Franchise Restaurant *Use to assess franchise restaurant quality.*

Performance	Qua			
Criteria	Needs	OK	Excellent	Row Total (15
	Improvement	(3 pts.)	(5 pts.)	pts. possible) =
	(1 pt.)			
Food Quality	Food is not	Food is served	Food is served	
The franchise	served at ideal	at ideal	at ideal	
restaurant's	temperature or	temperature,	temperature	
ability to	cooked exactly	but is does not	and cooked	
prepare and	to patron's	meet patron's	exactly to	
serve food,	specifications.	specifications.	patron's	
based on the	Portion size is	Portion size is	specifications.	
patron's	unacceptable	appropriate and	Portion size and	
specifications.	and taste is	taste is mildly	taste are	
	bland or	satisfying.	exemplary.	
	unsatisfying.			
Service	Staff is generally	Staff is	Staff is	
Quality	inattentive,	generally	exceptionally	
The franchise	making several	attentive,	attentive,	
restaurant's	errors in taking	making few	making no	
ability to	and delivering	errors in taking	errors in taking	
provide service	order accurately.	and delivering	or delivering	
to patrons.	Staff requires	order	order	
	several cues	accurately.	accurately.	
	from patron.	Staff requires	Staff does not	
		few cues from	require cues	
F	F	patron.	from patron.	
Environment	Environment is	Environment is	Environment is	
Quality The franchise	unsanitary and not of well-	somewhat	sanitary and of	
restaurant's		sanitary and of "okay"-	well-	
	maintenance, with several	maintenance,	maintenance, with no health	
ability to maintenance	health hazards	with few health	hazards or	
their	and violations.	hazards and	violations.	
environment.	and violations.	violations.	violations.	
RUBRIC TOTAL	=	violations.		
RODRIG TOTAL -				out of <u>15</u>
				out or <u>13</u>