



Restaurant Excellence Visit Guidebook North America

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Overview

During the Restaurant Evaluation Visit (REV) a third-party visits a Subway® restaurant to evaluate its adherence to brand and food safety standards. Both the REV and this REV Guidebook are broken down into four parts:

- Food Safety
- Guest Experience
- Food Quality
- Cleanliness and Maintenance

This *Guidebook* provides guidance for franchisees and REV Specialists on how to evaluate Subway® standards. During the REV, Specialists review the notes and tipping point for each item to evaluate. The number of points shown next to each line item is the maximum number that can be deducted for the line item. These issues will be reflected on the REV Report. This *Guidebook* also contains informational questions, which are not scored.

For full details on the REV Program, refer to the *Restaurant Evaluations & Compliance* section of the *Operations Manual*.

For additional information on the standards outlined in this *Guidebook*, refer to the [Operations Manual](#).

REV Scoring System

Restaurants will receive a letter grade for their REV based on the number of points deducted:

- Deduct 0 - 9 pts. = A
- Deduct 10 - 19 pts. = B
- Deduct 20 - 29 pts. = C
- Deduct 30 - 39 pts. = D
- Deduct 40 or more pts. = F



Food Safety

FS 5.1.1	Handwashing and glove use properly performed when required.	Max = 10 pts.
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Item to Evaluate	Notes	Tipping Point	
1	Hands are properly washed.	Hands must be washed properly: <ul style="list-style-type: none"> • Soap must be used • Scrubbed for at least 20 seconds • Dried using disposable towel • Paper towel used to turn off the faucet • Hand sanitizer is not required in North America but may be used 	If improper procedures are observed, max points will be deducted.
2	Hands are washed when required.	Hands must be washed when required: <ul style="list-style-type: none"> • Entering the service line before handling food • Changing tasks • Returning from the restroom • After a cleaning task • After completing any other action that may result in cross contamination (handling money, touching hair or face, etc.) 	If one occurrence does not meet target, max points will be deducted.
3	Proper glove usage procedures are being followed.	Observe glove usage behaviors: <ul style="list-style-type: none"> • New gloves are used between food prep and after non-food related tasks • Gloves are not being reused once removed • Open sores/wounds are bandaged; gloves are worn over bandages • Gloves are not blown into prior to being worn • Gloves are worn during food handling activity • Appropriate gloves sizes are available • Other 	If one occurrence does not meet target, 5 pts. will be deducted. If more than one occurrence does not meet target, max points will be deducted. If an open sore/wound without a bandage is observed, max points will be deducted.
4	Hand sink properly stocked with soap and paper towels. Paper towel dispenser is stocked and/or the hand dryer service is in good working order.	Evaluate all hand sinks including restrooms: <ul style="list-style-type: none"> • Paper towels stocked and device functioning. • Soap is stocked. • Hand dryer is working properly • Water reaches 100° F/38° C within 60 seconds (Water less than 85° F/29° C= Auto Fail) 	If one occurrence does not meet target, 5 pts. will be deducted. If more than one occurrence does not meet target, max points will be deducted.



Food Safety

FS 5.1.1	Handwashing and glove use properly performed when required.	Continued
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Item to Evaluate	Notes	Tipping Point
5	Handwashing sink is easily accessible (not obstructed) and is used only for handwashing. <ul style="list-style-type: none"> • Food/other items are not stored in the basin of the sink • Food preparation does not occur in the sink • Empty food containers are not stored in the sink 	If one instance occurrence does not meet target, 5 pts. will be deducted. If more than one occurrence does not meet target, max points will be deducted.
6	<ul style="list-style-type: none"> • Handwashing sign posted by hand sink 	If the handwashing sign is not posted, 3 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Cross Contamination](#)



R&M - Broken Soap Dispenser:

US: [Details: Pure Foam Hand Soap Dispenser \(108962\) - QuickSupply Marketplace](#)



CAN: [Details: Pure Foam Hand Soap Dispenser \(Assorted Sizes\) - S.T.O.P. Restaurant Supply](#)



R&M - Broken paper towel dispenser/missing key:

US: [Paper Towel - QuickSupply Marketplace](#)



CAN: [Tissue Dispensers - S.T.O.P. Restaurant Supply](#)



R&M - Hand Sanitizer:

US: [Sanitizers - QuickSupply Marketplace](#)



CAN: [Other Chemicals - S.T.O.P. - Restaurant Supply](#)





Food Safety

FS 5.1.3	Cross Contamination Prevention Food contact surfaces are cleaned and sanitized properly and safe from cross contamination. Food pans and smallwares are not chipped. All spray bottles are professionally labeled. All food containers are stored correctly. Food packages are stored correctly and undamaged. Team member food and drink is consumed and stored away from prep areas.	10 pts.
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Item to Evaluate	Notes	Tipping Point	
1	Proper storage of food-handling smallwares and utensils.	Utensils and smallwares are properly stored. <ul style="list-style-type: none"> • Smallwares/food containers are air dried before storage and are stored upside down • Utensils and smallwares are stored in designated areas away from potential cross contamination <ul style="list-style-type: none"> • Knives • Cutting Boards • Thermometer • Speed oven paddle/basket • Bread Pans/forms • Seasoning holders • In-use utensils • Sani-station is properly used (e.g., water changed/ not visibly soiled) • Other - refer to Operations Manual 	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 10 pts.
2	Food contact surfaces are clean.	Food contact surfaces are visibly clean. <ul style="list-style-type: none"> • Ice machine (interior)/ice chute • Soda nozzles/diffusers • Utensils & smallwares • Tomato/Vegetable Slicer • Other - refer to Operations Manual 	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 10 pts.
3	Food contact surfaces, smallwares/food containers and utensils are properly maintained.	Food contact surfaces are properly maintained. <ul style="list-style-type: none"> • Smallwares/food containers are not cracked • Smallwares/food containers and utensils are not damaged • Smallwares/food containers are not burnt • Other - refer to Operations Manual 	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 10 pts.

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)



R&M - Chemical Bottle Holders:

US: [Bottle Holders - QuickSupply Marketplace](#)



CAN: [Call Ecolab: 1-800-529-5458](#)

R&M - Chemical Buckets:

US: [Buckets - QuickSupply Marketplace](#)



CAN: [Back Room Supplies - Subway Customer Portal](#)





Food Safety

FS 5.1.3	Cross Contamination Prevention Food contact surfaces are cleaned and sanitized properly and safe from cross contamination. Food pans and smallwares are not chipped. All spray bottles are professionally labeled. All food containers are stored correctly. Food packages are stored correctly and undamaged. Team member food and drink is consumed and stored away from prep areas.	Continued
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Item to Evaluate		Notes	Tipping Point
4	Cross contamination not observed.	Food prep and procedures are safe and protected against cross contamination. <ul style="list-style-type: none"> • Food products with no foreign material in them • Spray water bottle professionally labeled water • Food products/packaging/food contact surfaces are not exposed to chemical contamination • Food is not moldy / slimy / bad odor • Thawed meats are not dripping directly onto other food • Team member personal food or drink is not intermingled with food for sale • Fresh produce is washed before use • No damaged food product • Ceiling in food prep/service area is not leaking • Other - refer to Operations Manual 	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 10 pts.
5	Potential for cross contamination not observed.	Observe for all risk of potential contamination. <ul style="list-style-type: none"> • Aprons are not worn or taken into restrooms • No potential foreign bodies stored above prep table or open food product • Team members are not eating, drinking, or chewing gum in the service / prep areas • Other - refer to Operations Manual 	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 10 pts.

Supporting Links

Operations Manual Reference:

[Cross Contamination](#)



[Franchisor Policies](#)





Food Safety

FS 5.1.4	<p>Three compartment sink is setup correctly when in use. Sanitizer solutions meet correct parts per million (Chlorine 50-100 / Quat 150-400). Sanitizer test strips are available and used correctly. Sanitizer buckets and sprays are in professional labeled containers and cloths are stored correctly. Dish machines are working correctly.</p>	5 pts.
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Item to Evaluate		Notes	Tipping Point
1	<p>Proper type of test strips are available and used correctly.</p>	<p>When evaluating, if process cannot be observed such as during a peak period, do not take the opportunity. Chlorine test strips needed only if restaurant has a sani-station.</p> <ul style="list-style-type: none"> • Test strips are available • Test strips are the proper type • Test strips are not expired or damaged 	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p>
2	<p>3-compartment sink properly set up and sanitizing solution meets proper PPM (Chlorine 50-100 / Quat 150-400). Water from 3-compartment sink reaches a temperature of 110 degrees.</p>	<p>Evaluate 3-comp. sink, if set up and in use, for proper steps (1. Wash 2. Rinse. 3. Sanitize) and temperature; sink does not need to be set up.</p> <p>Test the concentration of sanitizer solution at the 3-comp. sink.</p> <ul style="list-style-type: none"> • 3-compartment sink set up properly • Sanitizer solution meets concentration at 3-compartment sink 	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p>



Food Safety

FS 5.1.4	Three compartment sink is setup correctly when in use. Sanitizer solutions meet correct parts per million (Chlorine 50-100 / Quat 150-400). Sanitizer test strips are available and used correctly. Sanitizer buckets and sprays are in professional labeled containers and cloths are stored correctly. Dish machines are working correctly.	Continued
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Item to Evaluate		Notes	Tipping Point
3	Sanitizer buckets and spray bottles sanitizing solution meet proper PPM (Chlorine 50-100 / Quat 150-400); Cloths used for sanitizing are properly stored. Sanitizer buckets/spray bottles are set up as required. Sanitizer solutions are in properly labeled, approved containers.	Test all sanitizer buckets/bottles in the restaurant. If solution is heavily soiled, but still within proper concentration, coach. Assess knife station sanitizer and veggie wash. <ul style="list-style-type: none"> • Cloths used for sanitizing are properly stored • Sanitizer is at proper PPM • Sanitizer bucket/spray bottle is labeled • Sanitizer spray bottle is available It is acceptable to use the 3rd compartment of the 3-compartment sink as veggie wash sink, provided it has been clean and sanitized, is free of dishes and an empty basin is between the veggie wash and dishes.	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.
4	Dish machines are sanitizing properly.	For low temp dish machines, check for sanitizer concentration per manufacturer requirements. <ul style="list-style-type: none"> • Low-temp dish machine does meet concentration requirements For high temp dish machines, take the opportunity if the temperature is below 160° F (71° C). <ul style="list-style-type: none"> • High temperature dish machine does meet minimum temperature requirements. 	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.

Supporting Links

Operations Manual Reference:
[The Cleaning Process](#)





Food Safety

FS 5.1.5	Food meets temperature standards. Frozen food is frozen and hard to the touch. All thawing food is thawed under refrigeration (unless noted below). Foods being heated to hold hot are rapidly brought to 165°F (74° C). All hot food held between 140°F (60° C) and 165°F (74° C). All cold food held at 41°F (5° C) or below. Calibrated thermometer is working and available. Temperature Logs are complete, with temperatures recorded at least twice per day.	10 pts.
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Item to Evaluate	Notes	Tipping Point
1	Foods held hot are held at a minimum of 140°F (60° C) or the temperature required by local regulations whichever is more stringent; max of 165°F (74° C). Take temperature of all foods held hot including internal temperature of meatballs. Allow for +/- 1°F/0.6°C variance. If product(s) meets temperature, product can be served. If temperature for any product is above 165°F (74° C), take the opportunity under Food Quality. <ul style="list-style-type: none"> • Hot products did meet minimum temperature standard • Hot wells are pre-heated prior to use 	If one occurrence does not meet target, 5 pts. will be deducted. Five points will be deducted for each additional occurrence, for a max deduction of 10 pts.
2	Cold products meet a maximum of 41°F (5° C) or the temperature required by local regulations, whichever is more stringent. Take temperature of 3 products in each piece of refrigerated equipment (service area sandwich unit, refrigerated back counter, backroom cooler, backroom sandwich unit, etc.). Allow for +/- 1°F/0.6°C variance. If one does not meet target, take the temperature of two more products in the same piece of refrigerated equipment. If food was prepped within four hours, do not take the opportunity. Take temperature of another product that was prepped earlier. If five products in either the cooler or refrigerated back counter are 48° F (9° C) or above, record as an automatic failure (Severe Temperature Abuse).	If one occurrence does not meet target, 3 pts. will be deducted. If 3 or more occurrences do not meet target, the max of 10 pts will be deducted.
3	Frozen products are maintained frozen and hard to the touch. Frozen products must be maintained frozen solid to the touch. <ul style="list-style-type: none"> • Frozen products are hard to the touch • No evidence of thawing and refreezing (build up of ice crystals) 	If one occurrence does not meet target, 3 pts. will be deducted. If 3 or more occurrences do not meet target, the max of 10 pts will be deducted.
4	Thawing procedures are followed correctly. Thawing must only occur under refrigeration (except for lavash bread/flatbread, wraps and ciabatta bread (CN only), and thaw-and-serve baked goods). <ul style="list-style-type: none"> • Thawing is not taking place at room temperature. • Thawing is not taking place in the sink under water. • Thawing is not taking place in the microwave. 	If one occurrence does not meet target, 5 pts. will be deducted. Five points will be deducted for each additional occurrence, for a max deduction of 10 pts.



Food Safety

FS 5.1.5	Food meets temperature standards. Frozen food is frozen and hard to the touch. All thawing food is thawed under refrigeration (unless noted below). Foods being heated to hold hot are rapidly brought to 165°F (74° C). All hot food held between 140°F (60° C) and 165°F (74° C). All cold food held at 41°F (5° C) or below. Calibrated thermometer is working and available. Temperature Logs are complete, with temperatures recorded at least twice per day.	Continued
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Item to Evaluate	Notes	Tipping Point	
5	Proper heating and reheating procedures observed.	Proper heating and reheating is taking place. <ul style="list-style-type: none"> • Heating/reheating done rapidly • Heated/reheated product for hot holding does reach 165°F (74° C) Reheating only allowed for corrective actions. Leftover hot product at closing must be discarded and cannot be reheated the next day.	If one occurrence does not meet target, 5 pts. will be deducted. Five points will be deducted for each additional occurrence, for a max deduction of 10 pts.
6	Calibrated thermometer available.	Restaurants are required to have a food thermometer. <ul style="list-style-type: none"> • Approved thermometer used • Thermometer working properly • Probe thermometer present 	If one occurrence does not meet target, 5 pts. will be deducted. Five points will be deducted for each additional occurrence, for a max deduction of 10 pts.
7	Temperatures are recorded twice a day and the previous 4 weeks of temperature logs are available.	Restaurant must be able to show temperatures are being recorded. Check completed logs for the previous 4 weeks. <ul style="list-style-type: none"> • Temperatures are recorded twice a day • Temperature logs are available • Corrective actions are recorded 	If one occurrence does not meet target, 5 pts. will be deducted. Five points will be deducted for each additional occurrence, for a max deduction of 10 pts.

Supporting Links

Operations Manual Reference:
[Product Temperatures](#)



[The Time and Temperature Principle](#)



R&M - Calibrated Thermometer:

US: [Timers & Thermometers - QuickSupply Marketplace](#)



CAN: [Thermometers - S.T.O.P. Restaurant Supply](#)





Food Safety

FS 5.1.6	All food is labeled		5 pts.
Item to Evaluate		Notes	Tipping Point
1	Products marked with correct holding times.	Refer to the Shelf Life Chart. <ul style="list-style-type: none"> Item not marked to expire longer than permitted standard Item is not labeled with future date/time. 	If one occurrence does not meet target, 2 pts. will be deducted. If more than one occurrence does not meet target, the max of 5 pts. will be deducted.
2	All products, including those that are thawing, contain complete labeling information.	Items are labeled correctly <ul style="list-style-type: none"> Item is not missing labeling information (Type of product, date/time prepared, initials of preparer) Grab & Go® items are labeled with the preparation date and time. 	If one occurrence does not meet target, 2 pts. will be deducted. If more than one occurrence does not meet target, the max of 5 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Labeling Prepped Foods](#)





Food Safety

FS 5.1.11	All food is not expired. There are no expired food items. Note: salty snack, packed, drinks and other prepacked items served to the guest in their manufactures package are considered food quality.	10 pts.
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Item to Evaluate	Notes	Tipping Point
1 No expired product present.	Give a 10-minute grace on hourly products, e.g., cheese on the line has a hold time of 2:00pm. It is 2:10pm and the cheese has not been discarded. If it is not discarded by 2:10pm, take the opportunity – Refer to the Shelf Life Chart. <ul style="list-style-type: none"> • Item is not expired • Grab & Go® items are not expired. 	If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 10 pts. If product expired more than 24 hours ago, a max of 10 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Labeling Prepped Foods](#)





Food Safety

FS 5.1.7	Effective pest elimination is in place. Rodent, insect, bird, and pest activity not present. Doors seal properly with no large gaps to keep pests out. Walls, ceilings, and floors have no obvious holes that serve as pest entry points. Doors are not open, air currents if present are powered on and working.	5 pts.
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Item to Evaluate	Notes	Tipping Point
1 Restaurant is free of rodent, insect, and pest activity.	Pest presence is not observed. If observed, take the opportunity. <ul style="list-style-type: none"> Live or dead rodent not observed Rodent droppings not observed Live cockroach not observed Birds nesting inside of restaurant not observed Ant trail is not in food preparation area No excessive small fly activity Other - refer to Operations Manual 	If one occurrence does not meet target, 2 pts. will be deducted. If more than one occurrence does not meet target, the max of 5 pts. will be deducted. Pest present with confirmation of an integrated pest management program, deduct 2 pts Pest present with confirmation of an integrated pest management program, deduct 5 pts.
2 No pest entry opportunities observed.	Light below exterior door is not observed. If light can be seen below exterior door, take the opportunity. <ul style="list-style-type: none"> Door not left open to the outside for extended period Air curtain, if present, works Fly lights work No excessive damage to floors and walls where pest can enter from outside the building 	If one occurrence does not meet target, 2 pts. will be deducted. If more than one occurrence does not meet target, the max of 5 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Preventing Pest Infestation](#)





Guest Experience

GE 1.1.2	<p>Team provides a positive guest interaction.</p> <p>Sandwich Artists™ use A.C.T. (Ask, Confirm, Thank) while interacting with guests. A.C.T. is a 3-step process in which team members communicate with guests, streamlining the ordering process and thru-put.</p>	9 pts.
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Item to Evaluate	Notes	Tipping Point
1	<p>Team member and guest interaction.</p> <p>Team member displays a sense of urgency while greeting guests.</p> <ul style="list-style-type: none"> • Guest is greeted within three seconds. If a Sandwich Artist® is in the backroom but greets the guest as soon as the chime/alert sounds, do not take the opportunity. <p>Team member is available and ready to assist when guest arrives.</p> <ul style="list-style-type: none"> • Team member stops task to serve the guest. Team members should not be doing non-guest related tasks when guests are waiting to be served. • When a line forms other Sandwich Artists™ assist at the sandwich unit or register. <p>Guest is greeted promptly, and greeting is friendly.</p> <ul style="list-style-type: none"> • Team member offered help to guest 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
2	<p>Team member confirms the guest would like their Subway® Series sandwich made the way it comes.</p> <p>Team Member offers a Subway Series sandwich to guests. First suggestion to guests should be part of the Subway Series line.</p>	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
3	<p>Guest is thanked and receipt was included with the order.</p> <p>If guest requests no receipt, do not take the opportunity.</p> <p>Observe a minimum of 3 transactions at front counter and drive-thru.</p>	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>

Supporting Links

Operations Manual Reference:
[A.C.T. Service Steps](#)






Guest Experience

GE 1.1.4	Uniform and hygiene standards are followed for all team members.	9 pts.
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Item to Evaluate	Notes	Tipping Point	
1	<p>Uniforms are worn per brand standard, are approved and are in good condition. Portable devices are not used while working.</p>	<p>Managers and team members wear the approved uniform. Owner may perform team member functions without the complete uniform as long as a professionally Subway®-logoed shirt, headcovering and apron are worn.</p> <ul style="list-style-type: none"> Uniforms are approved Uniforms are in good condition Uniforms are not discolored or stained Footwear meets requirements Headwear worn / proper headwear worn Apron worn <p>Portable devices are not used for personal use while working in the restaurant, unless on a scheduled break. This includes, but is not limited to, cell phones, wireless headsets, personal digital assistants, portable music players, etc.</p>	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
2	<p>Hair is clean, neatly combed, short, or restrained. Mustaches and beards must comply with local laws.</p>	<p>Comply with local standards regarding hair restraint.</p> <ul style="list-style-type: none"> Hair is clean Hair is restrained Mustaches and beards comply with local laws 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
3	<p>Fingernails are clean, trimmed, filed and maintained so the edges and surfaces are cleanable. Polish/nails are free from any additional adornments.</p>	<p>Fingernails are clean and maintained.</p> <ul style="list-style-type: none"> Fingernails do not contain any jewelry or add-ons. Fingernails or damaged Fingernail polish or artificial nails are in good condition 	<p>If one occurrence does not meet target, 3 pts. will be deducted</p>

Supporting Links

Operations Manual Reference:
[Uniform Policy](#)



<p>Uniforms</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>US: Uniforms = QuickSupply Marketplace</p>  </div> <div style="width: 45%;"> <p>CAN: Staff Shirts - English - S.T.O.P. Restaurant Supply</p>  </div> </div>
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Guest Experience

GE 1.1.6	<p>All required menu items are available. POP (e.g., menu translites and window clings) is displayed properly.</p> <p style="text-align: center;">Guest can get everything on the menu and prices are displayed on the menu.</p>	12 pts.
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Item to Evaluate	Notes	Tipping Point	
1	<p>All required items are approved and available and menu translites are current.</p>	<p>All products are approved and available for sale.</p> <ul style="list-style-type: none"> Restaurant is not out of product/ingredient Employee has prepared the product for sale All products being served are approved products No equipment issues that prevent serving products Required menu components available Prices are displayed on menu translites 	<p>If one occurrence does not meet target, a max of 3 pts. will be deducted.</p>
2	<p>All displayed materials are current and in good condition. Unapproved, outside-branded material is not displayed.</p>	<ul style="list-style-type: none"> Unapproved brands are not advertised Approved co-branded and approved branded material is displayed 	<p>If one occurrence does not meet target, a max of 3 pts. will be deducted.</p>
3	<p>Restaurant is offering all required chip varieties (US only).</p>	<p>Restaurants in the US are required to offer:</p> <ul style="list-style-type: none"> Lay's Classic Baked Lay's Original Doritos Nacho Cheese SunChips Harvest Cheddar Miss Vickie's Jalapeno 	<p>If one occurrence does not meet target, a max of 3 pts. will be deducted.</p>



Guest Experience

GE 1.1.6	<p>All required menu items are available. POP (e.g., menu translites and window clings) is displayed properly.</p> <p>Guest can get everything on the menu and prices are displayed on the menu.</p>	Continued
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Item to Evaluate	Notes	Tipping Point
4	Restaurant is offering all required chip varieties (Canada only).	Restaurants in Canada are required to offer: <ul style="list-style-type: none"> Lay's Classic Baked Lay's Original Doritos Nacho Cheese SunChips Harvest Cheddar Miss Vickie's Salt & Malt Vinegar
5	Restaurant is offering all required bottled beverage varieties (Canada only).	Restaurants in Canada are required to offer: <ul style="list-style-type: none"> Pepsi Diet Pepsi Dr. Pepper Tropicana Orange Juice Aquafina Water Gatorade G2 Fruit Punch Brisk Lemon Iced Tea Brisk Lemonade Pure Leaf Lemon Iced Tea Pure Leaf Lemon Less Sugar Iced Tea Gatorade G Zero Berry

Supporting Links

Operations Manual Reference:
[Advertising Materials & Merchandising Policy](#)



[Items Offered for Sale Chart](#)



Planograms:
[Marketing Vendors - The Feed](#)





Guest Experience

GE 1.1.7	<p>The posted Business Information Sign and Subway.com indicate the restaurant is open for the required hours.</p> <p>The hours of operation are posted for the guest and are at least 91 hours (US)/99 hours per week (Canada). Online hours match the posted hours.</p>	10 pts.
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Item to Evaluate	Notes	Tipping Point
<p>1</p> <p>The restaurant is open for at least 91 hours (US)/99 hours (Canada) per week.</p>	<p>Review the Business Information Sign at the main entrance and Hours Waiver Report.</p> <p>Hours on Subway.com are at least 91 hours for the US/99 hours for Canada. Restaurants with total hours less than the required hours should be on the Waiver Report.</p> <p>Hours posted on front door/window equal required hours.</p> <ul style="list-style-type: none"> • Approved sign is posted. • If hours are not posted ask the manager the hours of operation and determine how many hours per week the restaurant is open. <p>Hours on the Business Information Sign and on Subway.com match (same hours listed for each day).</p> <p>Non- traditional locations (excluding Walmart locations): If the hours of operation sign is not posted, only review the hours on subway.com to confirm they total 91 (US)/99 (Canada).</p>	<p>If the restaurant does not meet the minimum standard, max points will be deducted.</p> <p>If sign is not posted, an improper sign is posted, or sign hours and subway.com hours do not match, 5 pts. will be deducted.</p>

Supporting Links

Operations Manual Reference:
[Hours of Operations](#)



R&M - Hours of Operations Sign:

US:
[Marketing Shop - Product: SW3483](#)



CAN:
[Business Information Sign \(English\)](#)





Guest Experience

GE 1.1.8	Required training has been completed. (US only) Slicer Training has been completed		5 pts.
Item to Evaluate		Notes	Tipping Point
1	At least 1 person per restaurant has 100% completion on restaurant slicer training.	Applies to the US only. Subway will provide training data from the University of Subway to Specialists. Restaurant can confirm data by providing reports from LiveIQ or the University of Subway, or by providing Completion Certificates.	If the restaurant does not meet the minimum standard, max points will be deducted.

Supporting Links

Operations Manual Reference:
[The University of Subway](#)



[Sandwich Artist™ Training](#)





Guest Experience

GE 1.1.9	Location achieved target completion for current training initiatives.	5 pts.
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	Item to Evaluate	Notes	Tipping Point
1	Restaurant has a completion rate of 100% on "Sandwich Artistry", for all team members.	Subway will provide training data from the University of Subway to Specialists. Restaurant can confirm data by providing reports from LiveIQ or the University of Subway, or by providing Completion Certificates.	If "Sandwich Artistry" is at less than 100% completion 5 points will be deducted.

Supporting Links

Operations Manual Reference:
[The University of Subway](#)



[Sandwich Artist™ Training](#)





Guest Experience

GE 1.1.10	Location achieved target completion for current training initiatives. (Canada only)	5 pts.
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	Item to Evaluate	Notes	Tipping Point
1	Restaurant has a completion rate of at least 75% for "Slicers - Canada" training for all team members.	Applies to Canada only. Subway will provide training data from the University of Subway to Specialists. Restaurant can confirm data by providing reports from LiveIQ or the University of Subway, or by providing Completion Certificates.	If one course is at less than the required completion, 5 pts. will be deducted.

Supporting Links

<p>Operations Manual Reference: The University of Subway</p> 	<p>Sandwich Artist™ Training</p> 
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Food Quality

FQ 2.1.1	Vegetables are prepped correctly and are crisp, firm, and appealing. Lettuce, spinach, tomatoes, peppers, onions and all other vegetables, are prepped correctly, are fresh and look good to the guest.		5 pts.
Item to Evaluate		Notes	Tipping Point
1	Lettuce is crisp, green, and firm.	<ul style="list-style-type: none"> Lettuce is not frozen, limp, or discolored. 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
2	Spinach is crisp, green, and firm.	<ul style="list-style-type: none"> Spinach is not frozen, limp, or discolored. 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
3	Tomatoes are ripe and red in color, and are prepped correctly.	<ul style="list-style-type: none"> Tomatoes are not frozen, limp, or discolored, Tomatoes are cored Tomatoes are correct thickness - 3/16" (5 mm) Tomato top and bottoms are discarded. 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
4	Cucumbers are green in color, crisp and firm, and are prepped correctly.	<ul style="list-style-type: none"> Cucumbers are not frozen, limp, or discolored Cucumbers are correct thickness - 1/8" (3 mm) 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.



Food Quality

FQ 2.1.1	Vegetables are prepped correctly and are crisp, firm, and appealing. Lettuce, spinach, tomatoes, peppers, onions and all other vegetables, are prepped correctly, are fresh and look good to the guest.		Continued
Item to Evaluate		Notes	Tipping Point
5	Peppers are brightly colored, crisp and firm, and are prepped correctly.	<ul style="list-style-type: none"> • Peppers are not frozen, limp, or discolored, • Ends are removed • Seeds not present • Peppers are correct thickness - 1/8" (3 mm) 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
6	Onions are crisp and firm, and are prepped correctly.	<ul style="list-style-type: none"> • Onions are not frozen, limp, or discolored • Onions are properly cored • Onions are cut in half • Onions are correct thickness - 1/8" (3 mm) 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
7	All other vegetables are fresh and visually appealing.	Vegetables are properly prepared, served from containers, and not frozen or discolored. <ul style="list-style-type: none"> • Avocado • Pickles • Olives • Banana Peppers • Jalapenos • LOCAL TOPPING 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Vegetables](#)





Food Quality

FQ 2.1.2	Proteins and cheeses are fresh and properly displayed. Deli meats, patty products, and cheeses are panned correctly. Items are not dried out or discolored, are fluffed when required, and look good for the guest. Tuna is mixed correctly. Bulk hot products are fresh.		5 pts.
Item to Evaluate		Notes	Tipping Point
1	Bulk meats are properly thawed and prepared.	<ul style="list-style-type: none"> • Pre-portioned meats are the correct weight • Bulk meats are not discolored or dried out 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
2	Sliced meats/set-ups are properly thawed (if applicable) and prepared.	<ul style="list-style-type: none"> • Sliced meats are not discolored or dried out 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
3	Cheeses are fresh and properly prepared.	<ul style="list-style-type: none"> • Cheeses are not discolored or dried out 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
4	Patty products are fresh and properly prepared.	<ul style="list-style-type: none"> • Patty products include all pre-formed products such as egg, roasted chicken patty, veggie patty, BBQ rib • Products are not discolored or dried out • Products are not sitting in water 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
5	Tuna is prepared according to formula.	<ul style="list-style-type: none"> • Tuna and mayo are pre-chilled before mixing • Tuna is flaked • Tuna is mixed according to standard • Unused tuna is not observed in freezer • Tuna is not separated, discolored or crusty. 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.



Food Quality

FQ 2.1.2	Proteins and cheeses are fresh and properly displayed.		Continued
Item to Evaluate		Notes	Tipping Point
6	All products properly displayed.	<ul style="list-style-type: none"> Meat is not wrapped in deli paper unless Cold cut combo Product is not above chill line Meats, cheeses are displayed neatly. <p>Sliced cheeses, as well as pepperoni and salami and Cold Cut Combo meats (in the US), can be placed in the same container in the sandwich unit. Bacon can be placed with other product if divider is used.</p> <p>Deli meats sliced in restaurant should be loosely placed in the food pan so they do not look stacked.</p>	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
7	Meatballs and sauce are fresh, intact and held at the correct temperature.	<p>Spot check for any broken meatballs, if 4 broken meatballs observed, take the opportunity.</p> <ul style="list-style-type: none"> Temperature does not exceed 165° F (74° C) Product not held longer than 4 hours 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.
8	Other bulk hot items (including soup) are fresh, intact and held at the correct temperature.	<ul style="list-style-type: none"> Items are not burnt, broken, separated, or held at the incorrect temperature Product has not exceeded shelf life 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, the max of 5 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Food Preparation](#)





Food Quality

Bread and cookies are properly prepped, baked, cooled, and displayed.

**FQ
2.1.4**

Fresh bread is baked at least twice per day. Bread tools such as the scoring template, proofing template and bread color wheel are used when bread is baked. Bread is fresh, golden brown and available for guests. Breads are stored correctly and measure 6 or 12 inches.

Cookies are baked correctly, and are soft and moist when served to guests. Cookies are fresh and not wrapped. Cookies are stored using approved method.

5 pts.

Item to Evaluate

Notes

Tipping Point

1 Fresh breads are baked twice a day or more often if volume dictates. Italian and Wheat bread are available.

- Bread baking occurs at least twice per day.
- US only - Bread from the day before is being discarded by 11 AM or the 18hr mark, whichever comes first.
- CAN only - Bread from the day before is being discarded by 10 AM or 2 hours after opening, whichever comes first.

If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.

If bread quality is below standard, a max of 5 pts. will be deducted.

2 Baking: bread baking tools are available and used during baking. Bread appearance meets standards.

Bread Baking tools are available and used during baking:

- Bread Scoring Knife
- Scoring Template
- Bread Color Wheel
- Proofing Template
- Water Bottle

Final Bread Products are up to Standards:

- Golden brown in color
- Surface is not crumbly
- Crust/Shell is not hard
- Bread is not speckled (water spots not present)
- Bubbles not present
- Proper seasoning and cheese toppings are observed.
- Unused seasoning is discarded at the end of the day.

If 5 or more breads do not meet target, a max of 5 pts. will be deducted.

If bread quality is below standard, a max of 5 pts. will be deducted.

If bread color wheel is missing, a max of 5 pts. will be deducted.

3 Bread is immediately removed from oven when bread is the proper color.

Consult the Operations Manual or bread baking resources for further information.

If team member is taking care of a guest, do not take the opportunity. Extra baking time may be needed. If that is the case, do not take the opportunity.

- Product is immediately removed from oven when cycle is complete.
- Product is not burnt and suffering in quality.
- Door is not left ajar

If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.

If bread quality is below standard, a max of 5 pts. will be deducted. **26**



Food Quality

Bread and cookies are properly prepped, baked, cooled, and displayed.

FQ
2.1.4

Fresh bread is baked at least twice per day. Bread tools such as the scoring template, proofing template and bread color wheel are used when bread is baked. Bread is fresh, golden brown and available for guests. Breads are stored correctly and measure 6 or 12 inches.

Cookies are baked correctly, and are soft and moist when served to guests. Cookies are fresh and not wrapped. Cookies are stored using approved method.

Continued

Item to Evaluate		Notes	Tipping Point
4	Cooling: bread is placed in the open-air rack to cool for 30 minutes (US)/ 20 minutes (CN) before being served or being moved to the enclosed bread cabinet.	<ul style="list-style-type: none"> Moisture not accumulating on bread cabinet door 	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p> <p>If bread quality is below standard, a max of 5 pts. will be deducted.</p>
5	Baking steps are followed correctly	<p>Bread is prepped correctly:</p> <ul style="list-style-type: none"> Panned Sprayed Scored Floor resting Proofed Baked Cooled 	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p> <p>If bread quality is below standard, a max of 5 pts. will be deducted.</p>
6	Baked bread is displayed in backline, enclosed cabinet: bread is removed from bread forms with no more than 9 on a half-size pan/18 on a full-size pan, not stacked more than 2 high; vent closed, and bread not stored on its side.	<ul style="list-style-type: none"> Bread not stored in bread forms Stored bread does not exceed 9 on a half-size bread pan/18 on a full-size bread pan Bread not stored on its side Vent not open/broken Bread is not stored in bags <p>Fresh Forward restaurants: Breads present in frontline bread display with maximum of 6 per shelf, no forms/bread pans, no stacking, no bagging, bread not stored on side.</p> <p>Daily bread bagging is not allowed. Canada only: Bagging is only allowed when done in preparation for a large sale event.</p>	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p> <p>If bread quality is below standard, a max of 5 pts. will be deducted.</p>
7	Measure the length of 5 breads and record the number of breads that are less than 12 inches (30.5 cm).	<ul style="list-style-type: none"> Bread measures 12 inches (30.5 cm). <p>Take a photo of the bread.</p>	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p> <p>If bread quality is below standard, a max of 5 pts. will be deducted.</p>



Food Quality

FQ 2.1.4	<p>Bread and cookies are properly prepped, baked, cooled, and displayed.</p> <p>Fresh bread is baked at least twice per day. Bread tools such as the scoring template, proofing template and bread color wheel are used when bread is baked. Bread is fresh, golden brown and available for guests. Breads are stored correctly and measure 6 or 12 inches.</p> <p>Cookies are baked correctly and are soft and moist when served to guests. Cookies are fresh and not wrapped. Cookies are stored using approved method.</p>	Continued
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Item to Evaluate		Notes	Tipping Point
8	<p>Cookies are baked per specifications and are soft and moist when served.</p>	<ul style="list-style-type: none"> Cookies are not burnt/over-baked Cookies are not hard Cookies are not under-baked Cookies from previous day are not being offered after 11:00 AM <p>Carefully handle one cookie with tongs for soft or hard texture.</p>	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p> <p>If bread quality is below standard, a max of 5 pts. will be deducted.</p>
9	<p>Baked cookies are not wrapped in plastic wrap.</p>	<ul style="list-style-type: none"> Cookies not wrapped in plastic wrap Cookies stored in approved container Ingredient / Nutritional labels for pre-packaged cookies applied and complete Prepackaged cookies are no more than 24 hours old. <p>Cookies are permitted to be sold in 3, 6 (US only) or 12 packs with approved packaging/nutrition labels. This line item refers to plastic wrap or containers to store cookies. Does not include cookies merchandised for bulk sales.</p>	<p>If one occurrence does not meet target, 2 pts. will be deducted. Two points will be deducted for each additional occurrence, for a max deduction of 5 pts.</p> <p>If bread quality is below standard, a max of 5 pts. will be deducted.</p>

Supporting Links

Operations Manual Reference:
[Carriers](#)





Food Quality

Products prepared according to formula.

FQ
2.1.6

Products are built with the proper amount of meats and cheeses. Vegetables are applied in the correct amounts and sequence. Final presentation to the guest is of the highest quality and the correct packing is used.

5 pts.

Item to Evaluate

Notes

Tipping Point

1

Proper amounts of meat, cheese and vegetables are applied to products, unless guest requests otherwise. Subway Series sub/Rice Bowl or Wrap (Canada only) is built to formula.

Observe three orders. At least one should be a Subway Series sub/Rice Bowl or Wrap (Canada only). Evaluate using build chart or the Operations Manual

- Correct slices/quantify of meat and cheese
- Correct utensils used for portioning
- Correct amount of rice (Canada only) and vegetables used
- All ingredients are distributed evenly along the length of the sandwich; tomatoes and cucumbers placed end-to-end (touching)
- Tomatoes and cucumbers for salads and Rice Bowls are cut into quarters (Canada only)
- Appropriate amount of sauce is added (3 passes for sandwiches and wraps (CN only); 6 passes for salads, Protein Bowls (US only) and Rice Bowls (Canada only))

Ham and turkey must be fluffed when placed on the sandwich.

If one occurrence does not meet target, 1 pt. will be deducted. One point will be deducted for each additional occurrence, for a max deduction of 5 pts.

2

Proper sequence and placement of ingredients is used, unless guest requests otherwise.

Refer to the product build chart in the Operations Manual when evaluating.

Proper sequence is used on sandwiches:

- Meats are placed on top half of bread
- Cheese is placed on top of meat
- Bacon is placed on top of cheese (US only)
- Veggies placed on bottom half of bread
- Hinge is clean
- Thinner sauces placed on veggies and thicker sauces placed on meats

If one occurrence does not meet target, 1 pt. will be deducted. One point will be deducted for each additional occurrence, for a max deduction of 5 pts.



Food Quality

Products prepared according to formula.

FQ
2.1.6

Products are built with the proper amount of meats and cheeses. Vegetables are applied in the correct amounts and sequence. Final presentation to the guest is of the highest quality and the correct packing is used.

Continued

Item to Evaluate

Notes

Tipping Point

3

Final product made per standard defined by the Operations Manual or the most current Playbook.

- All products are prepared neatly so ingredients remain intact. Final wrapped appearance (subwrap, bag, napkins and final presentation to the guest) is neat and professional.
- Sandwich closes without the knife
 - Bread is completely cut in half
 - Ingredients do not spill over onto subwrap
 - Wrapped appearance is professional and neat
 - Deli paper is used but discarded before wrapping the item
 - Approved subwrap label is used to seal wrapped items.
 - Final packaging (bag/box) for off-premise orders is sealed and labelled
 - Correct packaging used

If one occurrence does not meet target, 1 pt. will be deducted. One point will be deducted for each additional occurrence, for a max deduction of 5 pts.

Supporting Links

Operations Manual Reference:
[How to Build](#)





Food Quality

FQ 2.2.3	Shift Preparedness: Restaurant has systems in place to ensure it is ready to receive guests. Beverages and self-serve snacks are within use by/serve by/best by dates.		5 pts.
Item to Evaluate		Notes	Tipping Point
1	Bag in box, soda syrup, bottled beverages, teabags, coffee packets/K-cups, etc. are within the manufacturer's (Enjoy By) dates.	Spot check products. <ul style="list-style-type: none"> • Bag in box does not exceed quality date • Bottled Beverages do not exceed quality date • Teabags do not exceed quality date • Coffee Packets/K-cups do not exceed quality date (optional) • Creamers do not exceed quality date 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, a max of 5 pts. will be deducted.
2	Salty snacks are within their quality (Sell By) dates.	Spot check products. <ul style="list-style-type: none"> • Snacks do not exceed quality dates. 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, a max of 5 pts. will be deducted.
3	Cleaning system in place.	Look for evidence of some sort of cleaning system/instructions/monitoring.	If occurrence does not meet target, 2 pts. will be deducted.
4	Bread schedule	Look for the bread schedule system near where the bread baking process occurs (e.g., over the prep table).	If occurrence does not meet target, 2 pts. will be deducted.
5	All products are neatly in containers and below the chill line.	Ingredients must be held below the chill line to avoid temperature compromises. <ul style="list-style-type: none"> • Product looks appealing • Product is below chill line 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, a max of 5 pts. will be deducted.



Food Quality

FQ 2.2.3	All foods, baked goods, and sauce bottles stored per brand standard. All products are neatly in containers below the chill line. Sauce bottles are labeled with sauce bottle cap covers. Lavash bread, wraps (CN only), pizza, muffins, and other baked goods are fresh, stored correctly and look good to the guest.	Continued
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Item to Evaluate	Notes	Tipping Point	
6	All filled sauces bottles are stored and labeled properly.	<ul style="list-style-type: none"> Labeled with correct sauce name/date and time of preparation/initials of preparer. Label placed under sauce bottle cap cover. Filled sauce bottles are stored and sealed properly 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, a max of 5 pts. will be deducted.
7	Lavash bread/flatbread, wraps and ciabatta bread (CN only), and other baked goods are fresh and ready to be served.	<p>Products are thawed properly and stored per brand standard.</p> <p>Products are fresh:</p> <ul style="list-style-type: none"> Lavash bread/flatbread Ciabatta bread (CN only) Wraps (CN only) Muffins Brownies Other baked goods <p>If one lavash bread, wrap (CN only), or other baked good is past date or stale, take the opportunity.</p>	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, a max of 5 pts. will be deducted.
8	Pre-packaged products are within quality guidelines for freshness or 'sell by' dates.	<p>Spot check products.</p> <ul style="list-style-type: none"> Products are within quality or freshness dates 	If one occurrence does not meet target, 2 pts. will be deducted. If 2 or more occurrences do not meet target, a max of 5 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Assigning Cleaning Tasks](#)





Cleanliness & Maintenance

<p>CM 4.3.12</p>	<p>Sandwich unit and front line are clean and in good repair.</p> <p>The sandwich unit is clean, looks good for the guest and is in good repair. The sneeze guard is clean and free of debris. The cutting board and wrapping station are clean and in good repair. Cookie case and POS system and POS counter are clean and in good repair.</p>		<p>12 pts.</p>
	Item to Evaluate	Notes	Tipping Point
<p>1</p>	<p>Sandwich unit, sneeze guard glass, FreshLoc lid (US only), and hot well are free of debris, dust and fingerprints. Wrapping station is clean and in good repair.</p>	<p>When evaluating, look at all components of the sandwich unit, both guest and non-guest facing.</p> <ul style="list-style-type: none"> • Sandwich unit is clean and in good repair • Sneeze guard glass is clean and in good repair • Sandwich unit condenser is clean and in good repair • Storage under sandwich unit is clean and in good repair • Day cover gasket is clean and in good repair • FreshLoc is clean, not rusted and is in good repair (US only) • Shelving is clean, not rusted and is in good repair • Cutting board is clean and in good repair • Wrapping station is clean and in good repair; no fogging or staining • Floors under and around unit are clean 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
<p>2</p>	<p>Cookie case is clean and in good repair.</p>	<ul style="list-style-type: none"> • Cookie case is clean, not foggy or stained. • Cookie case is not damaged • Cookie riser (napkin holder) is clean and in good repair. 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>



Cleanliness & Maintenance

CM 4.3.12	<p>Sandwich unit and front line are clean and in good repair.</p> <p>The sandwich unit is clean, looks good for the guest and is in good repair. The sneeze guard is clean and free of debris. The cutting board and wrapping station are clean and in good repair. Cookie case and POS system and POS counter are clean and in good repair.</p>	Continued
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Item to Evaluate		Notes	Tipping Point
3	POS system, POS counter, and underneath storage are clean and organized.	<ul style="list-style-type: none"> • POS system is clean, free of dust, food particles, or grime • POS is in working order • POS counter/underneath storage is clean and organized • Paperwork and supplies are neatly organized and not in guest view 	If one occurrence does not meet target, 3 pts. will be deducted.
4	Hot well and counter are clean and in working order	<p>No rust/lime scale is evident. Counter is not being used for storage of non-perishables.</p> <ul style="list-style-type: none"> • Hot holding unit clean • Counter clean 	If one occurrence does not meet target, 3 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)



R&M - Hot Well Thermostat:
[Duke Refrigeration | Parts Town](#)



R&M - Sandwich Unit cutting board: 60 inches:
[Duke SUB-HF-31 Parts & Manuals | Parts Town](#)



R&M - Hot Well Cutting Board:
[Duke 215336 Carving/Cutting Board, SDG, Subway Hot Food | Parts Town](#)



R&M - Hot Well Light:
[Duke 215550 Indicator Light, Amber, 125V | Parts Town](#)



R&M - Hot Well Knob:
[Duke 223590 Knob, Thermostat, 1 to 10 | Parts Town](#)



R&M - Duke Gas Ram/Shock, Drop Glass Support:
[Duke 224345 Gas Ram/Shock, Drop Glass Support, 500N | Parts Town](#)



R&M - Hot Well Bain Marie:
[Duke 230372 Pan Assembly, Sealed Well with Drain | Parts Town](#)





Cleanliness & Maintenance

CM 4.4.3	All coolers/freezers and components are clean and in good repair. Coolers, freezers, shelves, gaskets, internal lights, fans, and grills are clean and working properly, with no missing parts. Retarder cabinet door is properly attached, is clean and is in good repair.	5 pts.
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Item to Evaluate	Notes	Tipping Point
1 Coolers and refrigerated back counters are clean and in good repair.	<ul style="list-style-type: none"> No excessive build-up and debris anywhere in the cooler No excessive rust or damage anywhere in the cooler Doors properly open and close Gaskets are clean and in good repair Built-in or internal thermometer is functioning No leaking water Floors are clean and maintained Cooler thermometer reads between 33°F - 41°F (1°C - 5°C) 	If one occurrence does not meet target, 1 pt. will be deducted. One point will be deducted for each additional occurrence, for a max deduction of 5 pts.
2 All freezers are clean and in good repair.	Freezer clean and in good repair. <ul style="list-style-type: none"> No excessive rust or damage anywhere in the freezer Freezer gasket clean and in good repair Freezer thermometer reads 5°F (-15° C) or below No ice build up or excessive frost Built-in or internal thermometer is functioning Floors are clean and maintained Other freezer equipment (e.g., fan guard, shelving) clean and in good repair 	If one occurrence does not meet target, 1 pt. will be deducted. One point will be deducted for each additional occurrence, for a max deduction of 5 pts.

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)





Cleanliness & Maintenance

CM 4.3.11	Baking/heating equipment and bread storage equipment are clean and in good repair. Bread oven/proofer, speed oven, microwave, and bread cabinet are clean and in good repair. Bread cooling rack is fully assembled, clean and in good repair. All seals and door handles are clean and working as intended. Accessories such as speed oven paddle, basket, and oven mitts are available, clean and in good repair.	12 pts.
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Item to Evaluate		Notes	Tipping Point
1	Speed oven is clean and in good repair.	<ul style="list-style-type: none"> • Speed oven is clean and in good repair • Speed oven paddle and basket are clean and in good repair • Wave tray is clean and in good repair (CN only) • Door and handle clean and in good repair 	If one occurrence does not meet target, 3 pts. will be deducted.
2	Bread oven and proofer are clean and in good repair.	<p>When evaluating, look for water stains and/or build-up and film on the interior of the proofer and water pan.</p> <ul style="list-style-type: none"> • Bread oven is clean and in good repair • Proofer interior is clean and in good repair • All lights are functioning • Proofer exterior is clean and in good repair • Water pan has no-lime scale or debris or discoloration • Oven mitts clean and in good repair 	If one occurrence does not meet target, 3 pts. will be deducted.
3	Bread cabinet and cooling racks are clean and in good repair.	<ul style="list-style-type: none"> • Bread rack clean and in good repair. • Bread cabinet seal clean and in good repair. • Bread storage cabinet clean and in good repair. • Bread cabinet handle clean and in good repair 	If one occurrence does not meet target, 3 pts. will be deducted.




Cleanliness & Maintenance

<p>CM 4.3.11</p>	<p>Baking/heating equipment and bread storage equipment are clean and in good repair.</p> <p>Bread oven/proofer, speed oven, microwave, and bread cabinet are clean and in good repair. Bread cooling rack is fully assembled, clean and in good repair. All seals and door handles are clean and working as intended. Accessories such as speed oven paddle, basket, and oven mitts are available, clean and in good repair.</p>	<p>Continued</p>
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Item to Evaluate		Notes	Tipping Point
4	Microwave is clean and in good repair	<ul style="list-style-type: none"> Microwave exterior is clean and in good repair. Microwave interior is clean and in good repair. Microwave filter is clean and in good repair. Microwave door and handle are clean and in good repair. 	If one occurrence does not meet target, 3 pts. will be deducted.
5	Other equipment such as scales or panini press (Canada only) are clean and in good repair.	<ul style="list-style-type: none"> Scale is clean and good repair Panini Press is clean and in good repair 	If one occurrence does not meet target, 3 pts. will be deducted.

Supporting Links

<p>Operations Manual Reference: Restaurant Interior</p>	
<p>R&M - Sandwich Paddle with Handle for Countertop Ovens: 12" x 13" Sandwich Paddle with 6" Handle for Countertop Ovens (108650) - QuickSupply Marketplace</p>	<p>R&M - Weave Mesh Non-Stick Basket for Rapid Cook Ovens: Assure Parts 13 1/2" x 11" Loose Weave Mesh Non-Stick Basket for Rapid Cook Ovens - QuickSupply Marketplace</p>
<p>R&M - TurboChef Legacy Bullet: TurboChef Bullet Parts & Manuals Parts Town</p>	<p>R&M - MerryChef e4S: e4s Parts Town</p>
<p>R&M - Bread Cabinet Door Gasket, Magnetic: Lockwood GASKETMAG2141 Door Gasket, Magnetic, Bottom Door, 21" x 41" Parts Town</p>	<p>R&M - Microwave: Microwaves Parts Town</p>
<p>R&M - Duke FlexBake 5:Duke 5R-DBPS Parts & Manuals Parts Town</p>	<p>R&M - NuVu NVT: Nu-Vu NVT-3-9 Parts & Manuals Parts Town</p>
<p>R&M - NuVu X5: Nu-Vu X5 Parts & Manuals Parts Town</p>	<p>R&M - Speed Oven: Ovens & Toasters Parts Town</p>



Cleanliness & Maintenance

CM 4.3.16	Deli meat slicer is clean and in good repair. Deli meat slicer is clean and in good repair. Smallwares such as cut resistant gloves, slicer cleaning brush, blade sharpener and scale are available, clean and in good repair.	10 pts.
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Item to Evaluate	Notes	Tipping Point
1 Deli meat slicer is clean and in good repair. Deli meat slicer smallwares are available, clean, and in good repair.	<p>Deli meat slicer is clean and in good repair. Look for food debris on/around and under the slicer. Check that:</p> <ul style="list-style-type: none"> • The dial is glowing green when set to "0" and glows red when the dial is moved off "0" • The blade is clean and not dented or chipped <p>If the deli meat slicer is not in use, the blade cover must be removed and stored in green bin for better observation.</p> <p>Deli meat slicer smallwares are available, clean, and in good repair. Look for the following slicer smallwares: cut resistant gloves, slicer cleaning brush, blade sharpener and scale.</p>	<p>If one smallware is not present 5 pts. will be deducted. If 2 or more smallwares are not present, a max of 10 pts. will be deducted.</p> <p>If deli meat slicer is not clean (food residue or debris is found)/ minimum standard is not met, max points will be deducted.</p>

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)



R&M - Meat Slicer:
[Bizerba Parts & Manuals | Parts Town](#)





Cleanliness & Maintenance

CM 4.3.1	<p>Guest area is clean and in good repair.</p> <p>Tables, chairs and booths are clean and in good repair; seats not ripped; tables free of peeling laminate. Doors and windows are clean and working correctly. Door and window frames, sills, finish or paint are in good repair. Walls, floors and ceilings are clean and in good repair; no peeling wallpaper, broken floor tiles, or missing ceiling tiles. Vents are clean and not missing parts. All lights are clean and working. Guest area is welcoming - temperature is comfortable and appropriate music is playing at an appropriate volume. Menu boards are in good repair and functioning properly. Marketing/advertising displays are clean and good repair. Handwritten signs or unprofessional POP is not posted.</p>	25 pts.
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Item to Evaluate	Notes	Tipping Point	
1	<p>Tables are clean, free of build-up and in good repair.</p>	<p>If dirty due to recent use, allow 10 minutes for team to clean before taking the opportunity. If there is constant traffic do not take the opportunity.</p> <ul style="list-style-type: none"> • Tabletop is clean and in good repair • Table base is clean and in good repair • Table edge is clean and in good repair • Table not wobbly or unstable • Table laminate is not damaged 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
2	<p>Chairs, booths and all other seating types are clean and in good repair.</p>	<p>If dirty due to recent use, allow 10 minutes for team to clean before taking the opportunity. If there is constant traffic do not take the opportunity.</p> <ul style="list-style-type: none"> • Chair legs are clean and in good repair • Chair seat is clean and in good repair • Booth seat is clean and in good repair • Booth legs are clean and in good repair • Other seating types are clean and in good repair 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
3	<p>Doors, frames, handles and thresholds are clean in good condition and function properly; finish or paint is in good repair.</p>	<ul style="list-style-type: none"> • Glass is clean and in good repair. • Threshold/weather strip is clean and in good repair. • Door frame is clean and in good repair. • Handle is clean and in good repair. • Door lock is clean and in good repair. • Door closes; hinges in good condition 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
4	<p>Windows, sills, window coverings and frames are clean and in good repair.</p>	<p>No soil and build-up.</p> <ul style="list-style-type: none"> • Windowsill is clean and in good repair; free of bugs and build-up • Glass is clean and in good repair • Window frame is clean and in good repair. • Window covering is clean and in good repair • Other 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
5	<p>Floor, walls and wallcoverings are clean and in good repair.</p>	<p>No soil build-up, scuff marks, etc.</p> <ul style="list-style-type: none"> • Walls are clean in good repair • Wallcoverings are clean and in good repair • Wall art is clean and in good repair • Choice Mark is clean and in good repair • Floor is clean and maintained 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>



Cleanliness & Maintenance

CM 4.3.1	<p>Guest area is clean and in good repair.</p> <p>Tables, chairs and booths are clean and in good repair; seats not ripped; tables free of peeling laminate. Doors and windows are clean and working correctly. Door and window frames, sills, finish or paint are in good repair. Walls, floors and ceilings are clean and in good repair; no peeling wallpaper, broken floor tiles, or missing ceiling tiles. Vents are clean and not missing parts. All lights are clean and working. Guest area is welcoming – temperature is comfortable and appropriate music is playing at an appropriate volume. Menu boards are in good repair and functioning properly. Marketing/advertising displays are clean and good repair. Handwritten signs or unprofessional POP is not posted.</p>	Continued
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Item to Evaluate	Notes	Tipping Point
6	<p>Ceiling is clean, free of dust build-up and in good repair.</p> <ul style="list-style-type: none"> • Ceiling is clean and in good repair • Ceiling tiles are clean and in good repair • Ceiling tiles are all available 	If one occurrence does not meet target, 3 pts. will be deducted.
7	<p>Light fixtures are in good condition.</p> <ul style="list-style-type: none"> • Light is clean and working/not burnt out • Light shield is available and clean • Light shield/lens is clean and not damaged • Hanging lights are clean and in good repair 	If one occurrence does not meet target, 3 pts. will be deducted.
8	<p>Vents are clean and in good repair.</p> <ul style="list-style-type: none"> • Vent is clean with no dust or build up and is in good repair • No peeling paint on vent • No rust 	If one occurrence does not meet target, 3 pts. will be deducted.
9	<p>Temperature of dining room is comfortable.</p> <p>Allow the temperature to stabilize for at least 2-3 minutes and evaluate in the middle of the dining/service area.</p> <p>Ambient temperature should be between 66°F (19°C) and 78°F (26°C)</p> <ul style="list-style-type: none"> • Temperature is not too warm • Temperature is not too cold <p>Attempt to determine the cause for dining room temperatures being excessively warm or cold. For example, the person in charge states air conditioner unit is not functioning properly.</p> <p>In facilities where temperature is not under the control of the manager/ franchise owner, do not take the opportunity (e.g., malls, food courts, c-stores).</p>	If one occurrence does not meet target, 3 pts. will be deducted.
10	<p>Appropriate music is playing at reasonable volume, and no louder than slightly above conversational level.</p> <ul style="list-style-type: none"> • Music meets standards • Music is not too loud/low • Music is playing • Music system is located in area not that cannot be accessed by guests <p>In facilities where music is not under the control of the manager/franchise owner, do not take the opportunity (e.g., malls, food courts, Walmart, c-stores).</p>	If one occurrence does not meet target, 3 pts. will be deducted.



Cleanliness & Maintenance

CM 4.3.1	<p>Guest area is clean and in good repair.</p> <p>Tables, chairs and booths are clean and in good repair; seats not ripped; tables free of peeling laminate. Doors and windows are clean and working correctly. Door and window frames, sills, finish or paint are in good repair. Walls, floors and ceilings are clean and in good repair; no peeling wallpaper, broken floor tiles, or missing ceiling tiles. Vents are clean and not missing parts. All lights are clean and working. Guest area is welcoming – temperature is comfortable and appropriate music is playing at an appropriate volume. Menu boards are in good repair and functioning properly. Marketing/advertising displays are clean and good repair. Handwritten signs or unprofessional POP is not posted.</p>	Continued
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Item to Evaluate	Notes	Tipping Point	
11	<p>Menu board translites/frames/lighting/digital screens are in good repair and functioning properly.</p>	<p>When evaluating translites/screens look for condensation build-up.</p> <ul style="list-style-type: none"> • Menu board footers/frames are clean and in good repair • Menu translites/digital screens are functioning properly; are clean and in good repair • Menu board lighting is clean and in good repair 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
12	<p>Marketing and advertising displays clean and in good repair.</p>	<p>When evaluating examine all advertising frames, holders, displays and banners. Score dust build-up clearly visible if wiped off with finger.</p> <ul style="list-style-type: none"> • Vertical stands clean and in good repair. • Merchandising displays clean and in good repair. • Counter cards clean and in good repair. • Catering materials clean and in good repair. • Brochure holder clean and in good repair. • Other POP clean and in good repair. 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>
13	<p>Handwritten signs or unprofessional POP is not posted.</p>	<p>Scan for any handwritten signs or unapproved POP.</p> <ul style="list-style-type: none"> • Handwritten sign is not posted • Unprofessional POP is not posted • No unapproved local messaging • No unapproved materials displayed on the community board 	<p>If one occurrence does not meet target, 3 pts. will be deducted.</p>

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)





Cleanliness & Maintenance

CM 4.4.2	Backroom sinks are clean and in good repair. Three compartment sinks, prep sinks and mops sinks are clean and in good repair. Sinks have hand towels dispensers, were applicable.	3 pts.	
Item to Evaluate		Notes	Tipping Point
1	Sinks and drain are clean and in working condition.	<ul style="list-style-type: none"> • Non handwashing sinks reach 110° F (43° C), excluding vegetable sink • Mop sink faucet is clean and in good repair. • Mop sink basin is clean and in good repair • Surrounding floor is clean and maintained 	If one occurrence does not meet target, 1 pt. will be deducted for cleanliness issues; 2 pts. will be deducted for maintenance issues.

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)



R&M - 3-Comp Sink Faucet: [Fisher UTILITY SPRAY-DECK MOUNT Parts & Manuals | Parts Town](#)








Cleanliness & Maintenance

CM 4.3.3	Beverage station, beverage equipment and bottled beverage coolers are clean and in good repair. Beverage area is clean and in good repair, and looks good to the guest. Ice machines, ice chutes, and vents are clean and working correctly. Bottled beverage cooler is clean and in good repair, including lights, door, seals, and handle. Coffee/tea brewer and urns are clean and in good repair. Bubblers are clean and in good repair.	9 pts.
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Item to Evaluate	Notes	Tipping Point	
1	Beverage Station components are clean, free of build-up and in good repair.	When evaluating, look for staining, standing liquid, and build-up. <ul style="list-style-type: none"> • Countertop • Beverage station • Drip tray/drain rack/drain • Soda flavor labels • All fountains functional • Dispenser (exterior) • Beverage/condiment holder • Tea urns (exterior) • Tea/coffee brewer exterior • Airpot exterior If the dirtiness is due to recent use, allow 10 minutes for team to clean before taking the opportunity. If there is constant traffic do not take the opportunity.	If one occurrence does not meet target, 3 pts. will be deducted.
2	Bubblers are clean in good repair.	<ul style="list-style-type: none"> • Bubblers (exterior) clean and in good repair • Filters and vents clean • No mold or build-up is present in any area Bubblers are only an option in the US.	If one occurrence does not meet target, 3 pts. will be deducted.
3	Bottled beverage cooler and components are clean and in good repair	Doors and glass are clean and free of build-up or discoloration. <ul style="list-style-type: none"> • Beverage cooler is clean and in good repair • Lights are functioning • Door is in good repair • Glass is clean and in good repair • Interior components are clean and in good repair • Odor not present • Grill covers/vents are clean 	If one occurrence does not meet target, 3 pts. will be deducted.

Supporting Links

<p>Operations Manual Reference: Restaurant Interior</p>	
<p>R&M - Bubbler Parts: Crathco Simplicity Bubbler Series (Subway) Parts & Manuals Parts Town</p>	
<p>R&M - Ice Machine: Ice Machines Parts Town</p>	



Cleanliness & Maintenance

CM 4.4.1	Prep tables, dry storage areas, bins/crates/shelving and smallwares in backroom are clean and in good repair. All products stored 6 inches of the floor. Prep table, under shelf, dry storage shelves, manual slicers, food containers, dish machine are clean and in good repair. All pans, utensils, and smallwares are complete, and stored 6 inches off the floor.		12 pts.
Item to Evaluate		Notes	Tipping Point
1	Prep table and dry storage shelves are clean in good repair and free of debris.	Evaluate all prep tables and storage shelving. <ul style="list-style-type: none"> • Prep table is clean and in good repair • Dry storage shelves are clean and in good repair • Vegetable slicer/opener mount is clean and in good repair • Food contact smallwares properly stored 6" off the floor • Proper storage of personal items in approved spaces • Floor is clean and maintained 	If one occurrence does not meet target, 3 pts. will be deducted.
2	All product stored 6" off the floor.	Product should be stored on approved shelving that is measured to 6 inches of the floor. <ul style="list-style-type: none"> • Product should not be on the floor • Product should not be stored on milk or beverage crates 	If one occurrence does not meet target, 3 pts. will be deducted.
3	Dish machine and other backroom equipment are clean, free of build up and are in good repair.	Confirm no encrusted debris and lime/scale accumulation. Do not take the opportunity if water marks are present. <ul style="list-style-type: none"> • Dish machine is clean and in good repair. • Other backroom equipment clean and in good repair. 	If one occurrence does not meet target, 3 pts. will be deducted.



Cleanliness & Maintenance

CM 4.4.1	<p>Prep tables, dry storage areas, bins/crates/shelving and smallwares in backroom are clean and in good repair. All products stored 6 inches of the floor.</p> <p>Prep table, under shelf, dry storage shelves, manual slicers, food containers, dish machine are clean and in good repair. All pans, utensils, and smallwares are complete, and stored 6 inches off the floor.</p>	Continued	
Item to Evaluate		Notes	Tipping Point
4	Smallwares and utensils are clean and free of build up.	Smallwares and utensils are clean and in good repair. <ul style="list-style-type: none"> • No rust or damage • No chips or cracks • No build up of debris or grime Evaluate non-food contact portions.	If one occurrence does not meet target, 3 pts. will be deducted.
5	Dry storage units are clean.	No excessive build-up. <ul style="list-style-type: none"> • Exterior is clean • Interior is clean • Countertop is clean • Doors/handles are clean 	If one occurrence does not meet target, 3 pts. will be deducted.
6	All backcounter storage is clean, in good repair and functioning as intended.	Look for excessive build-up. <ul style="list-style-type: none"> • Door(s) are clean and in good repair • Door handle is clean and in good repair • Shelves are clean and in good repair; not rusted 	If one occurrence does not meet target, 3 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)



R&M - Vegetable Slicers:

US: [Fruit & Vegetable Cutters - QuickSupply Marketplace](#)



CAN: [Equipment - S.T.O.P. Restaurant Supply](#)





Cleanliness & Maintenance

CM 4.2.1	Restrooms are clean and in good repair Mirrors, toilets, urinals, fixtures, walls, doors, ceilings, and floors (including drains and baseboards) are clean and in good repair. Enclosed hand towel dispenser and hand soap dispenser are present, stocked, clean and working properly.	12 pts.
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Item to Evaluate	Notes	Tipping Point
1	Mirrors clean and free of fingerprints and build-up and in good repair.	Do not take the opportunity for splashing or streaks due to recent guest use.
2	Fixtures clean and in good repair.	<ul style="list-style-type: none"> Air freshening unit Baby changing station Hand dryer Paper towel dispenser Sanitizer dispenser Soap dispenser Toilet paper dispenser Handwashing sign (Handwashing reminder sign in restroom dependent on local regulations) Trash can
3	Toilets and urinals are in clean and in good repair.	Evaluate where visible to guests
4	Walls and doors are clean.	<ul style="list-style-type: none"> Walls Doors Stalls/partition
5	Floors, ceiling, drains and baseboards are clean and in good repair.	

Supporting Links

Operations Manual Reference:
[Restaurant Interior](#)





Cleanliness & Maintenance

CM 4.1.1	Building exterior and parking lot are clean and in good repair. Building exterior, including walls, awnings, roof and signage, is clean and in good repair. Exterior lights and directional signs are clean, lit when applicable, and in good repair. Exterior furniture and umbrellas are clean and in good repair. Parking lot, trash receptacles, landscaping and dumpster area are clean and free from litter. Subway packaging is found on the ground around the dumpster area.	18 pts.
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Item to Evaluate	Notes	Tipping Point
1	Signage/promotional materials are clean and in good repair. Signage is lit. <ul style="list-style-type: none"> Building signs are clean and in good repair, not outdated, faded or damaged Tenant (pole) signs are clean and in good repair Directional signs are clean and in good repair Curbside pick up signage is clean and in good repair No build-up, graffiti, or discoloration present on signage No handwritten signs Other - refer to Operations Manual 	If one occurrence does not meet target, 3 pts. will be deducted.
2	Parking lot lights and building lights are clean and in good repair. <ul style="list-style-type: none"> Lights are clean and free of build-up, bugs, bird nesting, etc. 	If one occurrence does not meet target, 3 pts. will be deducted.
3	Parking lot and landscaping are free of trash/litter. <ul style="list-style-type: none"> When evaluating cigarette butts, measure by groupings per area (parking lot, drive-thru lane, etc.) When evaluating foliage, an amount considered to be more than 2 days accumulation is an opportunity If it's in a shared area, assess Subway®-logoed trash 	If one occurrence does not meet target, 3 pts. will be deducted.
4	Building walls are in good condition free; from build-up and discoloration. <ul style="list-style-type: none"> When evaluating, if build-up, or discoloration present on walls, take the opportunity. Exterior walls are clean and in good repair Roof is clean and in good repair Awning is clean and in good repair 	If one occurrence does not meet target, 3 pts. will be deducted.



Cleanliness & Maintenance

CM 4.1.1	<p>Building exterior and parking lot are clean and in good repair.</p> <p>Building exterior, including walls, awnings, roof and signage, is clean and in good repair. Exterior lights and directional signs are clean, lit when applicable, and in good repair. Exterior furniture and umbrellas are clean and in good repair. Parking lot, trash receptacles, landscaping and dumpster area are clean and free from litter. Subway packaging is found on the ground around the dumpster area.</p>	Continued
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Item to Evaluate	Notes	Tipping Point
5	<p>Exterior furniture is clean.</p> <p>Furniture must be the approved outdoor furniture; it must be clean and in good condition. If the dirtiness is due to recent guest use, allow 10 minutes for Team to clean before taking the opportunity. If there is constant traffic do not take the opportunity.</p> <ul style="list-style-type: none"> Exterior furniture is clean and in good repair Tables cleared promptly after guest departure 	If one occurrence does not meet target, 3 pts. will be deducted.
6	<p>Exterior trash units and dumpster are clean and in good repair.</p> <ul style="list-style-type: none"> Exterior trash units are clean and in good repair Subway®- logoed trash not around dumpster area. 	If one occurrence does not meet target, 3 pts. will be deducted.
7	<p>Drive thru area is clean and in good repair.</p> <ul style="list-style-type: none"> Drive thru window is clean and in good repair. Menuboard is clean and in good repair; displaying current translites Speaker system is clean and in good repair. Kiosk is updated with current menu, clean and in good repair. Bollards are clean and in good repair. Clearance pole is clean and in good repair. 	If one occurrence does not meet target, 3 pts. will be deducted.

Supporting Links

Operations Manual Reference:
[Restaurant Exterior](#)





AUTOMATIC FAILURES

Evaluation Failed:

AF	AUTOMATIC FAIL CRITERIA	FAIL
	Item to Evaluate	Tipping Point
1	<ul style="list-style-type: none"> Restaurant did not open within 30 minutes of their posted hours. Restaurant closed longer than 5 minutes before their posted hours. 	Specialist will call restaurant, check the hours on Subway.com and gain permission from their manager before issuing an auto fail for a restaurant not opening on time.
2	If Specialist is refused entry to restaurant.	Team member/Franchise Owner/Manager will not allow evaluator to begin or complete their evaluation in a timely manner.
3	If team member / manager / restaurant owner creates a hostile work environment for the Specialist.	If Specialist feels as though it is a hostile work environment, they will not conduct the REV. Verbal abuse, physical abuse, being disruptive, or confrontational will not be tolerated during a REV.

Food Safety:

These opportunities represent substantial risk to guests or team members. Opportunities for auto failures are not limited to what is listed in this section. If any substantial risk or danger exists for guests or team members, take the opportunity and report it immediately.

AF	Substantial Risk is Present and will be reported as grounds for an URGENT CLOSURE.	
	Item to Evaluate	Tipping Point
1	Incorrect storage/use beyond shelf life or cross contamination with potentially harmful substance	Expired products would only warrant closure if there is evidence that all product is out of date and there is no suitable replacement stock available. Any expired/contaminated/unusable product must be discarded/destroyed immediately.
2	Severe Temperature Abuse	Walk-in/Reach-in cooler, refrigerated back counter or sandwich unit with an ambient temperature of 48° F (9° C) or above and 5 or more product temperatures at 48° F (9° C). Recheck after a 30-minutes. Any unusable product must be discarded/destroyed immediately.
3	Illness	Any sign or evidence of illness of a communicable symptom of the following viruses: Salmonella spp. (nontyphoidal), Norovirus, Hepatitis A, Shigella spp., Shiga toxin-producing E. coli, Typhoid fever (caused by Salmonella Typhi), or Listeria displayed by any person working in the restaurant.
4	If the maximum number of points (10 points) are deducted in three of the following food safety questions: <ul style="list-style-type: none"> Handwashing Cross contamination Product temperatures Product expiration 	



AUTOMATIC FAILURES

Plumbing:

These opportunities represent substantial risk to guests or team members. Opportunities for auto failures are not limited to what is listed in this section. If any substantial risk or danger exists for guests or team members, take the opportunity and report it immediately.

AF		Substantial Risk is Present and will be reported as grounds for an URGENT CLOSURE.
Item to Evaluate		Tipping Point
1	No Water	No running, potable water.
2	No Hot Water	No hot water (less than 85° F/29° C) for periods longer than temporary disruptions.
3	Sewage Present	Presence of any raw sewage.
4	Critical Plumbing not Functioning	Plumbing damage or malfunction that affects any food safety or preparation tasks.
5	Restrooms Unavailable	No restrooms/toilets or restrooms/toilets without functional plumbing. (Traditional locations are required to have a restroom. There are traditional locations such as shopping malls where a restroom is shared and located apart from the restaurant, which is acceptable).

Other Risks:

These opportunities represent substantial risk to guests or team members. Opportunities for auto failures are not limited to what is listed in this section. If any substantial risk or danger exists for guests or team members, take the opportunity and report it immediately.

AF		Substantial Risk is Present and will be reported as grounds for an URGENT CLOSURE.
Item to Evaluate		Tipping Point
1	No Electricity	No electricity/electricity only available periodically.
2	Pest Infestation	Live cockroach 5 or more Dead cockroach 10 or more Rodents 1 or more alive Rodent droppings 20+ in one area Birds 2 or more dead or alive
3	Building Damage	Any building damage that impacts the ability of restaurant to operate or impacts safety of occupants.
4	Local Health Department/Regulatory Agency has issued closure notice	A government or administrative agency requires closure due to failed health and/or safety violations (including occupational safety).
5	A substantial risk was recorded and reported as grounds for urgent risk remediation.	

Supporting Links

Operations Manual Reference:
[Automatic Failures](#)





INFORMATIONAL

IN		Informational Questions (Non-Scored).
	Item to Evaluate	Notes
1	Is the FreshLoc lid available in restaurant?	If yes, take photo.
2	Does the restaurant use the Signature Station and/or the Storage Rail?	<ul style="list-style-type: none"> Note if the Signature Station is in the sandwich unit. Note if the Storage Rail is present, and if oil/vinegar are being held there.
3	Can a team member correctly describe how to build a Subway® Series sandwich?	<p>Ask team members to describe the build for the:</p> <ul style="list-style-type: none"> US: #15 Titan Turkey, #99 Home Run Ham or #6 The Boss. CN: #2 Great Canadian Club, #5 Chicken Rancher or #13 Supremo.
4	<p>Restaurants must offer a minimum of:</p> <ul style="list-style-type: none"> US: 8 varieties of chips (5 required and 3 SOP varieties). Does the restaurant have at least 8 varieties of chips, including the 5 required? CN: 6 varieties of chips (5 required and 1 SOP variety). Does the restaurant have at least 6 varieties of chips, including the 5 required? 	<p>Specialist will verify the 5 required chip varieties in line-item G.E 1.1.6 and verify 3 SOP chips (US)/1 SOP chip (CN).</p>



INFORMATIONAL

IN Informational Questions (Non-Scored).		
	Item to Evaluate	Notes
5	Are the new uniform designs being used in restaurant?	Take a photo showing the new design hat or apron.
6	Does this restaurant have a completion rate of 100% for "Hot Honey & Doritos Nachos (Window 2 2025 USA)" for all Team Members (US Only)?	Applies to the US only. Subway will provide training data from the University of Subway to Specialists. Restaurant can confirm data by providing reports from LiveIQ or the University of Subway, or by providing Completion Certificates.
7	Does the location offer Grab & Go® products?	If yes, take photo.
8	Does the restaurant have flat-bottom metal bread forms?	If yes, take photo.

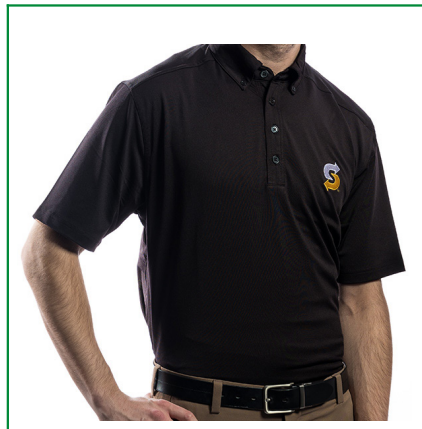


PICTURE GUIDE

Approved Uniform Shirts



Approved Manager Uniform



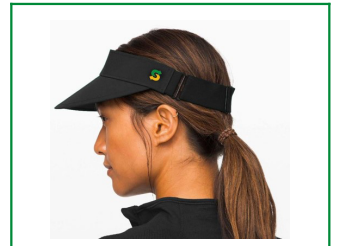
Approved Apron





PICTURE GUIDE

Approved Hat and Visor





PICTURE GUIDE

NOT ACCEPTABLE

MINIMUM EXPECTATIONS

BEST IN-CLASS

Gaskets



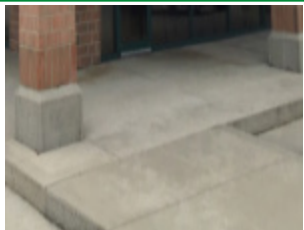
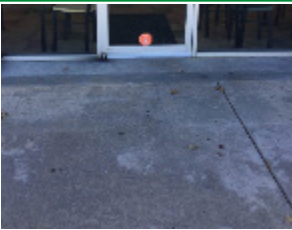
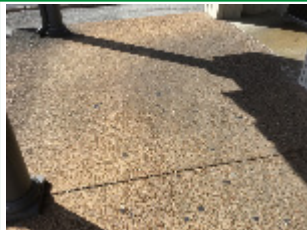
Oven



Walk-in Cooler Floor



Sidewalk



Vents



3-comp sink





PICTURE GUIDE

NOT ACCEPTABLE

MINIMUM EXPECTATIONS

BEST IN-CLASS

Sandwich Unit



Ceiling Tiles



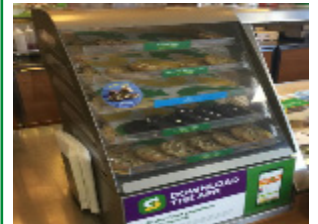
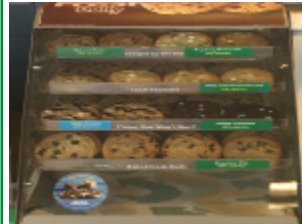
Retarder



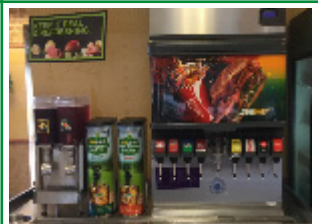
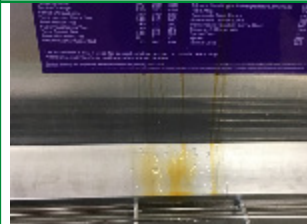
Microwave



Cookie Case



Beverage Station





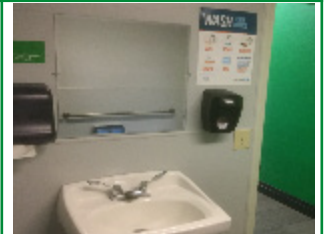
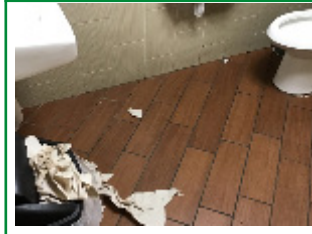
PICTURE GUIDE

NOT ACCEPTABLE

MINIMUM EXPECTATIONS

BEST IN-CLASS

Restroom



Fresh
Forward Frontline
Bread Display



Scored Bread



Hinge Cut





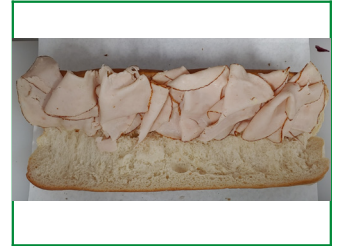
PICTURE GUIDE

NOT ACCEPTABLE

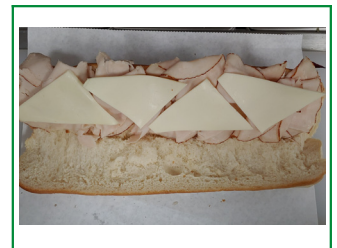
MINIMUM EXPECTATIONS

BEST IN-CLASS

Meat fluffed on bread



Meat and cheese on bread



Vegetables placed evenly along length of bread



Freshly sliced meat in food pan (loosely placed)





PICTURE GUIDE

Canada
Recommended
Bottled Beverage
Planogram

