



BURGER KING Restaurant Excellence Visit

Restaurant: 009905
Solomon Pond Mall, 601 Donald Lynch Boulevard, Suite F - 209, Marlborough, MA 01752-4740
Workorder ID: 9928426
Manager: Anthony Maia
Operator: Morin, Alfred L.

Specialist: Celli, Melissa
Round: 2015-04-01 - 2015-06-30
Start: 5/21/2015 1:11 PM
End: 5/21/2015 3:05 PM

Summary Results

Brand Standards

B

Food Safety

B

Brand Standards Results

Platform	OPS Critical	OPS Non-Critical	Points	Rating
Cleanliness	0	3	2	B
C.A.R.E.	0	1	2	B
Food Quality	0	0	0	A
Profitability & Shift Management	1	0	4	C
Speed of Service	0	0	0	A
Training	-	0	0	A
Repair & Maintenance	0	2	2	D
Additional Information	-	-	0	
Total	1	6	10	B
Food Safety	1	1	12	B

General Comments

- What I appreciated most about this restaurant today was: 1) Frequent handwashing completed by Team Members, 2) Hot held potentially hazardous foods maintained at 140°F and above and 3) Team Members were correctly positioned on the Positioning Guide.

- Areas where this restaurant could improve: 1) Ensure scoops for sugar are stored outside of the bulk container to prevent contamination, 2) Ensure cleanliness of back of house to prevent further pest issues and 3) Ensure temperature logs are filled out correctly.
- Change Notice: This report has been amended. A comment under CA107 has been edited to reflect that it is a repeat issue. [24].
- The following areas were not evaluated today due to the restaurant is located in a food court: exterior, dining room, restrooms and drive-thru speed of service.

Brand Standards 86.8%

Cleanliness 77.8%

Standard	Observation	Deducted	Value	Risk
KE100. Kitchen equipment is clean.	<ul style="list-style-type: none"> • Total points for the items listed below: 	2	2	OPS Non-Critical
KE101. Cooking equipment is clean and free of build-up.	<ul style="list-style-type: none"> • Broiler hood observed with grease build-up. • Fryer cabinet interior observed with grease build-up. 			
KE102. Walk-in cooler and freezer are clean and free of build-up. REPEAT	<ul style="list-style-type: none"> • REPEAT Walk-in freezer fan guards observed with build-up. 			

C.A.R.E. 86.7%

Standard	Observation	Deducted	Value	Risk
CA107. Guest Feedback Program is active and the team is aware of Guest Trac and Guest Relations results. REPEAT	<ul style="list-style-type: none"> • REPEAT Current Guest Trac report not posted. The report posted is dated: 01/01/2015 	2	2	OPS Non-Critical

Profitability & Shift Management 69.2%

Standard	Observation	Deducted	Value	Risk
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PS104. Management Command Station is present and effective. REPEAT	<ul style="list-style-type: none"> • REPEAT Half hour sales tracking not present or available. 	4	4	OPS Critical
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Speed of Service 100.0%

Standard	Observation	Deducted	Value	Risk
-	100% Compliant	0	0	Information

Training 100.0%

Standard	Observation	Deducted	Value	Risk
-	100% Compliant	0	0	Information

Repair & Maintenance 50.0%

Standard	Observation	Deducted	Value	Risk
RM500. All required equipment is present.	<ul style="list-style-type: none"> • Total points for the items listed below: 	2	2	OPS Non-Critical
RM503. All freezers and coolers are well maintained. REPEAT	<ul style="list-style-type: none"> • REPEAT Torn gasket observed on walk-in freezer. • REPEAT Torn gasket observed on on salad reach-in cooler. 			

Food Safety 90.0%

Each OPS Critical is worth 12 points (or 1 letter grade). There are 120 points possible for this department.

Food Safety **90.0%**

Standard	Observation	Deducted	Value	Risk
FS104. Potentially hazardous foods meet minimum hot (140°F) and cold (40°F) holding temperature standards. Quality check logs are completed correctly. REPEAT	<ul style="list-style-type: none"> REPEAT Missing temperatures entries observed in the last 30 days of QC logs. 	0	12	OPS Non-Critical
FS109. Cross-contamination is not observed.	<ul style="list-style-type: none"> (c) Scoop handle touching sugar in bulk bin/container. 	12	12	OPS Critical

Brand Standards **Information Findings**

Standard	Observation	Deducted	Value	Risk
DR109. Picture: Dining room and menuboard.	<ul style="list-style-type: none"> No dining room at this location. 	0	0	Information
DR110. Picture: Dining room (facing out from front counter).	<ul style="list-style-type: none"> No dining room at this location. 	0	0	Information
EX109. Picture: Front corner of building.	<ul style="list-style-type: none"> This location is located in a shopping center and/or food court. 	0	0	Information
EX110. Picture: Drive-thru menu board and drive-thru lane.	<ul style="list-style-type: none"> This location does not have a drive-thru. 	0	0	Information
EX111. Picture: Main street sign/pole sign.	<ul style="list-style-type: none"> This location does not have an exterior main sign. 	0	0	Information
888. Name of person who accompanied Specialist during the audit:	<ul style="list-style-type: none"> Anthomy Maia 	0	0	Information

889. E-mail address (for follow up survey) of person who accompanied Specialist during the audit:	• zantone08@gmail.com	0	0	Information
IN102. Location type:	• No drive-thru/exterior/dining room/restrooms	0	0	Information
IN103. Title of Manager in charge:	• Restaurant General Manager	0	0	Information
IN104. Position of Manager in charge:	• Float	0	0	Information
IN106. Is the 2/\$5 Mix and Match window static POP show in the reference image visibly posted?	• 2/\$5 Mix and Match window static POP in the referenced image was not posted.	0	0	Information
IN107. Is the Breakfast Promotion window static POP show in the reference image visibly posted?	• Breakfast Promotion window static POP in the referenced image was not posted.	0	0	Information
IN108. Does this Burger King have a playground?	• This location does not have a playground.	0	0	Information
PS101a. Number of Team Members and Managers scheduled and working.	• Number of Team Members/Managers scheduled: 3. Number of Team Members/Managers working: 3.	0	0	Information
SS102. Dine-in total time is 2:45 or less.	• Time: 1:56	0	4	Information
TR101. BK Guru module completion (average per employee).	• Completion Rate: 61	0	3	Information
TR102. M.A.T. in Guru matches current schedule roster.	• Restaurant roster contains 10 names and M.A.T. contains 11 names.	0	1	Information

Food Safety

Information Findings

Standard	Observation	Deducted	Value	Risk
FS111b. Type of broiler:	<ul style="list-style-type: none"> Nieco MPB 94 	0	0	Information
FS111a. Temperature of beef patty during cook-out:	<ul style="list-style-type: none"> WHOPPER[®] Jr.: 160°F 	0	0	Information
FS102a. Date of the last Health Department Inspection:	<ul style="list-style-type: none"> 03/05/2015 	0	0	Information
FS102b. Score and details of the last Health Department Inspection:	<ul style="list-style-type: none"> No score or rating is given in this municipality. 	0	0	Information