

# OPERATIONS ASSESSMENT



This form is not intended to replace current Domino's Pizza standards. All current standards and operating policies, whether or not on this form, are to be followed in accordance with Domino's Pizza standards.

Store Number:	Date:	Time:	Evaluator Name:
Store Manager:	Manager in Charge:	Franchisee /DCO:	

<b>CRITICAL OPERATIONS ELEMENTS</b>	<b>Each Critical results in a total deduction of 10 points</b>			
	<b>FOOD SAFETY</b>		<b>PRODUCT</b>	
	Four (4) or more sizes/types of expired ingredients (non-dough)		Dough management procedures neglected	
	Lack of available cleaning supplies, potable water, and/or no functioning hand sink in the production area		<b>IMAGE AND CLEANLINESS</b>	
	Refrigerated product(s), or refrigeration unit(s), over 50°F/10°C (including refrigerated sauces)		Five (5) or more core apparel, appearance, and/or hygiene violations	
	Pest control standards past critical thresholds		Mature (M-rated) content, including profanity, found on store premises	
	Mold found on food products and/or on food contact surfaces		<b>BRAND SAFETY</b>	
			Firearms, knives, illegal drugs, marijuana (in any form), or alcohol found on store premises	
	<b>Total Points:</b>			
	<b>Comments:</b>			

<b>PRODUCT</b>	Score:	38 points possible			Maximum Points			Score	Comments
	Great / remake pizzas (calculate below)				20	Y	N		
	Great / remake side items (calculate below)				9	Y	N		
	Dough properly managed and properly proofed				5	Y	N		
	Proper pizza procedures in use				2	Y	N		
	Proper side item procedures in use				1	Y	N		
	Product prepped for expected sales volume				1	Y	N		
	<b>PIZZA GREAT / REMAKE CALCULATION</b> (GREAT = 4, REMAKE = 0)				<b>SIDES: GREAT / REMAKE CALCULATION</b> (GREAT = 3, REMAKE = 0)				
	Great	Remake	Comments		Great	Remake	Comments		
Pizza #1				Side #1					
Pizza #2				Side #2					
Pizza #3				Side #3					
Pizza #4				<b>Total Score:</b>					
Pizza #5									
<b>Total Score:</b>									

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FOOD SAFETY	Score:	22 points possible	Maximum Points			Score	Comments
	All products dated properly and not expired	3	Y	N			
	All refrigerated products held within specified temperature ranges	3	Y	N			
	Pest control standards are maintained	3	Y	N			
	All cooked product temperatures at least 165°F / 74°C	3	Y	N			
	Store personnel maintain proper appearance and hygiene standards	2	Y	N			
	Hand washing, hand sanitizing, and dishwashing procedures done properly and supplies accessible and properly stocked	2	Y	N			
	All food contact surfaces, small-wares, and utensils clean and sanitized	2	Y	N			
	Proper food and beverage handling procedures in use	2	Y	N			
	Food packaging, food contact surfaces, equipment, and chemicals protected from cross-contamination and stored off of floor	1	Y	N			
Sanitizer concentration within specified range and temperature	1	Y	N				

IMAGE & CLEANLINESS	Score:	18 points possible	Maximum Points			Score	Comments
	Domino's logo apparel (hats, shirts, shorts/pants/skirts, and outerwear) worn properly and represents a positive brand image	3	Y	N			
	Aprons must be clean and worn during food preparation and not outside the store	2	Y	N			
	Hot bags clean and free of debris and mold	2	Y	N			
	Store walls, floors, baseboards, and equipment are clean and free of dirt and debris	1	Y	N			
	Customer area walls, floors, and baseboards are clean and free of dirt and debris	1	Y	N			
	Customer area seating, counter, and surfaces are clean, sanitized, and free of dirt and debris	1	Y	N			
	Restrooms are clean, sanitary, and fully stocked	1	Y	N			
	Walk-in clean and free of debris, mold, and mildew	1	Y	N			
	Makeline and additional refrigeration units are clean, free of debris, mold and mildew	1	Y	N			
	Store set up properly during operational hours	1	Y	N			
	Parking lot and entryway sidewalk are free of debris and windows and windowsills are clean	1	Y	N			
	Bake-wares clean and free of excessive carbon build-up	1	Y	N			
Oven catch trays, oven exterior, and heat rack are free of built-up debris	1	Y	N				
Delivery vehicles represent a positive brand image	1	Y	N				

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EQUIPMENT & STORE CONDITION	Score:	16 points possible	Maximum Points			Score	Comments
	Store ceiling, T-bars, and vents are clean and not broken, chipped, or cracked	1	Y	N			
	Store walls, floors, and baseboards are not broken, chipped, or cracked	1	Y	N			
	Hand sinks operational and handwashing reminder signage is present	1	Y	N			
	Customer area seating, counter, and tables are not faded, broken, chipped, or cracked	1	Y	N			
	Restrooms and fixtures are not broken, chipped, or cracked	1	Y	N			
	Parking lot, entryway sidewalk, and customer-facing store exterior are clean and not damaged	1	Y	N			
	Signage is clean, properly illuminated, and not damaged	1	Y	N			
	Refrigeration and/or HVAC units operational, not broken, chipped, or cracked, and free of rust	1	Y	N			
	Calibrated thermometer(s) available	1	Y	N			
	Small-wares and utensils are not broken, chipped, or cracked	1	Y	N			
	Bake-wares are not damaged	1	Y	N			
	Oven fingers and hood are clean and free from excessive grease buildup and yellowing. Oven, hood, and heat rack are operational and undamaged	1	Y	N			
	Sufficient number of hot bags available and are not torn, faded, or melted	1	Y	N			
	Calibrated, working scale(s) and product build job aids available	1	Y	N			
	Caller ID is installed and working	1	Y	N			
Safe, tills, and drop boxes are present, operational, and secured	1	Y	N				
BRAND SAFETY	Score:	6 points possible	Max. Points			Score	Comments
	Delivery experts making drops, carrying less than \$20 (or international equivalent)	1	Y	N			
	Security callbacks are completed for new and suspicious orders, and for orders where Caller ID is unavailable	1	Y	N			
	Safe in use and deposit procedures followed	1	Y	N			
	No more than \$150 USD in front till (or international equivalent)	1	Y	N			
	Safety equipment in use and store personnel delivering safely to customers	1	Y	N			
No weapons, including pocket knives, mace, pepper spray, and similar items	1	Y	N				
TOTAL POINTS							
<b>STAR RATING (100 POINTS POSSIBLE)</b> <ul style="list-style-type: none"> <li>• 5 STAR = 90-100 points</li> <li>• 4 STAR = 80-89 points</li> <li>• 3 STAR = 70-79 points</li> <li>• 2 STAR = 60-69 points</li> <li>• 1 STAR = 50-59 points <b>FAILING SCORE</b></li> <li>• 0 STAR = &lt;50 points <b>FAILING SCORE</b></li> </ul>			CRITICAL OPS ELEMENTS			Score:	
			PRODUCT			Score:	
			FOOD SAFETY			Score:	
			IMAGE & CLEANLINESS			Score:	
			EQUIPMENT & STORE CONDITION			Score:	
			BRAND SAFETY			Score:	
						<b>TOTAL SCORE:</b>	