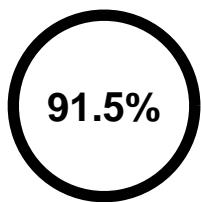




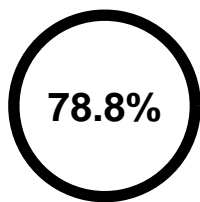
Period 7 - Feb 2025

The Bottle of Sack, Sutton Coldfield

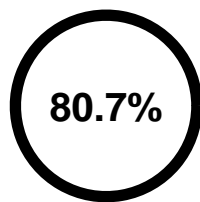
Job ID	25048933
Job Date	Monday 10th February 2025
Job Time	08:35 - 10:35
Name of Auditor:	Mark Klymyszyn
Visit Type:	Internal Call - Pub (Compliance) 2024



Period Score



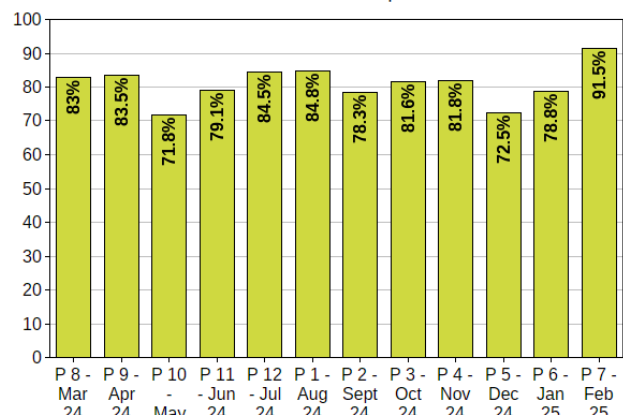
Last Period Score



YTD Score

This Visit - The Detail	Points	Out Of	Score
Externals	650	650	100.0%
Customer Area	975	1200	81.3%
Customer Toilets	1250	1250	100.0%
Bar Customer Facing	400	400	100.0%
People	600	600	100.0%
Kitchen	1875	2125	88.2%
Bar	1225	1375	89.1%
Critical Drink Focus	225	225	100.0%
Cellar	725	800	90.6%
BOH	725	875	82.9%
Focus	500	500	100.0%
OVERALL	9150	10000	91.5%


Score Trend Graph




Top	Call Type - (non-scoring)
1	What type of call are you completing?
	Daytime weekday (n/s)

Top	Critical Focus - (non-scoring)
2	There were no fire exits locked or obstructed.
	Yes (n/s)
3	There were no serious food safety issues noted, such as pest management, cross-contamination concerns or OOD items.
	Yes (n/s)
4	There were no serious systematic fire safety failings, including weekly tests, new-starter fire training records recorded in the DMLB.
	Yes (n/s)
5	There were no serious health & safety issues not being managed by the team.
	Yes (n/s)
6	Are the staff facilities clean and tidy?
	Yes (n/s)

Top	Externals - (650 out of 650) 100.0%
7	Is the bin area clean, secure and well maintained with all bins in a good condition? Have any with cracked/damaged, missing lids etc. been reported to the pubs supplier?
	Yes (75)
8	There is no evidence of recycling in the general waste bins and is recycling free from contamination and well presented?
	Yes (75)
9	Are all external areas and entrances, including those at the rear, clean and well presented?
	Yes (75)
10	Is all external furniture well maintained and are all parasols/gazebos and festoon lighting secure and in good condition?
	Yes (75)
11	Is all external customer lighting, sufficient and in good working order with timers correctly set for the season?
	Yes (75)
12	Are all external area floors, steps, stairs and perimeter gates and fences well maintained and free from hazards?
	Yes (100)
13	Are all customer facing facia (inc windows, menu cabinets, paintwork) clean, tidy and well maintained?
	Yes (75)
14	Is all external signage, (including car park if applicable), display cabinets and window POS in good condition and following the current marketing brief?
	Yes (25)
15	Are hanging baskets and planters well maintained and where applicable, is the watering system working?
	Yes (75)

Top	Customer Area - (975 out of 1200) 81.3%	
16	Are the customer carpets and hard flooring areas clean, in good condition and free from hazards?	
	No (0) <i>Dirty trays left FOH</i>	
17	Are the customer area walls, shelving and decorative panels clean and in good condition?	
	Yes (75)	
18	Are the customer area ceilings and vents clean and in good condition?	
	Yes (75)	
19	Are customer area tables clean and well maintained (inc table numbers) with no evidence of chewing gum underneath the table?	
	No (0) <i>Gum under tables</i>	

20	Is customer seating and upholstery clean and in good condition?	
	No (0) <i>Seats need a wet vac on mezz</i>	
21	Are customer area fixtures and fittings (inc AWP's, artwork, condiment tables etc.) clean, well presented and well maintained?	
	Yes (75)	
22	Was the Customer Information Screen switched on, up to date and easily accessible to all customers?	
	Yes (75)	
23	Are brass, chrome, mirrors and windows clean and in good condition?	
	Yes (25)	
24	Is FOH and table top POS clean (inc holders), in good condition and following the current marketing brief?	
	Yes (25)	
25	Are all coffee machines and water boilers (including hoppers and drip trays) clean and well maintained?	
	Yes (75)	
26	Are the coffee machine milk fridges (including drip trays) clean and well maintained?	
	Yes (75)	
27	Is the hot drinks station clean and well maintained (inc cabinet internals and underneath the unit)?	
	Yes (75)	
28	Are children's highchairs clean, in good condition with relevant safety signage?	
	Yes (75)	
29	Is FOH customer lighting appropriate with correct bulbs installed and in good working order?	
	Yes (75)	
30	Are clear instructions displayed next to all heating/cooling control panels?	
	Yes (75)	
31	Are all stairs and staircases clean and well maintained (including hand rails, nosings, spindles and safety studs)?	
	Yes (75)	


32	Are all cleaning materials available e.g. Minimum 2 working hoovers, a wet dry vac, mops, chemicals and other cleanliness non cons?
	Yes (75)
33	Are there sufficient cleaners and hours allocated to cleaning tasks?
	Yes (25)

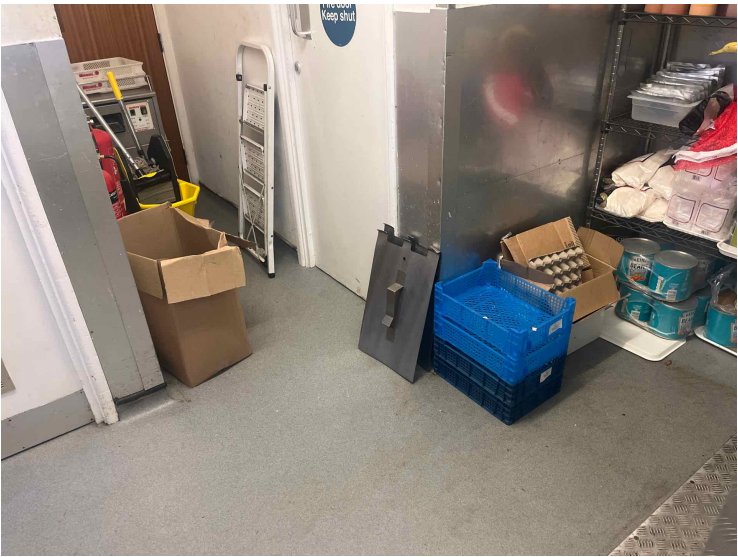

Top	Customer Toilets - (1250 out of 1250) 100.0%
34	Are customer toilet floors clean, well maintained and free from hazards?
	Yes (100)
35	Are customer toilet walls and fixtures clean and in good condition?
	Yes (75)
36	Are customer toilet ceilings and vents clean and in good condition?
	Yes (75)
37	Are entrance doors clean, well maintained with door stoppers and finger guards fitted?
	Yes (75)
38	Is Ask for Angela and all promotional POS well maintained and following the current marketing brief (inc toilet CCTV signage on entry doors and in communal areas, if applicable)?
	Yes (25)
39	Are cubicle doors clean and in good condition with a working lock, door stopper and coat hook fitted?
	Yes (75)
40	Are urinals and toilet pans clean, in good condition with a working flushing mechanism?
	Yes (75)
41	Are toilet roll holders fitted in all cubicles and are these clean, well maintained and fully stocked?
	Yes (75)
42	Are sinks, soap dispensers and hand dryers clean and in good condition with working taps with suitable water flow (taps should run for a max of 8-10 seconds)?
	Yes (75)
43	Are all baby changing units clean and in good condition (inc safety notices and straps)?
	Yes (75)
44	Are personal hygiene bins (including a nappy bin) available, clean and is the incontinent bin signage in place in the relevant gents toilet door?
	Yes (75)
45	Are all assistance handles, rails and furnishings clean and well maintained?
	Yes (75)
46	Are emergency assistance alarms in good working order and audible in the toilet and from the bar?
	Yes (75)
47	Is the locking mechanism on the Access toilet in good working order?
	Yes (75)
48	Is all toilet lighting suitable and sufficient and in good working order?
	Yes (75)
49	Was there a fully stocked cleaning caddy available with a stocking label attached?
	Yes (75)
50	Were employees observed using the toilet caddy to complete toilet checks (view CCTV if required)?
	Yes (75)

Top	Bar Customer Facing - (400 out of 400) 100.0%
51	Are all areas of the bar (including any foot rails) clean and well maintained?
	Yes (75)
52	Is all brass and chrome polished and in good condition?
	Yes (75)
53	Are all tills and PEDs clean and are all digital displays working and unobscured?
	Yes (75)
54	Are overhead glass racks and glassware clean and in good condition?
	Yes (75)
55	Is the back bar area (inc fridges) clean, tidy and well merchandised?
	Yes (75)
56	Is all bar top POS (pump clips, T-bar lens, company notices food, specials etc.) clean and well presented?
	Yes (25)

Top	People - (600 out of 600) 100.0%
57	Have the salaried managers punched in at least 90% of the time since the previous CCQ
	Yes (75) 97.21%
58	Are all body cameras, mobile panic alarms and radios being used by the team?
	Yes (75)
59	Are all staff adhering to appearance standards?
	Yes (75)
60	Is all PPE available, in good condition and used, where appropriate?
	Yes (100)
61	Are all pub communications messages up to date?
	Yes (25)
62	Is the daily shift planner in place, with breaks assigned and is there evidence of preshift briefings?
	Yes (25)
63	Is an accurate rota available at least three weeks in advance and published on MyJDW?
	Yes (75)
64	Are all employees knowledgeable about their responsibilities regarding food safety and H&S (inc fire)?
	Yes (75)
65	Are the FOH and kitchen employees knowledgeable about their responsibilities regarding customer allergen requests?
	Yes (75)

Top	Kitchen - (1875 out of 2125) 88.2%
66	Are the pot-washers and sink areas clean and well maintained, with sufficient chemicals and where applicable water softeners topped up with salt?
	Yes (75)
67	Are the fryers clean and are all oil management practices in place?
	Yes (75)
68	Is the chip scuttle clean?
	Yes (75)

69	Are the clam and char-grill clean?	
	No (0) <i>Grill guard needs a clean</i>	
70	Are all microwaves and ovens clean?	
	Yes (75)	
71	Are the pizza oven and dough press clean?	
	Yes (75)	
72	Are all equipment surfaces, worktops and shelving clean?	
	Yes (100)	
73	Was there a clean-as-you-go in place, with appropriate cloths and sanitiser available?	
	Yes (100)	
74	Are the contact points clean?	
	Yes (100)	
75	Are the equipment wheels and casing clean?	
	Yes (75)	
76	Are all kitchen floors and walls clean and free from hazards?	
	Yes (75)	

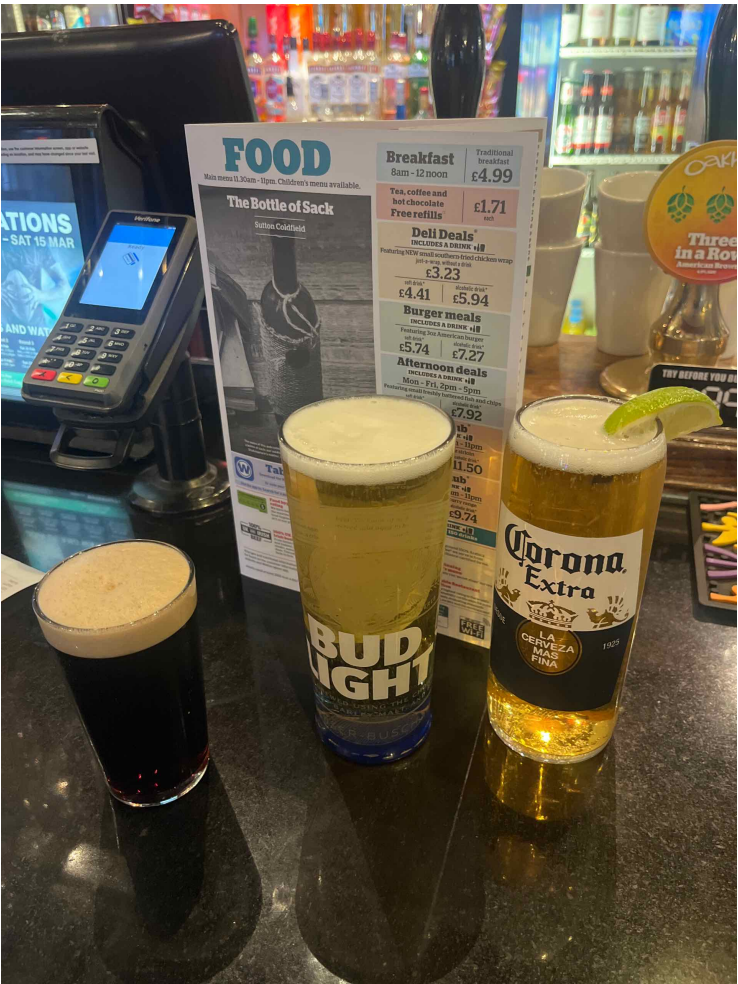
77	Is the kitchen floor free from low level trip hazards?	
	No (0) <i>Lots of trip hazards in ambient area</i>	
78	Are kitchen ceilings, high level areas and canopy extraction clean?	
	Yes (75)	
79	Are all walk-in and service fridges and freezers clean?	
	No (0) <i>Meat drawer sides need a clean</i>	
80	Are all walk-in and cold room emergency door release mechanisms in good working order? If no, state corrective action.	
	Yes (25)	
81	Is the automatic defrost and prep list up to date and in use?	
	Yes (75)	
82	Is food stored and handled correctly?	
	Yes (100)	

83	Is food labelled correctly?
	Yes (100)
84	Is all food cooked safely and to spec?
	Yes (100)
85	Are two working probes and Sanitiser wipes available, clean and in use?
	Yes (100)
86	Are all temperature controls in place (including the hot hold) and documented?
	Yes (100)
87	Is the hot hold usage document and laminated hot hold guide clearly displayed, accurately completed and is the unit being used in line with the guidance?
	Yes (75)
88	Are all other areas clean?
	No (0) <i>Clam arms greasy</i> <i>Glue on containers</i> <i>Adhesive on fridge doors</i>
89	Are all FOG units in good working order with evidence of chemical dosing where applicable?
	Yes (75)
90	Are all areas of the kitchen, including equipment, well maintained?
	Yes (75)
91	Are colour coded recycling bins in the kitchen set up and labelled with the relevant sticker to facilitate effective recycling and there is no evidence of contamination?
	Yes (75)
92	Is the kitchen equipment fire up guide and all energy practices in place?
	Yes (75)

<u>Top</u>	Bar - (1225 out of 1375) 89.1%
93	Is the ice machine cleaned as per SOP?
	Yes (100)
94	Are all ice-handling practices in place?
	Yes (100)
95	Are the glass washers and cup washers clean and well maintained, with sufficient chemicals and where applicable water softeners topped up with salt?
	Yes (75)
96	Is all glassware clean?
	Yes (75)
97	Are glass wash area floors, walls and ceilings clean and in good condition?
	Yes (100)
98	Are all glass wash drainage areas and pipework clean, free from fly activity and in good condition?
	Yes (75)
99	Are bar area floors, walls and ceilings clean, in good condition and free from hazards?
	No (0) <i>Floor around till areas needs a clean</i>
100	Are the bar and glass wash areas free from low level trip hazards?
	Yes (25)

101	Are beer engines, drip trays, soda guns, T-bars and line cleaning connectors clean and well maintained?
	Yes (75)
102	Are till areas clean, organised and in good condition (inc tills, note detectors and printers)?
	Yes (75)
103	Are glass trolleys, ice dumps and speed rails clean and in good condition and do the trolleys have functioning wheels?
	Yes (75)
104	Is all glass shelving clean with appropriate glass matting in place?
	Yes (75)
105	Are back bar areas, fridges and displays clean and well maintained (inc lighting)?
	Yes (75)
106	Are all beer dispense nozzles clean and in good working order?
	Yes (75)
107	Are colour coded recycling bins in the bar area set up and labelled with the relevant sticker to facilitate effective recycling and there is no evidence of contamination?
	Yes (75)
108	Are all spirits and wines correctly sealed and labelled?
	No (0) <i>A number of wines not vac'd</i>
109	Are all products on the bar within BBF date?
	Yes (75)
110	Is the Emergency Response Plan available and up to date?
	Yes (75)
111	Has the T-bar layout been checked against the T-Bar plan-o-gram?
	Yes (n/s)

Top	Critical Drink Focus - (225 out of 225) 100.0%
112	Was Corona available on draught?
	Yes (25)
113	If available, was Corona served in a branded glass?
	Yes (25)

114	If available, was Corona served with a lime wedge on the rim of the glass?
	Yes (25)
	
115	Were Budweiser, Bud Light, Leffe Blonde and Stella available on Draught?
	Yes (25)
116	Please select which product you purchased as your second pint:
	Bud Light (n/s)
117	Was the second pint served in a branded glass?
	Yes (25)
118	Were branded glasses available for all 5 BBG draught products?
	Yes (25)
120	Are sufficient numbers of glasses available for the pub to maintain buffer stock equating to 30% of volume?
	Yes (n/s)
122	Were the bottle and can products available?
	Yes (25)
124	Were the bottle and can products visible?
	Yes (25)
126	Was Bathtub gin available on back bars?
	Yes (25)

Top	Cellar - (725 out of 800) 90.6%
127	Are cellar floors, walls and ceiling clean and free from hazards?
	Yes (100)

128	Is the cellar equipment clean and well maintained?
	Yes (75)
129	Are all real ales in date as per the suppliers date label and correctly rotated?
	Yes (75)
130	Are all real ales within their 3 day best beer date and is there evidence of CAT testing to confirm quality if over 3 days?
	No (0) <i>CAT test and times missing from on sale ales</i>
131	Are all ales being conditioned as per SOP?
	Yes (75)
132	Are all cellar buoys numbered and is the line cleaning plan accurate, up to date and set up with appropriate cleaning cycles?
	Yes (25)
133	Is there evidence that line-cleaning is being completed as per SOP?
	Yes (75)
134	Is the ale cellar within the correct temprature range (11-13°C)?
	Yes (75)
135	Are all gas canisters safely chained in a secure location or lying flat on the floor with chocks applied?
	Yes (75)
136	There was no evidence of food, chemicals or other items being stored in the cellar that may taint the taste or aroma of the ales?
	Yes (25)
137	There was no evidence of pest activity in the ale cellar?
	Yes (75)
138	There were no other cellar-related issues?
	Yes (25)
139	Are all dispense issues being recorded on Trail and WISDOM?
	Yes (25)

Top	BOH - (725 out of 875) 82.9%
140	Are DMLB records accurately completed with no evidence of falsification?
	Yes (75)
141	Are all stock control measures in place and being adhered to?
	No (0) <i>Wet holding 16 days</i>
142	Are BOH corridors, BOH areas and staff facilities clean and tidy and free from hazards?
	No (0) <i>Office untidy</i>
143	Are all handwash basins clear from obstructions, clean, fully stocked and displaying the correct notices?
	Yes (100)
144	Only approved chemicals are onsite and these are stored, labelled, diluted and used correctly in line with the relevant SOP?
	Yes (75)
145	Were cloths being washed and re-used in line with the SOP where there were no excessive amounts available for staff to use?
	Yes (50)
146	Are SOPs available on the kitchen and bar tablet?
	Yes (75)
147	Are all pub security measures in place?
	Yes (75)

148	Are all energy-management practices in place?
	Yes (50)
149	Are managers on duty aware of any asbestos on site; if applicable, is this being managed in line with the asbestos management policy and is the most recent survey summary clearly displayed on the office wall?
	Yes (75)
150	All pest contractor recommendations have been completed and there are no proofing issues noted?
	Yes (75)
151	If applicable, is the Maintenance Associate working within the agreed scope using only approved tools and chemicals?
	Yes (75)
152	Are there currently no other maintenance or pest proofing issues?
	Yes (n/s)

Top	Outstanding Actions - (non-scoring)
153	All outstanding actions for external areas have been completed?
	Yes (n/s)
154	All outstanding actions for FOH areas have been completed?
	Yes (n/s)
155	All outstanding actions for the people criteria have been completed?
	Yes (n/s)
156	All outstanding actions for kitchen areas have been completed?
	Yes (n/s)
157	All outstanding actions for bar and glasswash areas have been completed?
	Yes (n/s)
158	All outstanding actions for the cellar areas have been completed?
	Yes (n/s)
159	All outstanding actions for the BOH areas have been completed?
	Yes (n/s)
160	All outstanding actions for the last periods focus areas have been completed?
	Yes (n/s)

Top	Sign Off - (non-scoring)
161	Please state the name of the Duty Manager you spoke to.
	<i>Dave</i>
162	Please add any additional comments here if required.

Top	Focus - (500 out of 500) 100.0%
163	Are all first aid boxes readily available and fully stocked?
	Yes (125)
164	Are non-consumable build to levels available and there is no evidence of non con levels being over stocked?
	Yes (125)

165	Are all controls in place for all doors that open outward into the customer area and are these clearly marked as a hazard (e.g. appropriate staff training, warning signs, vision panels, area cordoned off from customers)?
	Yes (250)