



Restaurant Excellence Visit Guidebook

North America

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Quarter 3

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Overview

The Restaurant Excellence Visit (REV) is an objective look at our restaurants by a third party. The REV will be performed by a Specialist from our partner, Steritech and will occur quarterly to ensure restaurants are following Subway® standards. As our number one goal is to provide an excellence guest experience with every guest every time. The REV will focus on four key parts of our business:

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

This *Guidebook* provides guidance for franchisees, field operations teams and REV Specialists on how to evaluate Subway® standards. During the REV, Specialists will review the notes and risk level for each item to evaluate and will mark opportunities as observed in restaurants. If an opportunity is observed during REV that is not specifically referenced in this *Guidebook*, the *Operations Manual* will serve as source for determining if the observation was assessed correctly.

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

This Guidebook also includes hyperlinks and QR codes to *Operations Manual* references as well as the website for replacement parts.

Supporting Links



Scan to access REV resources on The Feed.

If local laws/regulations differ from the standards outline in this guidebook, the Franchise Owner is required to abide by the most stringent laws/regulations.



REV Scoring System

The score is based on the risk observed during the REV. The scoring is divided into three (3) risk levels, each with a point association:

- Critical – 5 points
- Major – 2 points
- Minor – 1 point

Letter grade	Number of risks observed by Specialist
A	100-90
B	89-80
C	79-70
D	69-60
F	59 and under

When reviewing the Guidebook, you will see that some line items have several risk levels associated with them. In these instance, only the highest risk level observed will affect the score. All the opportunities observed will be captured in the Leave Behind Report, but the highest risk will determine the score. See examples below:

Example 1: During the REV, the Specialist captured 3 observations in FS 1.1, two of them were **Critical** and one was a **Major**. They were all captured in the Leave Behind Report but only the score of the highest risk level will be reflected. The highest risk will determine the line-item score not the sum of all the risks, resulting in a 5-point deduction for FS 1.1.

FS 1.1	Handwashing procedures and equipment		Highest risk will be scored
Item to Evaluate	Notes	Risk level	
1	Hands washing requirements.	Specialist will look for hands not washed when: <ul style="list-style-type: none"> • Starting workday, returning from the restroom, outside or break • Hands become contaminated* • Changing between Food Handling and Non-Food Handling tasks: Handling Cash, Cleaning Duties, using POS register, etc. 	
2	Hands washing procedures.	Specialist will look for: <ul style="list-style-type: none"> • Hands not scrubbed for at least 20 seconds with soap and hot water • Hands not dried using disposable towel or hand dryer • Paper towel not used to turn off the faucet • Hand are not washed in Handwashing sink 	Critical 5 points
3	Glove usage procedures.	Specialist will look for: <ul style="list-style-type: none"> • New gloves are not used between food prep and after non-food related tasks • Gloves being reused once removed • Gloves are blownto prior to being used 	
4	Handwashing sink requirements and accessibility	Specialist will look for: <ul style="list-style-type: none"> • Paper towels and soap not stocked and device not functioning • Water does not reach 100°F (38° C) within 60 seconds • Handwashing sink used for other reason than handwashing • Handwashing sink is not clean and in good condition • Handwashing sink is obstructed 	Major 2 points
5	Handwashing sink condition.	Specialist will look at condition of the following: <ul style="list-style-type: none"> • Handwashing sink • Faucet • Other handwashing sink components 	Minor 1 points

Even if several **Critical** opportunities are observed during the REV the score is not added up. No tiered scoring.

FS1.1	Handwashing Procedures and Equipment	-5
Issue		
✗	Proper glove usage procedures are not followed	
✗	Hands are not properly washed	
✗	Handwash sinks are not properly stocked	

The opportunity for **Major** was captured but since the **Critical** is a higher risk the **Major** is not included in the score reflected in the Leave Behind Report.

Example 2: No **Critical** observations were captured during the REV and only a **Major** was marked. In this case, 2 points would be deducted. If only a **Minor** was observed overall, then only 1 point would be deducted.



REV Bonus Point program

Subway is introducing a REV Bonus Program that will be available only during the REV when specific criteria are met. This program provides an opportunity to earn an additional two (2) points, which will be added to the final REV score.

The bonus points will be awarded upon completion of the REV and will be reflected in the total score. This enhancement will also be highlighted in the Leave Behind Report for visibility.

Program details:

FQ 2.3 AND CM 4.14.

Both line items must be complaint for the points to be awarded, and the bonus points will be added to the final score and will also be visible in the Leave Behind Report. If only one line item is complaint, no bonus points will be awarded.

The bonus points will **only** apply to REV assessments and not re-assessments that are triggered by previously failed REV's.

This is designed to ensure all restaurants provide great bread and experience to all guests. More information is available on the Rev Feed landing page.

FQ 2.3	Bread Requirements		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Core Breads Available	Specialist will look for the following: All breads are not available to guests at time of visit <ul style="list-style-type: none"> Italian Italian Herbs & Cheese Multigrain 	Critical 5 points
2	Other Core Carriers Availability	Specialist will look for the following: Other core carriers are not available to guests at time of visit <ul style="list-style-type: none"> US <ul style="list-style-type: none"> Wraps Flatbread (US only) Canada <ul style="list-style-type: none"> Wraps Ciabatta 	
3	Bread Baking tools	Specialist will look for the following not available in restaurant: <ul style="list-style-type: none"> Bread Color Guide (wheel) Bread scoring template Bread scoring knife Proofing Template Labeled Water Bottle 	Major 2 points
4	Bread Quality	Specialist will look for the following: <ul style="list-style-type: none"> Bread color quality is not gold standard when compared with the Bread Color wheel Bread is not scored with bread scoring template 	
5	Bread Storage	Specialist will look for the following: <ul style="list-style-type: none"> Breads are stored in bags 	

CM 4.14	Baking & sandwich equipment cleanliness*		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Bread baking equipment cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> Proofer Bread oven Bread cooling racks Bread storage cabinet Fresh Forward/ Fresh Start bread display Oven mitts 	Minor 1 point
2	Heating equipment cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> Speed oven Speed oven paddle Microwave Speed Oven Basket 	

Bonus points:
2 points

To qualify for the two (2) points, both FQ 2.3 and CM 4.14 must be compliant during the REV.

Points will not be awarded independently.
Example:
FQ 2.3 is compliant, but CM 4.14 is **not** restaurants will not receive 1 point

For additional questions please reach out to
REV_NA@subway.com



Definitions page

Words are marked with an asterisk throughout this Guidebook. Refer to this page for clarity on what Specialists will be looking for during the REV.

Item	Definition	Item	Definition
*Condition	<p>Defined as</p> <ul style="list-style-type: none"> • Damage • Rot • Sagging • Etched graffiti • Damaged paint • Missing or visibly loose pieces • Improper repair • Rusted • Tear/ripped • Not functioning 	*Cleanliness	<p>Defined as:</p> <ul style="list-style-type: none"> • Dust accumulation • Food splatter • Encrusted debris • Insect debris • Organic buildup • Removable graffiti • Soil buildup • Sticky residue • Tape residue • Trash litter
*Unprofessional signage	<p>Defined as:</p> <ul style="list-style-type: none"> • Any signage that is NOT the approved materials available on the Subway Marketing Shop. 	*Contaminated	<p>Defined as:</p> <ul style="list-style-type: none"> • Handling raw foods • Handling unwashed produce • Taking breaks • Handling money • Exiting the restroom and returning to their workstation • Arriving to work coughing, sneezing, or using a disposable tissue • Cleaning duties • After tobacco use, eating or drinking (unless cup is used once and discarded)
*Urgent risk remediation	<ul style="list-style-type: none"> • No water • No hot water • No electricity • Sewage present • Critical Plumbing not functioning • Restrooms unavailable • Pest infestation • Extreme safety risk • Employee illness • Critical temperature abuse • Local Health Department issues a closure notice 	*Designated equipment/ smallwares	<ul style="list-style-type: none"> • Speed oven handle and paddle handle • Bread oven handle • KDS • Pans/lids/utensils in the sandwich unit and hot wells
*Availability	<ul style="list-style-type: none"> • Product is not stored in boxes or in backroom • Product is not hidden from guest view • Product is readily available for guests purchase at time of REV (Bread or cookies baking would not be considered available) 		



Guidebook Code updates

We have updated the line-item codes to be consistent across the REV Guidebook, Self REV and the On Brand 360 platform (including reporting). The flow of the Guidebook and the Self REV have also been updated to prioritize higher risk opportunities for increased visibility.

Refer to the index below for the new line-item codes and the codes prior to Q3 2025.

1. Food Safety (FS)	Q2	Q3
Handwashing procedures & Equipment	5.1.5	1.1
Food Contact Surfaces and Smallware	5.1.2	1.2
Cross Contamination Prevention	5.1.3	1.3
Sanitizing requirements	5.1.4	1.4
Food temperature standards	5.1.5	1.5
Food label requirements	5.1.6	1.6
Pest Control	5.1.7	1.7
Team Member behaviors	5.1.8	1.8
Expired Food	5.1.11	1.9

2. Food Quality (FQ)	Q2	Q3
Vegetables Quality	2.1.1	2.1
Proteins and cheeses quality	2.1.2	2.2
Bread Requirements	2.1.4	2.3
Sauce Bottles requirements	2.1.5	2.4
Add-on Requirements	2.2.3	2.5
Snacks Requirements	2.2.5	2.6

3. Guest Experience (GE)	Q2	Q3
Team Member guest interaction	1.1.2	3.1
Team Member Uniform & Hygiene Standards	1.1.4	3.2
Restaurant Required items	1.1.6	3.3
Restaurant Hours of Operations	1.1.7	3.4
Sandwich Artistry training	1.1.8	3.5
US Training requirements	1.1.9	3.6
Canada Training requirements	1.1.10	3.7
Window Training Requirements	1.1.11	3.8

4. Cleanliness and Maintenance (CM)	Q2	Q3
Building Exterior condition	4.1.1	4.1
Restaurant Drive Thru cleanliness (if available)	4.1.2	4.2
Restaurant Drive Thru condition (if available)	4.1.3	4.3
Building Exterior safety	4.1.4	4.4
Restrooms cleanliness	4.2.1	4.5
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Dining Room Condition	4.3.1	4.7
Dining Room safety	4.3.2	4.8
Beverage equipment cleanliness	4.3.3	4.9
Beverage equipment condition	4.3.4	4.10
Digital equipment cleanliness	4.3.5	4.11
Digital equipment condition	4.3.6	4.12
Dining Room ambiance	4.3.7	4.13
Baking & sandwich equipment cleanliness	4.3.10	4.14
Baking & sandwich equipment condition	4.3.11	4.15
Sandwich unit cleanliness	4.3.12	4.16
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Deli slicer & smallware's cleanliness	4.3.15	4.18
Deli slicer & smallware's requirements and condition	4.3.16	4.19
Backroom Prep tables and storage cleanliness	4.4.1	4.20
Backroom Prep tables and storage condition	4.4.2	4.21
Backroom sinks cleanliness	4.4.3	4.22
Back of the house sinks condition	4.4.4	4.23
All coolers/freezers and components cleanliness	4.4.5	4.24
All coolers/freezers and components condition	4.4.6	4.25



Food Safety

Section 1



Food Safety

FS 1.1		Handwashing procedures and equipment	Highest risk will be scored	
Item to Evaluate	Notes		Risk level	
1	Hands washing requirements.	Specialist will look for hands not washed when: <ul style="list-style-type: none"> Starting workday; returning from the restroom, outside or break Hands become contaminated* Changing between Food Handling and Non-Food Handling tasks: Handling Cash, Cleaning Duties, using POS register, etc. 	Critical 5 points	
2	Hands washing procedures.	Specialist will look for: <ul style="list-style-type: none"> Hands not scrubbed for at least 20 seconds with soap and hot water Hands not dried using disposable towel or hand dryer Paper towel not used to turn off the faucet Hands are not washed in Handwashing sink 		
3	Glove usage procedures.	Specialist will look for: <ul style="list-style-type: none"> New gloves are not used between food prep and after non-food related tasks Food or designated equipment/smallwares* touched with bare hands Gloves being reused once removed Gloves are blown into prior to being used 		
4	Handwashing sink requirements and accessibility	Specialist will look for: <ul style="list-style-type: none"> Paper towels and soap are not stocked and or device not functioning Water does not reach 100° F (38° C) within 60 seconds Handwashing sink used for other reason than handwashing Handwashing sink is not clean and in good condition Handwashing sink is obstructed 		Major 2 points
5	Handwashing sink condition.	Specialist will look at condition of the following: <ul style="list-style-type: none"> Handwashing sink Faucet 		Minor 1 point

Supporting Links for FS 1.1



Operations Manual Reference:
[Cross Contamination](#)



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

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

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



R&M - Broken Soap Dispenser:

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

CAN: [Details: Pure Foam Hand Soap Dispenser \(Assorted Sizes\) - 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 1.2	Food Contact Surfaces and Smallwares		Highest risk will be scored
	Item to Evaluate	Notes	Risk level
1	Food Contact Surfaces Cleanliness	Specialist will look for and assess: Cleanliness of all food contact surfaces including: <ul style="list-style-type: none"> • Knife Sani-station (if applicable) • Cutting Boards • Deli Slicer • Bread Cabinet • Speed oven handle & paddle • Bread oven & proofer handle • Tomato Slicer • Nemco Slicer • Beverage Machine Nozzles • Beverage Machine Ice Chute • Self-Standing Ice Machine (if applicable) 	Critical 5 points
2	Food Contact Surfaces Condition	Specialist will look for and assess: Condition of all food contact surfaces including: <ul style="list-style-type: none"> • Knife Sani-station (if applicable) • Cutting Boards • Deli Slicer • Bread Cabinet • Speed oven handle & paddle • Bread oven & proofer handle • Tomato Slicer • Nemco Slicer • Beverage Machine Nozzles • Beverage Machine Ice Chute • Self-Standing Ice Machine (if applicable) 	Major 2 points
3	Smallware Handling and Storage	Specialist will look for: <ul style="list-style-type: none"> • Stacked items are not stored inverted • Items are stored on soiled surface • Utensils stored in buckets or Sani-station • Wet Stacking • Handle of utensil stored touching food • Item without a handle being used as portioning scoop 	Minor 1 point

Supporting Links for FS 1.2



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



Food Safety

FS 1.3	Cross Contamination Prevention		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Actual Contamination	Specialist will look for: <ul style="list-style-type: none"> • Physical contamination (foreign items) in food • Pest in food (fly, insect) • Condensation dripping on food or food contact surface • Thawing products dripping into other food • Jewelry or clothing in contact with food • Team member with open wound or sore on hand • Spray Water bottled previously used for something else • Sani-station stocked with unapproved chemical (if applicable) 	Critical 5 points
2	Potential Contamination	Specialist will look for: <ul style="list-style-type: none"> • Roof leak in food prep area or service area or over sandwich unit • Chemicals stored over food/food contact surface 	
3	Food Condition	Specialist will look for: <ul style="list-style-type: none"> • Moldy or spoiled food • Food is not from approved Subway vendors (store bought) • Damaged cans (if applicable) 	
4	Chemical product labeling	Specialist will look for: <ul style="list-style-type: none"> • Chemicals not labeled; embossed labels acceptable • Chemical is not accurately labeled • Spray water bottle is not labeled 	Major 2 points
5	Food is protected from contamination	Specialist will look for: <ul style="list-style-type: none"> • Food held in storage not covered • Frost/Ice build-up on food packaging • Dripping condensation, over non-food contact surface • Item or food are stored less than 6" off the floor • Unapproved items used in storage areas 	Minor 1 points

Supporting Links for FS 1.3



Operations Manual Reference:

[Cross Contamination](#)



Food Safety

FS 1.4		Sanitizing requirements	Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Sanitizing Requirements	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • 3 compartment sink sanitizer solution does not meet concentration requirements: PPM (Quat 150-400) • Knife Sani-station sanitizer solution does not meet concentration requirements: PPM (100-200) • High temperature dish machine does not register 160°F (71°C) minimum when measured during a full cycle (if available) • Low temperature dish machines do not register 120°F (49°) minimum when measured during a full cycle (if available), sanitizer concentration does not meet manufacturer requirements, or no sanitizer is being used 	<p>Critical</p> <p>5 points</p>
2	Hot Water requirements	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • 3 compartment sink water temperatures does not reach 110°F (43°C) • Mop sink water temperature does not reach 110°F (43°C) 	<p>Major</p> <p>2 points</p>
3	Test Strips requirements	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • Test strips not available to Team Member during visit. • Both Chlorine and Quat test strips are not available • Test strips are damaged or unusable 	<p>Minor</p> <p>1 point</p>
4	3-compartment sink requirements	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • Basin not set up in correct order • Sink used for dishwashing and food prep at the same time • Clean items were drying at the sink while food prep occurred • Wash, rinse & sanitize sequence is not used 	<p>Minor</p> <p>1 point</p>
5	Sanitizer wiper towel requirements	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • Sanitizer wiper towel stored out of sanitizer • Sanitizer wiper towel stored draped over bucket edge • Sanitizer wiper towel stored draped over any spray bottle 	<p>Minor</p> <p>1 point</p>



Operations Manual Reference

[The Cleaning Process](#)



Food Safety

FS 1.5	Food temperature standards		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Hot Held Food items	Specialist will look for: <ul style="list-style-type: none"> Meatball Temperature not over 140° (60° C). Specialist will not stir the product Soups (if available) not over 140° (60° C). Specialist will not stir the product Hot held items are not heated to 165°F (74°) before placing in hot holding unit 	Critical
2	Cold Held Food items	Specialist will use thermometer to take temperature of : <ul style="list-style-type: none"> Temperature products in the veggie or protein side of Sandwich Unit Temperature not below 41°F (5° C) for any product temped 	5 points
3	Thermometer requirements	Specialist will look for: <ul style="list-style-type: none"> Approved thermometer is not available or working Thermometer reading is not accurate 	Major 2 points
4	Thermometer requirements in refrigerated units:	Specialist will look for: <ul style="list-style-type: none"> Thermometer is not present, working and accurate in refrigerated units 	
5	Temperature Log	Specialists will look for: <ul style="list-style-type: none"> Temperature logs (paper or digital) not available and completed twice per day Temperature log not properly completed for the previous 4 weeks Temperature logs are not properly dated 	Minor 1 point
6	Thawing procedures	Specialist will look for: <ul style="list-style-type: none"> Food being thawed at room temperature Food thawed in the microwave Food thawed in standing water Food thawed under running water 	

Supporting Links for FS 1.5



Operations Manual Reference:
[Product Temperatures](#)



[The Time and Temperature Principle](#)



R&M - Calibrated Thermometer:
 US: [Timers & Thermometers - CNA Marketplace](#)
 CAN: [Thermometers - S.T.O.P. Restaurant Supply](#)



Food Safety

FS 1.6	Food label requirements		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Cold Product Labels	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • Food label is not present on food pans. • Food thawing in refrigerated units are not labeled • Grab & Go products are not labeled (where available) <p>All labels must include: Date of preparation, Time of Preparation, product name & Initials of preparer.</p>	<p>Major</p> <p>2 points</p>

Supporting Links for FS 1.6



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

FS 1.7	Pest Control		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Restaurant Pest Activity.	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • Live or dead cockroach • Rodent Droppings • Ant trail • Fly activity 	<p>Critical</p> <p>5 points</p>
2	Pest entry opportunities	<p>Specialist will look for:</p> <ul style="list-style-type: none"> • Exterior doors have gap larger than ¼ inch • Exterior door left open over 10 minutes • Air curtains (if available) are not operational 	<p>Minor</p>
3	Exterior Dumpster	<p>Specialist will look for the following:</p> <ul style="list-style-type: none"> • Exterior dumpster door open or missing • Dumpster plug missing • Dumpster area has Subway trash and/or bags on the ground 	<p>1 point</p>

Supporting Links for FS 1.7




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



Food Safety


FS 1.8	Team Member behaviors		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1 Team Member food safety requirements	Specialist will look for: <ul style="list-style-type: none"> • Eating or gum chewing is observed in food preparation areas • Tobacco use (including smoking and vaping) is observed in food preparation areas • Team member drink is stored without a lid • Team member observed drinking from a cup without a lid • Personal food or beverage is stored with or above food • Personal items are stored with or above food/food-contact surfaces 		Minor 1 point




Operations Manual Reference:
[Franchisor Policies](#)

FS 1.9	Expired Food		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1 Expired Products	Specialist will look for: <ul style="list-style-type: none"> • Any expired products in restaurant • Items waiting to be discarded not marked as so • Grab & Go products (where available) 		Critical 5 points

Supporting Links for FS 1.9



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



[Franchisor Policies](#)



Food Quality

Section 2



Food Quality

FQ 2.1	Vegetables Quality		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Lettuce/Spinach/Cucumbers/ Green Peppers quality	Specialist will look for the following: <ul style="list-style-type: none"> Lettuce/Spinach/Cucumbers/ Green Peppers is/are frozen, limp, or discolored 	Critical 5 points
2	Tomatoes quality	Specialist will look for the following: <ul style="list-style-type: none"> Tomatoes are frozen, limp, or discolored Tomatoes are not cored Tomato top and bottoms are not discarded 	
3	Onions quality	Specialist will look for the following: <ul style="list-style-type: none"> Onions are frozen, limp, or discolored Onions are not properly cored, or skin is visible 	
4	Other Vegetables quality	Specialist will look for the following: <ul style="list-style-type: none"> Vegetables are frozen, limp or discolored Products not removed from original packaging Liquid visible in vegetable containers Vegetables slices are "paper thin" or very thick Vegetables are over chill line 	

Supporting Links for FQ 2.1



Operations Manual Reference:
[Vegetables](#)



Food Quality

FQ 2.2	Proteins and cheeses quality		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Proteins /Sliced meats/ Patty products quality	Specialist will look for the following: <ul style="list-style-type: none"> • Frozen proteins in sandwich unit • Sliced meats are shredded in food pan • End of deli meat log are left in food pan • Roast beef is discolored (US only) See Picture Guide for additional details.	Critical 5 points
2	Cheeses quality	Specialist will look for the following: <ul style="list-style-type: none"> • Frozen • Dried out 	
3	Tuna quality	Specialist will look for the following: <ul style="list-style-type: none"> • Separation between tuna and mayonnaise See Picture Guide for additional details.	
4	Meatball/ Soup/Hot bulk item quality	Specialist will look for the following: <ul style="list-style-type: none"> • Broken meatballs in hot well in guest view • Meatballs/Soup/Bulk item is burnt See Picture Guide for additional details.	
5	Products Displayed	Specialist will look for the following: <ul style="list-style-type: none"> • Products are over the chill line See Picture Guide for additional details.	
6	Hot Product Labels	Specialist will look for: <ul style="list-style-type: none"> • No labels present for meatballs, soups, other bulk items • Labels is expired • Marked hold time is more than 4 hours • Label is not placed near the temperature knob All labels must include: Product name, Date of preparation, Time of Preparation & Initials of preparer.	

Supporting Links for FQ 2.2



Operations Manual Reference:
[Food Preparation](#)



Food Quality

FQ 2.3	Bread Requirements		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Core Breads Available	Specialist will look for the following: All breads are not available to guests at time of visit <ul style="list-style-type: none"> • Italian • Italian Herbs & Cheese • Multigrain 	
2	Other Core Carriers Availability	Specialist will look for the following: Other core carriers are not available to guests at time of visit US <ul style="list-style-type: none"> • Wraps • Flatbread (US only) Canada <ul style="list-style-type: none"> • Wraps • Ciabatta 	Critical 5 points
3	Bread Baking tools	Specialist will look for the following not available in restaurant: <ul style="list-style-type: none"> • Bread Color Guide (wheel) • Bread scoring template • Bread scoring knife • Proofing Template • Labeled Water Bottle 	
4	Bread Quality	Specialist will look for the following: <ul style="list-style-type: none"> • Bread color quality is not gold standard when compared with the Bread Color wheel • Bread is not scored with bread scoring template 	Major 2 points
5	Bread Storage	Specialist will look for the following: <ul style="list-style-type: none"> • Breads are stored in bags 	

Supporting Links for FQ 2.3



Operations Manual Reference:
[Carriers](#)




Food Quality

FQ 2.4	Sauce Bottles requirements		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Sauce bottle labeling	Specialist will look for the following: <ul style="list-style-type: none"> No labels present on sauces under bottle cap Expired sauces All sauce labels must include: Date of preparation, Time of Preparation & Initials of preparer & name of sauce. Labels must be placed on sauce bottle plastic cap, not silicon cap.	Critical 5 points
2	Sauces bottles requirements	Specialist will look for the following: <ul style="list-style-type: none"> Full refrigerated sauce bottles are left out at room temperature Sauce bottles are left open or with no lid 	



Operations Manual Reference:
[Restaurant Interior](#)

FQ 2.5	Chip/Beverage requirements		
Item to Evaluate		Notes	Risk Level
1	Core chips availability*	Specialist will look for the following: <ul style="list-style-type: none"> Core chips not available (US/CAN) See required product guide for requirements by country.	Critical 5 points
2	Bottled beverages availability	Specialist will look for the following: <ul style="list-style-type: none"> Required bottled beverages are not available (US/CAN) See required product guide for requirements by country.	
3	Bottled beverages expiration	Specialist will look for the following: <ul style="list-style-type: none"> Bottled beverages with expired manufacture date 	Minor 1 point
4	Chip expiration	Specialist will look for the following: <ul style="list-style-type: none"> Chips with expired manufacture date 	



Operations Manual Reference:
[Items Offered for Sale Chart](#)



Food Quality

FQ 2.6	Snacks Requirements		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Cookies Availability.	Specialist will look for the following: <ul style="list-style-type: none">• Core Cookies not available (US/CAN) See picture guide for requirements by country	Major 2 points
2	Cookie condition	Specialist will look for the following: <ul style="list-style-type: none">• Broken cookies (snapped or missing pieces)	Minor 1 point



Operations Manual Reference:
[Items Offered for Sale Chart](#)



Guest Experience

Section 3




Guest Experience

GE 3.1 Team Member guest interaction Highest risk will be scored

Item to Evaluate		Notes	Risk Level
1	Guest greeting and farewell	Specialist will observe for: <ul style="list-style-type: none"> • Guest is not greeted within entry to restaurant. Sandwich Artists does not say "Welcome to Subway" and smile. • Guest does not receive a farewell when transaction is completed. Sandwich Artists does not say thank you and see you soon. 	Minor 1 point

Supporting Links for GE 3.1



Operations Manual Reference:
[Providing Exceptional Guest Service](#)



Guest Experience

GE 3.2	Team Member Uniform & Hygiene Standards		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Approved Uniforms	Specialist will look for the following: <ul style="list-style-type: none"> • Unapproved/missing Subway shirt • Unapproved/missing hat/visor • Unapproved Manager shirt (if applicable) • Unapproved/missing name tag See Picture Guide in this Guidebook for additional details.	Minor 1 point
2	Uniform Condition	Specialists will look for the following: <ul style="list-style-type: none"> • Stained or discolored uniform components • Damaged, faded or ripped uniform components • Portable device used while working • Open toe/open back footwear 	
3	Hair requirements	Specialists will look for the following: <ul style="list-style-type: none"> • Hair is not clean • Hair is not restrained • Mustaches and beards do not comply with local laws 	
4	Fingernail requirements	Specialists will look for the following: <ul style="list-style-type: none"> • Fingernails are not clean or well maintained • Fingernails contain any jewelry or add-ons • Artificial nails are not securely attached 	
5	Jewelry Standards	Specialists will look for the following: <ul style="list-style-type: none"> • More than one (1) ring is worn • More than one (1) bracelet and/or watch is worn • Necklace is not tucked into the shirt 	

Supporting Links for GE 3.2



Operations Manual Reference:
[Uniform Policy](#)



R&M - Uniforms

US: [Uniforms - CNA Marketplace](#)

CAN: [Staff Shirts - English – S.T.O.P. Restaurant Supply](#)



Guest Experience

GE 3.3	Restaurant Required items		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Required core proteins available	Specialists will look for: <ul style="list-style-type: none"> All required proteins not available in sandwich unit Refer to Picture Guide	Critical 5 points
2	Required core cheeses available	Specialists will look for: <ul style="list-style-type: none"> All required cheeses not available in sandwich unit Refer to Picture Guide	
3	Required core vegetables available	Specialists will look for: <ul style="list-style-type: none"> All required vegetables not available in sandwich unit Refer to Picture Guide	

Supporting Links for GE 3.3



[Items Offered for Sale Chart](#)

GE 3.4	Restaurant Hours of Operations		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Hours of Operations requirements	Specialist will observe for the following: <ul style="list-style-type: none"> Hours of Operation must be posted and legible in restaurant door and drive-thru (if available) Hours of Operation posted at restaurant entrance must match online hours US - Required Hours of Operations must be at least 91 hours Canada - Required Hours of Operations must be at least 100 hours 	Critical 5 points

Supporting Links for GE 3.4



[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 3.5	Sandwich Artistry training		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	"Sandwich Artistry" - University of Subway required completion rate	<p>Specialist will look for the following:</p> <ul style="list-style-type: none"> Restaurant has one (1) or more overdue team members for New Sandwich Artistry <p>Overdue is measured as team member not having completed the training after 30 days of employment.</p> <p>Requirements are for the following: Primary franchisee, Sandwich Artists & all managers roles</p>	<p>Critical</p> <p>5 points</p>

GE 3.6	US Training requirements		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	University of Subway required training completion rate.	<p>Specialist will look for the following:</p> <ul style="list-style-type: none"> Restaurant has not completed requirements for "Restaurant Slicer Training" <p>Slicer training must be completed by at least one (1) team member over 18 years old.</p>	<p>Major</p> <p>2 points</p>

GE 3.7	Canada Training requirements		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	University of Subway required training completion rate.	<p>Specialist will look for the following:</p> <ul style="list-style-type: none"> Restaurant has not completed requirements for "Slicers - Canada" <p>75% completion rate for the following: Primary franchisee, Sandwich Artists & all managers roles</p>	<p>Major</p> <p>2 points</p>

Supporting Links for GE 3.5



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



[Sandwich Artist™ Training](#)



Cleanliness & Maintenance

Section 4



Cleanliness & Maintenance

CM 4.1	Building Exterior condition		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Building exterior condition	<p>Specialist will look at the exterior of the building for the poor condition of the following:</p> <ul style="list-style-type: none"> • Exterior building walls • Exterior signage • Exterior light(s) • Awnings • Exterior trash cans <p>See Picture Guide for definition of condition</p>	<p>Minor</p> <p>1 point</p>

CM 4.2	Restaurant Drive-Thru cleanliness* (if available)		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Drive-thru cleanliness	<p>Specialist will be looking for the lack of cleanliness of the following:</p> <ul style="list-style-type: none"> • Menuboard • Speaker • Window • Awning <p>See Picture Guide for definition of cleanliness</p>	<p>Major</p> <p>2 points</p>

CM 4.3	Restaurant Drive-Thru condition* (if available)		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Drive-thru condition	<p>Specialist will be looking for poor condition of the following:</p> <ul style="list-style-type: none"> • Menuboard • Speaker • Window • Awning <p>See Picture Guide for definition of condition</p>	<p>Major</p> <p>2 points</p>



Cleanliness & Maintenance

CM 4.4	Building Exterior safety		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Building exterior safety	Specialist will look for the following: <ul style="list-style-type: none"> • Item improperly secured/falling items • Slip hazard outside building • Trip hazard outside building • Improper repair • Construction/repair work hazards • Electrical hazards • Structural deficiencies • Areas are not properly illuminated for safety 	Critical 5 points

CM 4.5	Restrooms cleanliness*		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Fixtures cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Toilets • Toilet seats • Urinals • Sinks • Mirrors • Toilet paper dispenser • Soap, sanitizer, and towel dispensers • Hand dryer • Infant changing station • Garbage Can with Swing-Top Lid 	Major 2 points
2	Walls and doors cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Walls • Doors and door frames • Stalls/partition 	
3	Floors, drains and baseboards cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Broken Floors/tiles • Baseboards • Ceiling 	Minor 1 point
4	Ceiling, lights, vents cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Ceiling tiles • A/C vents • Ceiling lights 	



Cleanliness & Maintenance

CM 4.6	Restrooms condition*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Fixtures condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Toilets • Toilet seats • Urinals • Sinks • Mirrors • Toilet paper dispenser • Soap, sanitizer, and towel dispensers • Hand dryer • Infant changing station • Garbage Can with Swing-Top Lid 	Major 2 points
2	Walls and doors condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Walls • Doors and door frames • Stalls/partition 	Minor 1 point
3	Floors, drains and baseboards condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Broken Floors/tiles • Baseboards • Ceiling 	
4	Ceiling, lights, vents condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Ceiling tiles • A/C vents • Ceiling lights 	



Cleanliness & Maintenance

CM 4.7	Dining Room Condition*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Tables condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Tabletop • Table base 	Major 2 points
2	Chairs, booths and all other seating condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Chair legs • Chair seat • Booth seat • Booth legs • Highchair/booster seat (s) 	
3	Doors, frames, handles and thresholds condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Door frames • Door handles • Door locks • Door closes; hinges 	Minor 1 point
4	Windows, sills, window coverings and frames condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Windowsill • Window frame • Window covering 	
5	Floor, walls and wallcoverings and décor condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Walls • Wallcoverings • Wall art • Floor • Trash cans 	

Supporting Links for CM 4.7



Operations Manual Reference:
[Restaurant Interior](#)



Cleanliness & Maintenance

CM 4.8	Dining Room safety		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Dining Room safety	Specialist will for the following: <ul style="list-style-type: none"> • Item improperly secured/falling items • Slip hazard • Trip hazard • Improper repair • Construction/repair work hazards • Electrical hazards • Structural deficiencies • Areas are not properly illuminated for safety 	Critical 5 points


CM 4.9	Beverage equipment cleanliness*		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Beverage Station cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Countertop • Beverage station • Drip tray/drain rack/drain • Dispenser (exterior) • Beverage/condiment holder • Tea urns (exterior) • Tea/coffee brewer exterior • Airpot exterior • Holders 	Major 2 points
2	Bubblers cleanliness (US Only)	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Bubblers (exterior) • Filters and vents • Mold/build-up present in any area 	
3	Bottled Beverage Cooler and components cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Glass door • Door handles • Interior components • Grill covers/vents 	




Cleanliness & Maintenance

CM 4.10	Beverage equipment condition*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Beverage Station condition	<p>Specialist will be looking for poor condition of the following:</p> <ul style="list-style-type: none"> • Countertop • Beverage station • Drip tray/drain rack/drain • Dispenser (exterior) • Beverage/condiment holder • Tea urns (exterior) • Tea/coffee brewer exterior • Airpot exterior • Holders 	Major 2 points
2	Bubblers condition (US Only)	<p>Specialist will be looking for poor condition of the following:</p> <ul style="list-style-type: none"> • Bubblers (exterior) clean • Filters and vents clean • No mold or build-up is present in any area 	
3	Bottled Beverage Cooler and components condition	<p>Specialist will be looking for poor condition of the following:</p> <ul style="list-style-type: none"> • Glass door • Door handles • Interior components • Grill covers/vents 	

Supporting Links for CM 4.10



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



R&M - Bubbler Parts: [Crathco](#)
[Simplicity Bubbler Series](#)
[\(Subway\) Parts & Manuals |](#)
[Parts Town](#)



Cleanliness & Maintenance

CM 4.11	Digital equipment cleanliness*		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Digital equipment cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • POS • POS countertop • Menuboard • Menuboard lighting • Digital Kiosk (if available) 	Major 2 points

CM 4.12	Digital equipment condition*		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Digital equipment condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • POS • POS countertop • Menuboard • Menuboard lighting • Digital Kiosk (if available) 	Major 2 points



Cleanliness & Maintenance

CM 4.13	Dining Room ambiance		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Music requirements	Specialist will look for the following: <ul style="list-style-type: none"> • Music is turned off • Music is not playing from restaurant speakers 	Minor 1 point
2	Dining room temperature	Specialist will look for the following: <ul style="list-style-type: none"> • Dining room temperature is not set between 66°F & 78°F (19°C & 26°C) 	
3	Handwritten signage	Specialist will look for the following: <ul style="list-style-type: none"> • Handwritten signs • Unprofessional signage* • Non-Subway marketing material 	











CM 4.14	Baking & sandwich equipment cleanliness*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Bread baking equipment cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Proofer • Bread oven • Bread cooling racks • Bread storage cabinet • Fresh Forward/ Fresh Start bread display • Oven mitts 	Minor 1 point
2	Heating equipment cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Speed oven • Speed oven paddle • Microwave • Speed Oven Basket 	



Cleanliness & Maintenance

CM 4.15	Baking & sandwich equipment condition*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Bread baking equipment condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Proofer • Bread oven • Bread cooling racks • Bread storage cabinet • Fresh Forward/ Fresh Start bread display • Oven mitts 	Minor 1 point
2	Heating equipment condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Speed oven • Speed oven paddle • Microwave • Speed Oven Basket 	

Supporting Links for CM 4.15

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



Cleanliness & Maintenance

CM 4.16	Sandwich unit cleanliness*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Sandwich unit cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Sneezeguards / Glass • Exterior • Interior • Gaskets • Shelving • Storage area under the unit • Fan Unit/Condenser • Lights 	Critical 5 points
2	Sandwich unit components cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Wrapping Station • Cookie Case • Cookie Riser • Hot Well 	



Cleanliness & Maintenance

CM 4.17	Sandwich unit condition*		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Sandwich unit condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Sneezeguards / Glass • Exterior • Interior • Gaskets • Shelving • Storage area under the unit • Fan Unit/Condenser • Lights 	Critical 5 points
2	Sandwich unit components condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Wrapping Station • Cookie Case • Cookie Riser • Hot Well 	

Supporting Links for CM 4.17



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



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



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



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



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



Cleanliness & Maintenance

CM 4.18	Deli slicer & smallware cleanliness*		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Deli meat slicer smallware cleanliness	Specialist will be looking for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Measuring Scale • Cut resistant gloves • Slicer cleaning brush • Blade sharpener tool 	Major 2 points
2	Deli meat slicer cleanliness	Specialist will look for the lack of cleanliness for the following: <ul style="list-style-type: none"> • Slicer body • Pusher plate • Green food bin • Slicer blade • Under slicer 	

CM 4.19	Deli slicer & smallware requirements and condition*		Highest risk will be scored
Item to Evaluate	Notes		Risk Level
1	Deli meat slicer requirements	Specialist will look for availability of the following: <ul style="list-style-type: none"> • Measuring scale available • Measuring scale working 	Critical 5 points
2	Deli meat slicer smallware's condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Measuring Scale • Cut resistant gloves • Slicer cleaning brush 	Major 2 points
3	Deli meat slicer condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Slicer body • Pusher plate • Green food bin • Slicer blade • Under slicer 	

Supporting Links for CM 4.19



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



Cleanliness & Maintenance

CM 4.20	Backroom Prep tables and storage cleanliness*		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Backroom non-food contact surfaces cleanliness	Specialist will look for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Prep tables • Dry storage shelves • Nonfood-contact surfaces of smallwares 	Minor 1 point

CM 4.21	Backroom Prep tables and storage condition*		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Backroom non-food contact surfaces condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Prep tables • Dry storage shelves • Nonfood-contact surfaces of smallwares 	Minor 1 point



Cleanliness & Maintenance

CM 4.22	Backroom sinks cleanliness*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	Backroom sinks cleanliness	Specialist will look for the lack of cleanliness of the following: <ul style="list-style-type: none"> • 3-compartment sink • Prep sink • Utility (mop) sink 	Minor 1 point

CM 4.23	Backroom sinks condition*		Highest risk will be scored
	Item to Evaluate	Notes	Risk Level
1	3-compartment sink condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Sprayer nozzle and hose is hanging into the sink fillable area even when the sink is empty 	Critical 5 point
2	Backroom non-food contact surfaces condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • 3-compartment sink • Prep sink • Utility (mop) sink • 3 compartment sink or mop drain cover is missing 	Minor 1 point

Supporting Links for CM 4.23



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




Cleanliness & Maintenance

CM 4.24	All coolers/freezers and components cleanliness*		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Refrigerated equipment cleanliness	Specialist will look for the lack of cleanliness of the following: <ul style="list-style-type: none"> • Cold holding equipment • Walk-in/reach-in coolers • Walk-in/reach-in freezers • Ice machine 	Minor 1 point

CM 4.25	All coolers/freezers and components condition*		Highest risk will be scored
Item to Evaluate		Notes	Risk Level
1	Refrigerated equipment condition	Specialist will be looking for poor condition of the following: <ul style="list-style-type: none"> • Cold holding equipment • Walk-in/reach-in coolers • Walk-in/reach-in freezers • Ice machine 	Minor 1 point

Supporting Links for CM 4.25



R&M - Ice Machine: [Ice Machines](#) | [Parts Town](#)



Automatic Failures

Evaluation Failed:

AF	AUTOMATIC FAIL CRITERIA	FAIL
Item to Evaluate		Tipping Point
1	Restaurant is not open during Subway approved operating 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 approved hours
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 be grounds for Auto Fail.

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.

AF	Substantial Risk is Present and will be reported as grounds for an Auto Fail	
Item to Evaluate		Tipping Point
1	No Water	No running, potable water.
2	No Hot Water	No hot water (less than 100° F/38° 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.



Automatic Failures

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.
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.
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.

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	Pest infestation is present in restaurant.
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*.	



Picture Guide

BREAD BAKING TOOLS



Scoring Template



Proofing Template



Bread Color Guide



Scoring Knife



Water Bottle

Labeling requirements

Legible product name

Prep date w day, month & year

Preparer's initials

Time of prep, must include am or pm

Product Name: Ham

Today's Date: 4 / 21 / 25

Today's Time: 10 : 38 ^{AM} / _{PM} Nit: AMB

Use by Date: _____

M T W TH F SA SU

SPICY ITALIAN SUB

6-Inch Italian Bread

Net Wt. - 6.75oz / 131g

PREPARED ON 11:05 am 4/18

mp

Label placement for sauce bottles

Correct label placement

Incorrect label placement



Picture Guide

Approved Uniform



Previous version of the uniforms are approved while supplies last

Approved Shoes



- **Closed toe**
- **Enclosed back**

NOT Approved shoes



- **Holes in toe area**
- **Open back**



Picture Guide

Sanitizing requirements

Tests strips knife Sani station and slicer bottle



Chlorine

Tests strips for sanitizing buckets and 3 compartments sink



Sanitizer

3 compartment sink set up requirements



Washing

Rinsing

Sanitizing



Picture Guide

Gold Standard

Onions



Green peppers



Tomatoes



Avocado



Pepper Jack



Tuna



All products need to be below the chill line



Picture Guide

Gold Standard

Turkey



Ham



Rotisserie Style Chicken



Steak



Pepperoni



Salami





Picture Guide

Gold Standard

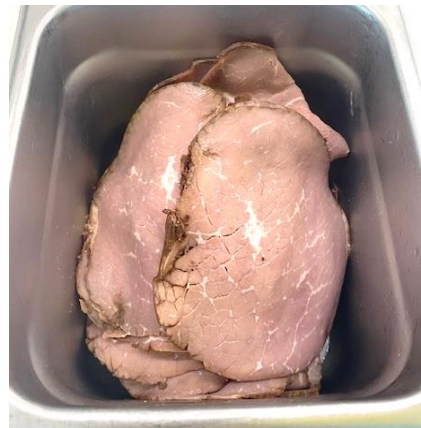
Meatballs 1/3 pan



Meatballs 1/6 pan



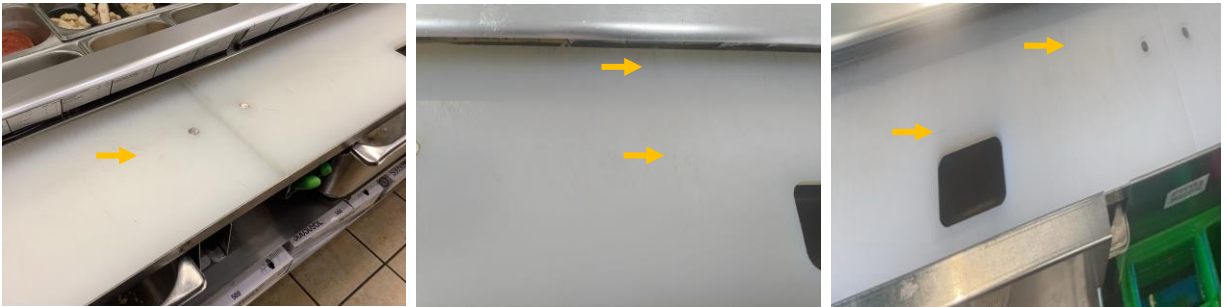
Roast Beef





Picture Guide

Cutting boards



If your cutting board has black grime, it's often caused by mold, mildew, or bacterial buildup from food particles and moisture. This opportunity will be captured during REV.

Wet Stacking



Wet nesting refers to the practice of stacking recently washed dishes or pots while still wet, which can lead to bacterial growth and foodborne illnesses.

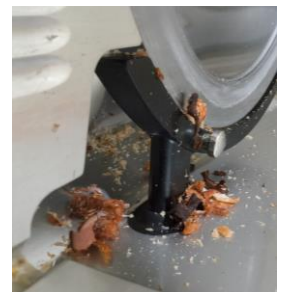
To prevent this issue, it is essential to ensure that dishes are completely dry before stacking them.



A radial dial thermometer must be placed inside coolers



Veggie slicer encrusted debris



Deli Slicer must actively be in use



Required Products Guide

All products need to be available to guests at time of visit

US available product requirements

Proteins	Cheese	Veggies & Toppings	Bread	Other Bread	Cookies	Chips
Bacon	Provolone	Lettuce	Italian	Artisan Plain Flatbread	Chocolate Chip	Lays Classic
Turkey	Pepper Jack	Tomatoes	Multigrain	9" Wraps	Oatmeal Raisin	Baked Lays Original
Chicken Strips	American	Onions	Italian Herbs & Cheese	12" Wraps	White Chip Macademia Nut	Doritos Nacho Cheese
Ham	Shredded Monterey Cheddar	Spinach			Raspberry Cheesecake	SunChips Harvest Cheddar
Meatballs		Green Peppers			Double Chocolate	Miss Vickie's Jalapeno
Pepperoni		Cucumbers				Simply Cheetos Puff White Cheddar
Roast Beef (US only)		Smashed Avocado				
Rotisserie Style Chicken		Pickles				
Salami		Bannana Peppers				
Steak		Jalapenos				
Tuna		Olives				
Cold Cut Combo		Salt				
Chicken teriyaki		Pepper				
Pizza (Walmart only)		Oregano				
		Parmesan Cheese				



Required Products Guide

Canada available product requirements

Proteins	Cheese	Veggies & Toppings	Bread	Other bread	Cookies/ Sides	Chips
Chicken Teriyaki	Habanero Jack	Crispy Onions	Italian Herbs & Cheese	Ciabatta	White Chip Macadamia Nut	Doritos Nacho Cheese
Bacon	Processed Cheddar	Cucumbers	Multigrain	Wraps	Chocolate Chunk	Lay's Classic
Cold Cut Combo	Canadian Cheddar	Bannana Peppers	Italian	Flatbread	Chocolate Chip w M&M	Lay's Oven Baked
Ham	Shredded Monterey Cheddar	Green Peppers			Chicken Noodle Soup	Miss Vickie's Sea Salt & Malt Vinegar
Meatballs (English CDA only)		Jalapenos			Potato Rings	Ruffles All Dressed
Pepperoni		Lettuce				Sun Chips Harvest Cheddar
Rice		Olives				
Rotisserie Style Chicken		Onions				
Salami		Pickles				
Sausage Patty		Smashed Avocado				
Scrambled Egg Patty		Spinach				
Steak		Tomatoes				
Tuna		Salt				
Turkey		Pepper				
Veggie Patty		Parmesan Cheese				



Required Products Guide

Canada available product requirements (Quebec)

Proteins	Cheese	Veggies & Toppings	Bread	Other bread	Cookies	Chips
Chicken Teriyaki	Habanero Jack	Banana Peppers	Italian Herbs & Cheese	Ciabatta	White Chip Macadamia Nut	Doritos Nacho Cheese
Bacon	Processed Cheddar	Crispy Onions	Multigrain	Wraps	Chocolate Chunk	Lay's Classic
Cold Cut Combo	Canadian Cheddar	Cucumbers	Italian	Flatbread	Chocolate Chip w M&M	Lay's Oven Baked
Grilled Chicken Patty (QC only)	Shredded Monterey Cheddar	Green Peppers			Chicken Noodle Soup	Miss Vickie's Sea Salt & Malt Vinegar
Ham		Lettuce			Potato Rings	Sun Chips Harvest Cheddar
Pepperoni		Olives				Ruffles All Dressed
Rice		Onions				
Rotisserie Style Chicken		Pickles				
Salami		Smashed Avocado				
Sausage Patty		Spinach				
Scrambled Egg Patty		Tomatoes				
Steak		Salt				
Tuna		Pepper				
Turkey		Parmesan Cheese				
Veggie Patty						



Required Products Guide

US Beverage requirements

Bottled Beverages	Fountain Beverages
Pepsi	Pepsi
Pepsi Zero Sugar	Pepsi Zero
Diet Pepsi	Mountain Dew
Aquafina Water	Starry Lemon Lime
Gatorade Cool Blue	Tropicana Lemonade
Gatorade Fruit Punch	Dr Pepper or Diet Dr Pepper
Gatorade G Zero Orange	
Dole Lemonade	
Mountain Dew	
Starry Lemon Lime	
Shamrock 1% low fat white milk	
Honest Kids Super Fruit Punch	
Tropicana Orange Juice	
Pure Leaf Sweet Tea	
Icee (Walmart only)	

Canada Beverage requirements

Fountain Beverages	Bottled Beverages
Pepsi	Pepsi
Diet Pepsi	Pepsi Zero Sugar
7UP	Diet Pepsi
Brisk Iced Tea Lemon	Dole Apple Juice
Brisk Iced Tea Lemonade	Dole Orange Juice
Dr Pepper	Aquafina Water
Mug Root Beer	Milk
Crush Orange	Gatorade Cool Blue
	Gatorade Zero Berry
	Brisk Lemonade
	Brisk Lemon Iced Tea
	Pure Leaf Lemon Iced Tea
	Rockstar Fruit Punched
	Celsius Peach Vibe
	7UP
	Bubly Pop Lime
	Bubly Pop Berry