current labels

NA Yes No

Topping Bar-Dry: Display Details?

Yes No

1a. Presentation

- All toppings at least ½ full and not exceeding fill line
- All pans properly dated with original prep dates and expirations (label information carried forward from original container)
- Cleaned promptly using pastry brush or sanitized towel ONLY
- Correct portioning utensils available and placed according to guidelines not standing with handles up in topping
- Stainless liner in use under all pans
- Dry toppings displayed according to most recent Topping Bar layout

1b. Layout

- Current Topping Bar Layout being followed
- All Topping Bar labels are current
- Pre-approved items (see current layout for list) are used as Topping Bar substitutes

2. Dry Toppings: No expired product, proper labeling/allergen
 NA Yes No
Dry Toppings: Display Details?
 Yes No

2a. Handling and Serving

- All required dry toppings on display and available
- No expired product (Topping Bar, Dry Storage)
- Toppings are fresh in appearance and flavor, and of the highest quality
- Toppings iced if necessary to maintain quality
- Proper topping portions being served
- Cones stored and handled according to the job aid

3. Topping Bar: Clings, Display,
 NA Yes No
Topping Bar: Display Details?
 Yes No

3a. Topping Bar Glass/Display

- Clean/No fingerprints or streaks
- Free of graffiti, no etching
- In like-new condition
- Topping bar labels are clean, correctly displayed according to most recent Topping Bar layout, in like-new condition, placed according to Operations Manual Placement and Décor Guidelines
- Allergen cling placed according to Operations Manual Placement

4. Product Book: Available for customer/TM review
 NA Yes No
Product Book: Display Details?
 Yes No

4a. Product Information

- Present, up-to-date, placed according to Operations Manual Placement and Décor Guidelines
- Clean/no fingerprints or streaks

Notes:

Refrigeration/Freezers

1. Under Counter: Proper temps, gaskets, hinges, thermometers, FIFO, ice machine NA Yes No

Under Counter: Display Details? Yes No

1a. Ice Machine

- Clean and in good working condition
- Ice scoop stored properly
- No mold present on doors, gaskets or ice trays
- Water filter clean and changed according to a regular preventative maintenance plan

1b. Under Counter Reach-Ins

- Doors clean
- Gaskets and hinges clean, free of build-up, debris and mold
- Interior is clean, free of build-up, debris and mold
- Product is properly dated, FIFO rules observed (newest product located behind oldest product)
- Proper Temperature (32°-41°)
- Secondary thermometer in use, located in the warmest part of the unit

2. BOH: Proper temps, gaskets, hinges, thermometers, FIFO NA Yes No

BOH: Display Details? Yes No

2a. Refrigeration - Walk-in or large reach-in

- All prepped food items properly labeled with item, day/date/time prepped, day/date/time expire, shelf life and initials
- Exterior doors and door handles clean, free of build-up, debris and mold
- Gaskets and hinges clean, free of build-up, debris and mold
- Interior floors and walls are clean, free of build-up, debris and mold
- Shelves are clean, organized
- Product is properly dated with date received, FIFO rules observed (newest product located behind oldest product), product rotated
- No expired product
- Product being held for return clearly labeled "Do Not Use"
- Proper temperature (32°-41°)
- Secondary thermometer in use, located in the warmest part of the unit

3. Display: Proper temps, gaskets, hinges, thermometers, FIFO - proper expiration labeled NA Yes No

Display: Display Details? Yes No

3a. Take Home Freezer

- Clean and in good condition
- Proper POP present (on unit and menu board)
- Product properly dated

- Only approved labels used, no in-store printed labels
- Unit is properly freezing 0°-5°F, no ice or frost build up
- Secondary thermometer present and working

Notes:

Small Wares

1. Prep and Serving Tools: Proper utensils, knives, cutting boards, prep area NA Yes No

Prep and Serving Tools: Display Details?

Yes No

1a. Proper Serving Utensils

- Only approved scoops, spoons and bottles utilized to serve customers
- Only approved spatulas, whisks and other utensils used in BOH to prepare product

1b. Knives/Cutting Boards

- Knives clean and in good working condition/sharpened
- Knives stored properly in the knife rack
- Cutting boards bright white and free of stains
- Cutting boards free of deep grooves and/or cuts
- Knives free of nicks with secure handles, in like-new condition
- Proper knife sharpening tools and procedures in place

1c. Prep Table/Sink

- Clean and sanitized
- Used for food prep only
- In good condition

2. Containers: Pans, buckets, lids, pitchers, measuring cups, catering equipment NA Yes No

Containers: Display Details?

Yes No

2a. Pans, Buckets, Lids, Pitchers, Measuring Cups

- Clean, bright and free of buildup, yellowing or gray stains, label residue
- Stored properly and organized by size and type
- Enough pans/utensils/drain grates to meet sales demands
- In good condition
- Any allergen designated smallwares labeled and stored according to Operations Manual Allergen Guidelines

2a. Catering Equipment

- Camcarriers clean and in working condition
- No mold present on doors, gaskets or ice trays
- Signage on Camcarriers in good condition
- Delivery bag(s) clean and in working condition
- Cam chiller plates kept in freezer for

- Trays are in clean and working condition, no cracks or chips
- Table top chiller and dry topping bows are clean in good condition

2c. Paper Products

- Approved, current Pinkberry logo cups and lids in use for yogurt
- Approved, current Pinkberry logo cups in use for smoothies, parfaits
- Approved Pinkberry logo napkins in use
- Approved Pinkberry to go bags in use
- Approved spoons in use

3. Allergen: Clear and proper labeling

NA Yes No

Allergen: Display details?

Yes No

3a. Clear and Proper Labeling

- Small wares that are used for products that are known allergens (peanut butter) are properly labeled, maintained and stored.

4. Blender Station: Base/motor, pitchers, prep containers

NA Yes No

Blender Station: Display Details?

Yes No

4a. Blenders and Blender Canisters

- Clean, crack free, no yellowing and in good working condition, free of buildup under and around gaskets
- No standing water in pitchers; not sitting in standing water or sanitizer water for more than 60 seconds (to preserve gaskets)
- Sufficient blender pitchers available for smoothie/shake volume

Notes: