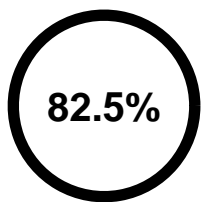




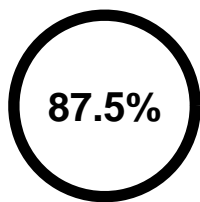
Period 9 - April 2025

The Bottle of Sack, Sutton Coldfield

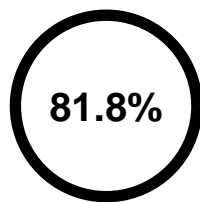
Job ID	25081262
Job Date	Thursday 10th April 2025
Job Time	10:40 - 12:40
Name of Auditor:	Mark Klymyszyn
Visit Type:	Internal Call - Pub (Compliance) 2024



Period Score



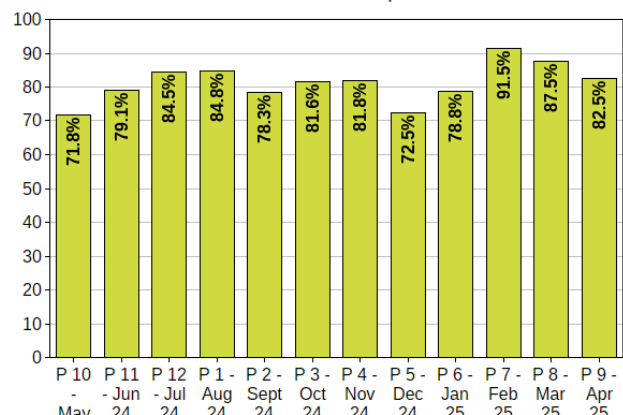
Last Period Score



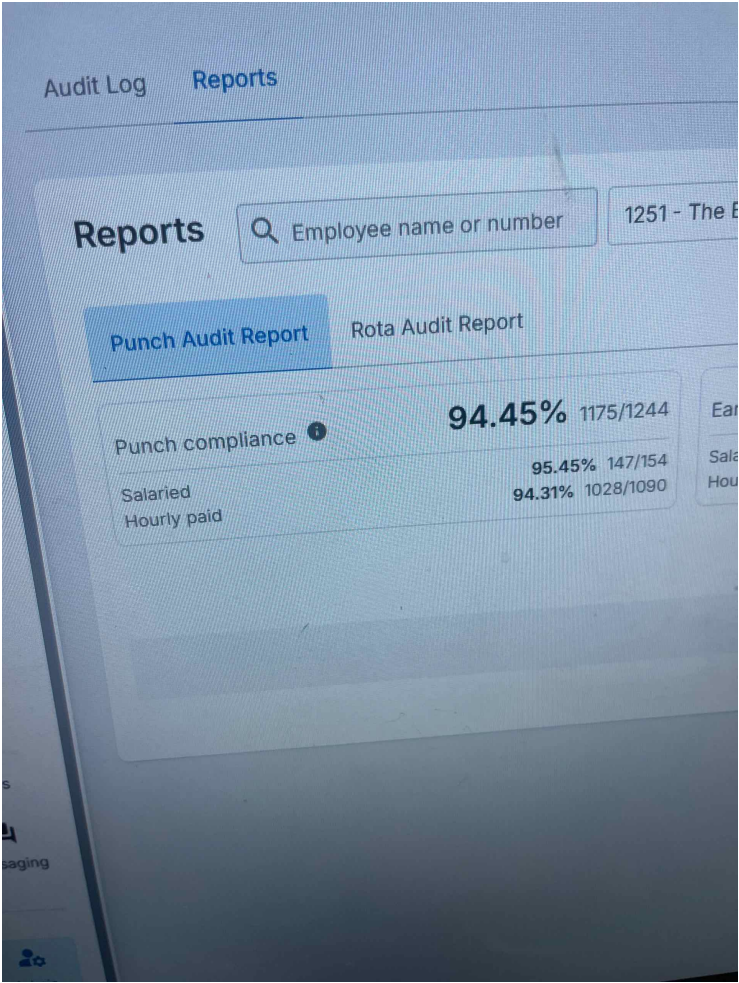
YTD Score


This Visit - The Detail	Points	Out Of	Score
Externals	425	650	65.4%
Customer Area	975	1200	81.3%
Customer Toilets	925	1250	74.0%
Bar Customer Facing	400	400	100.0%
People	600	600	100.0%
Kitchen	1775	2125	83.5%
Bar	900	1375	65.5%
Critical Drink Focus	225	225	100.0%
Cellar	800	800	100.0%
BOH	725	875	82.9%
Focus	500	500	100.0%
OVERALL	8250	10000	82.5%

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)	
7	Have salaried managers punched in at least 90% of the time since the previous CCQ?	
	Yes (n/s)	
8	Have hourly paid employees punched in at least 90% of the time since the previous CCQ?	
	Yes (n/s)	


Top	Externals - (425 out of 650) 65.4%	
9	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?	
	No (0) <i>Lots of refuse and defunct equipment. Parasols, chair pads etc</i> <i>Broken glass to floor also</i>	
10	There is no evidence of recycling in the general waste bins and is recycling free from contamination and well presented?	
	Yes (75)	
11	Are all external areas and entrances, including those at the rear, clean and well presented?	
	No (0) <i>Glass between slabs in garden</i> <i>Astroturf littered and curling</i> <i>Exposed lights in menu cabinets</i>	
12	Is all external furniture well maintained and are all parasols/gazebos and festoon lighting secure and in good condition?	
	Yes (75)	
13	Is all external customer lighting, sufficient and in good working order with timers correctly set for the season?	
	No (0) <i>Broken light</i>	
14	Are all external area floors, steps, stairs and perimeter gates and fences well maintained and free from hazards?	
	Yes (100)	
15	Are all customer facing facia (inc windows, menu cabinets, paintwork) clean, tidy and well maintained?	
	Yes (75)	
16	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)	

17	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%	
18	Are the customer carpets and hard flooring areas clean, in good condition and free from hazards?	
	Yes (75)	
19	Are the customer area walls, shelving and decorative panels clean and in good condition?	
	No (0) <i>Lots of plaster not finished off on walls where works have been completed. To be made right</i>	
20	Are the customer area ceilings and vents clean and in good condition?	
	Yes (75)	
21	Are customer area tables clean and well maintained (inc table numbers) with no evidence of chewing gum underneath the table?	
	Yes (75)	
22	Is customer seating and upholstery clean and in good condition?	
	Yes (75)	
23	Are customer area fixtures and fittings (inc AWP's, artwork, condiment tables etc.) clean, well presented and well maintained?	
	<p>No (0) <i>Cans falling in displays. Not well presented</i></p>	
24	Was the Customer Information Screen switched on, up to date and easily accessible to all customers?	
	Yes (75)	
25	Are brass, chrome, mirrors and windows clean and in good condition?	
	Yes (25)	
26	Is FOH and table top POS clean (inc holders), in good condition and following the current marketing brief?	
	Yes (25)	

27	Are all coffee machines and water boilers (including hoppers and drip trays) clean and well maintained?
	No (0) <i>Chemicals in station. A child could access this</i>
28	Are the coffee machine milk fridges (including drip trays) clean and well maintained?
	Yes (75)
29	Is the hot drinks station clean and well maintained (inc cabinet internals and underneath the unit)?
	Yes (75)
30	Are children's highchairs clean, in good condition with relevant safety signage?
	Yes (75)
31	Is FOH customer lighting appropriate with correct bulbs installed and in good working order?
	Yes (75)
32	Are clear instructions displayed next to all heating/cooling control panels?
	Yes (75)
33	Are all stairs and staircases clean and well maintained (including hand rails, nosings, spindles and safety studs)?
	Yes (75)
34	Are all cleaning materials available e.g. Minimum 2 working hoovers, a wet dry vac, mops, chemicals and other cleanliness non cons?
	Yes (75)
35	Are there sufficient cleaners and hours allocated to cleaning tasks?
	Yes (25)


Top	Customer Toilets - (925 out of 1250) 74.0%	
36	Are customer toilet floors clean, well maintained and free from hazards?	
	<p>No (0) <i>Cone on dry floor in toilet. Not a deterrent but rather part of the furniture</i></p>	


37	Are customer toilet walls and fixtures clean and in good condition?
	Yes (75)
38	Are customer toilet ceilings and vents clean and in good condition?
	Yes (75)
39	Are entrance doors clean, well maintained with door stoppers and finger guards fitted?
	Yes (75)
40	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)
41	Are cubicle doors clean and in good condition with a working lock, door stopper and coat hook fitted?
	Yes (75)
42	Are urinals and toilet pans clean, in good condition with a working flushing mechanism?
	Yes (75)
43	Are toilet roll holders fitted in all cubicles and are these clean, well maintained and fully stocked?
	Yes (75)
44	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)?
	No (0) <i>Loose taps in gents</i>
45	Are all baby changing units clean and in good condition (inc safety notices and straps)?
	Yes (75)
46	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)
47	Are all assistance handles, rails and furnishings clean and well maintained?
	No (0) <i>Handle missing in cubicle</i>
	

48	Are emergency assistance alarms in good working order and audible in the toilet and from the bar?
	Yes (75)
49	Is the locking mechanism on the Access toilet in good working order?
	Yes (75)
50	Is all toilet lighting suitable and sufficient and in good working order?
	Yes (75)
51	Was there a fully stocked cleaning caddy available with a stocking label attached?
	No (0) <i>Incomplete caddy</i>
52	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%
53	Are all areas of the bar (including any foot rails) clean and well maintained?
	Yes (75)
54	Is all brass and chrome polished and in good condition?
	Yes (75)
55	Are all tills and PEDs clean, in good condition with no sign of tampering and are all digital displays working and unobscured?
	Yes (75)
56	Are overhead glass racks and glassware clean and in good condition?
	Yes (75)
57	Is the back bar area (inc fridges) clean, tidy and well merchandised?
	Yes (75)
58	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%
59	Are all body cameras, mobile panic alarms and radios being used by the team?
	Yes (75)
60	Are all staff adhering to appearance standards?
	Yes (100)
61	Is all PPE available, in good condition and used, where appropriate?
	Yes (100)
62	Are all pub communications messages up to date?
	Yes (25)
63	Is the daily shift planner in place, with breaks assigned and is there evidence of preshift briefings?
	Yes (25)
64	Is an accurate rota available at least three weeks in advance and published on MyJDW?
	Yes (75)
65	Are all employees knowledgeable about their responsibilities regarding food safety and H&S (inc fire)?
	Yes (100)
66	Are the FOH and kitchen employees knowledgeable about their responsibilities regarding customer allergen requests?
	Yes (100)


Top	Kitchen - (1775 out of 2125) 83.5%	
67	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)	
68	Are the fryers clean and are all oil management practices in place?	
	Yes (75)	
69	Is the chip scuttle clean?	
	Yes (75)	
70	Are the clam and char-grill clean?	
	Yes (75)	
71	Are all microwaves and ovens clean?	
	Yes (75)	
72	Are the pizza oven and dough press clean?	
	Yes (75)	
73	Are all equipment surfaces, worktops and shelving clean?	
	Yes (100)	
74	Was there a clean-as-you-go in place, with appropriate cloths and sanitiser available?	
	Yes (100)	
75	Are the contact points clean?	
	Yes (100)	
76	Are the equipment wheels and casing clean?	
	No (0) <i>Wheels need a clean</i>	
77	Are all kitchen floors and walls clean and free from hazards?	
	Yes (75)	
78	Is the kitchen floor free from low level trip hazards?	
	Yes (25)	
79	Are kitchen ceilings, high level areas and canopy extraction clean?	
	Yes (75)	
80	Are all walk-in and service fridges and freezers clean?	
	Yes (75)	
81	Are all walk-in and cold room emergency door release mechanisms in good working order? If no, state corrective action.	
	Yes (25)	
82	Is the automatic defrost and prep list up to date and in use?	
	Yes (75)	

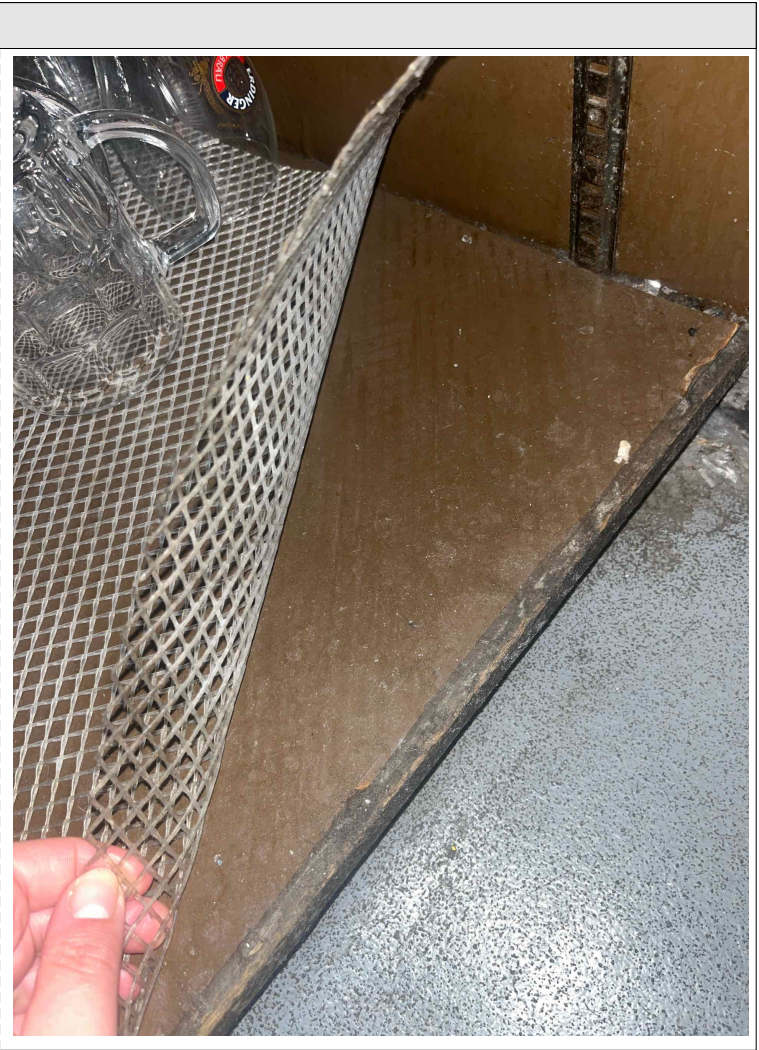
83	Is food stored and handled correctly?	
	<p>No (0)</p> <p><i>Cracked mushroom trays in use. Risk of foreign body contamination in food</i></p>	
84	Is food labelled correctly?	
	Yes (100)	
85	Is all food cooked safely and to spec?	
	Yes (100)	
86	Are two working probes and Sanitiser wipes available, clean and in use?	
	Yes (100)	
87	Are all temperature controls in place (including the hot hold) and documented?	
	<p>No (0)</p> <p><i>Missed probe calibrations in last 4 weeks</i></p> <p><i>Hot hold set to 90oC</i></p>	
88	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)	
89	Are all other areas clean?	
	<p>No (0)</p> <p><i>Toaster vents need a clean</i></p> <p><i>Carbon to pea pan</i></p> <p><i>Low corners of hot hold</i></p>	
90	Are all FOG units in good working order with evidence of chemical dosing where applicable?	
	Yes (75)	
91	Are all areas of the kitchen, including equipment, well maintained?	
	Yes (75)	


92	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)
93	Is the kitchen equipment fire up guide and all energy practices in place?
	Yes (75)

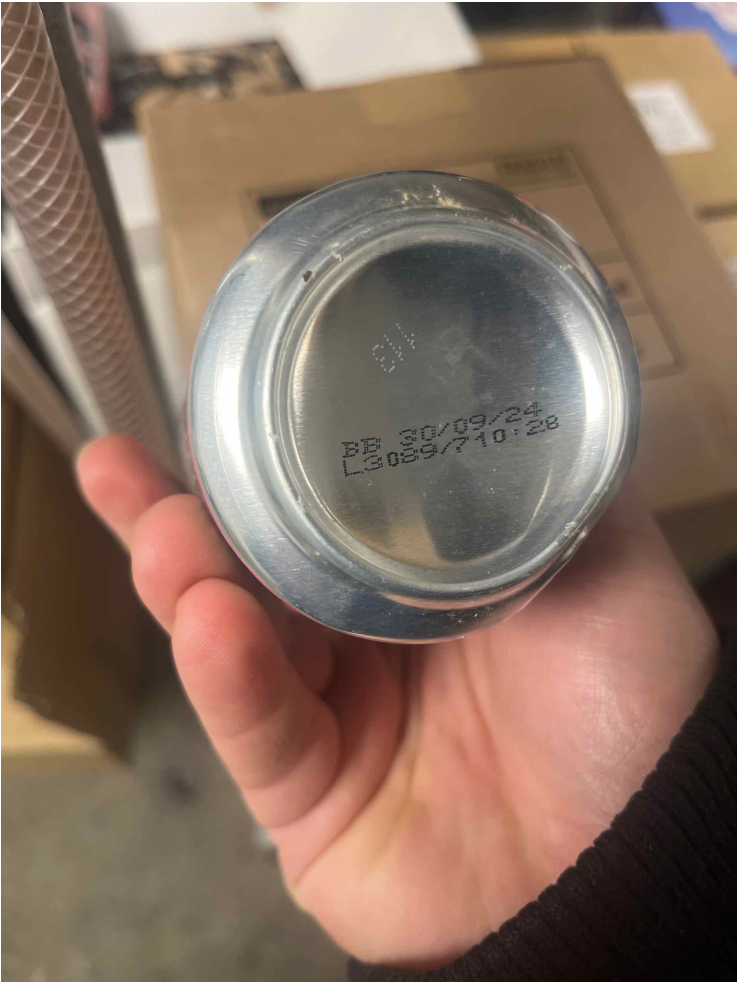
Top	Bar - (900 out of 1375) 65.5%	
94	Is the ice machine cleaned as per SOP?	
	Yes (100)	
95	Are all ice-handling practices in place?	
	Yes (100)	
96	Are the glass washers and cup washers clean and well maintained, with sufficient chemicals and where applicable water softeners topped up with salt?	
	No (0) <i>Heavy limescale to fronts</i>	
97	Is all glassware clean?	
	Yes (75)	
98	Are glass wash area floors, walls and ceilings clean and in good condition?	
	Yes (100)	
99	Are all glass wash drainage areas and pipework clean, free from fly activity and in good condition?	
	Yes (75)	
100	Are bar area floors, walls and ceilings clean, in good condition and free from hazards?	
	No (0) <i>Floor edges around fridges need a clean</i>	

101	Are the bar and glass wash areas free from low level trip hazards?
	No (0) <i>Excessive ale lines in cellar causing a trip hazard</i>
102	Are beer engines, drip trays, soda guns, T-bars and line cleaning connectors clean and well maintained?
	Yes (75)
103	Are till areas clean, organised and in good condition (inc tills, note detectors and printers)?
	No (0) <i>Shelving under tills need a clean</i>
	

104	<p data-bbox="121 85 1230 112">Are glass trollies, ice dumps and speed rails clean and in good condition and do the trollies have functioning wheels?</p> <div data-bbox="121 129 352 190"><p data-bbox="121 129 181 156">No (0)</p><p data-bbox="121 161 352 190"><i>Speed rails touching ice</i></p></div> 
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105	<div data-bbox="113 73 794 1120"><p data-bbox="113 73 794 1120">Is all glass shelving clean with appropriate glass matting in place?</p><p data-bbox="113 123 794 190">No (0) <i>Dirty under mats. Mats dirty also</i></p></div> <div data-bbox="798 73 1560 1120"></div>
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106	Are back bar areas, fridges and displays clean and well maintained (inc lighting)?	
	Yes (75)	
107	Are all beer dispense nozzles clean and in good working order?	
	Yes (75)	
108	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)	
109	Are all spirits and wines correctly sealed and labelled?	
	Yes (75)	

110	Are all products on the bar within BBF date?
	<div><div>No (0) <i>Out of date soft drinks in cellar</i></div><div>A close-up photograph of a hand holding a silver metal can. The bottom of the can is visible, showing a black ink stamp that reads "BB 30/09/24" and "L3089/710:28". The background is slightly blurred, showing cardboard boxes and a textured surface.</div></div>
111	Is the Emergency Response Plan available and up to date?
	Yes (75)
112	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%
113	Was Corona available on draught?
	Yes (25)
114	If available, was Corona served in a branded glass?
	Yes (25)

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

Top	Cellar - (800 out of 800) 100.0%
128	Are cellar floors, walls and ceiling clean and free from hazards?
Yes (100)	

129	Is the cellar equipment clean and well maintained?
	Yes (75)
130	Are all real ales in date as per the suppliers date label and correctly rotated?
	Yes (75)
131	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?
	Yes (75)
132	Are all ales being conditioned as per SOP?
	Yes (75)
133	Are all cellar buoys numbered and is the line cleaning plan accurate, up to date and set up with appropriate cleaning cycles?
	Yes (25)
134	Is there evidence that line-cleaning is being completed as per SOP?
	Yes (75)
135	Is the ale cellar within the correct temprature range (11-13°C)?
	Yes (75)
136	Are all gas canisters safely chained in a secure location or lying flat on the floor with chocks applied?
	Yes (75)
137	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)
138	There was no evidence of pest activity in the ale cellar?
	Yes (75)
139	There were no other cellar-related issues?
	Yes (25)
140	Are all dispense issues being recorded on Trail and WISDOM?
	Yes (25)

Top	BOH - (725 out of 875) 82.9%
141	Are DMLB records accurately completed with no evidence of falsification?
	Yes (75)
142	Are all stock control measures in place and being adhered to?
	No (0) <i>Late food MOS last week</i> <i>Stock holding above 11 days</i> <i>Porkka not organised</i>
143	Are BOH corridors, BOH areas and staff facilities clean and tidy and free from hazards?
	No (0) <i>Untidy BOH areas downstairs</i> <i>Cellar floor needs a clean</i> <i>Mould to pythons</i>
144	Are all handwash basins clear from obstructions, clean, fully stocked and displaying the correct notices?
	Yes (100)
145	Only approved chemicals are onsite and these are stored, labelled, diluted and used correctly in line with the relevant SOP?
	Yes (75)

146	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)
147	Are SOPs available on the kitchen and bar tablet?
	Yes (75)
148	Are all pub security measures in place?
	Yes (75)
149	Are all energy-management practices in place?
	Yes (50)
150	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)
151	All pest contractor recommendations have been completed and there are no proofing issues noted?
	Yes (75)
152	If applicable, is the Maintenance Associate working within the agreed scope, using only approved tools and chemicals and following the operations guide and SOPs?
	Yes (75)
153	Are there currently no other maintenance issues?
	Yes (n/s)

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

Top	Sign Off - (non-scoring)
162	Please state the name of the Duty Manager you spoke to.
	Chloe
163	Please add any additional comments here if required.

Top	Focus - (500 out of 500) 100.0%
164	Are safety barriers available, in good condition and located suitably for use before opening the cellar drop/lift?
	Yes (100)
165	Are all lifts and hoists in good working order, with a current certificate and safety warning stickers available (including passenger lifts)?
	Yes (100)
166	Are all cellar lifts and hoists being used safely as per SOP (review CCTV)?
	Yes (100)
167	Are all lift interlock and gate mechanisms in good working order including safeguards?
	Yes (100)
168	The pub has no doors which open immediately onto a set of steps or stairs (if applicable, detail the location of the door(s) in the pub what controls are currently in place to reduce the risk of injury)?
	Yes (n/s)
169	Is the energy and recycling communication board up to date, including a copy of the energy checklist/audit completed within the past month?
	Yes (100)