

STORE AUDIT



STORE NO: 12345 | MANAGER: xyz
WEEK: 16th April to 21st April | DM: abc

CUSTOMER SERVICE

Customer wait time: (Time from when customer enter to time they leave the POS)	5 min
Fully staffed?	No
Properly trained?	No
Busy?	No
Customer service issues:	3
Pass or Fail?	Fail

STORE OPERATIONS

Were all employees helping customers in front if there were customers waiting?	No
Were all employees in proper uniform? (shirt, apron, black pants, hat & name tag)	No
Were all employees involved in work-related activities unless on break?	No
Did dining area tables and chairs appear to be clean?	No
Were floors clean and tidy?	No
Were employees using gloves when handling food?	No
Was the "Employees Only" door closed?	No
Was the back room kept clean and organized?	No
Did the chips rack, coke cooler and other product displays appear to have ample product?	No
Was the front sandwich line kept clean and sanitary?	Yes
Did the bread cabinet seem to have enough bread?	No
Was the back room clear of chairs?	No
Store operation issues:	0

LOSS PREVENTION SCORE

Was all food getting rung up?	No
Were there coupons received for any discounts given? (employee meal, promotions and value meals excluded)	No
Were all the employee meals rung up properly?	No
Was the cash properly secured in the POS drawer?	No
Was all food rung up correctly without any suspicious overrides or discounts?	No
Loss prevention issues:	5
Pass or Fail?	Fail

NOTES (Please attach photos following the audit template.):

Employee is not in proper uniform: Apron
Back room floor is not clean.
Preparation area floor is not clean.
Employee is using phone during operational hours.
Chips rack is full.
Front store floor is clean.

	04/16	04/17	04/18	04/19	04/20	04/21
CABREER A, RAFAEL	CABREER A, RAFAEL	hernandez , elizabeth	perez, Teresa	hernandez , elizabeth	perez, Teresa	
FLORES, MATEO	hernandez , elizabeth	perez, Teresa	hernandez , elizabeth	CABREER A, RAFAEL	hernandez , elizabeth	
	Poole, Justin			FLORES, MATEO	FLORES, MATEO	

➤ Theft : -



Store no: 12345 Time: 2:00:01pm Date: 04/25
Employee did not pay for meal.



Transaction Date Time	Total (gross)	Amount Tendered	Clerk	Trans #	Tender Type	Sale Type
5/7/2018 3:18:51 PM	\$12.57	\$12.57	Lama, Manju (02)	159547	Cash	Eatin
5/7/2018 3:19:43 PM	\$11.98	\$11.98	Lama, Manju (02)	159548	VISA	ToGo
5/7/2018 3:23:11 PM	\$5.88	\$10.00	Lama, Manju (02)	159549	Cash	Eatin
5/7/2018 3:24:14 PM	\$12.99	\$12.99	Lama, Manju (02)	159550	DoorDash	ToGo
5/7/2018 3:33:29 PM	\$6.23	\$20.00	Lama, Manju (02)	159551	Cash	Eatin
5/7/2018 3:37:45 PM	\$0.00	\$0.00	Ghising, Nita (49)	0	n/a	cash in
5/7/2018 3:43:33 PM	\$10.29	\$20.00	Lama, Manju (02)	159552	Cash	Eatin
5/7/2018 3:50:54 PM	\$3.15	\$3.15	Ghising, Nita (49)	159553	VISA	ToGo
5/7/2018 3:52:59 PM	\$8.92	\$10.00	Ghising, Nita (49)	159554	Cash	ToGo
5/7/2018 3:53:17 PM	\$200.00	\$0.00	Ghising, Nita (49)	0	n/a	cash drop
5/7/2018 4:02:38 PM	\$41.82	\$100.00	Ghising, Nita (49)	159555	Cash	Eatin
5/7/2018 4:03:44	\$5.88	\$10.00	Ghising, Nita (49)	159556	Cash	Eatin

SALES RECEIPT			
Store #	ToGo	5/7/2018 3:50:54 PM	
Trans #	159553	Ghising, Nita (49)	
Item	Qty	PRICE	PLU
Employee Meal 50% Off :: 1			
-Veggie Delite FtLong	1	\$3.00	111000001
ToGo	VISA	\$3.15	
	Total	\$3.15	
	AMT TEND	\$3.15	
	CHANGE DUE	\$0.00	
Additional Detail		Value	
Total (net)		\$3.00	
Total Tax		\$0.15	
Primary System		Yes	

Store no: 12345 Time: 2:40:01pm Date: 04/21
 Employee was observed giving "employee meal discount" to the customer.



Transaction Date Time	Total (gross)	Amount Tendered	Clerk	Trans #	Tender Type	Sale Type
2:28:04 PM			Jaqueline (0605)			
4/18/2019 5:01:17 PM	\$1.00	\$2.00	Martinez, Daniel (1022)	99763	Cash	Eatin
4/18/2019 5:27:02 PM	\$0.97	\$1.00	Martinez, Daniel (1022)	99769	Cash	Eatin
4/19/2019 6:37:24 AM	\$2.81	\$3.00	Martinez, Daniel (1022)	99787	Cash	Eatin
4/19/2019 2:27:46 PM	\$3.84	\$3.84	Martinez, Daniel (1022)	99842	VISA	Eatin
4/19/2019 8:27:33 PM	\$5.03	\$5.03	Tejeda-Avila, Jaqueline (0605)	99885	Cash	Eatin
4/20/2019 1:39:31 PM	\$5.36	\$5.36	Tejeda-Avila, Jaqueline (0605)	99930	Cash	Eatin
4/20/2019 8:41:18 PM	\$7.14	\$7.15	Gabriel, Hugo (1005)	99960	Cash	Eatin
4/21/2019 10:52:07 AM	\$4.93	\$4.93	Tejeda-Avila, Jaqueline (0605)	99973	Cash	Eatin
4/21/2019 12:18:48 PM	\$3.09	\$3.09	Tejeda-Avila, Jaqueline (0605)	99980	Cash	Eatin
4/21/2019 1:30:47 PM	\$1.00	\$1.00	Tejeda-Avila, Jaqueline (0605)	99987	Cash	Eatin
4/21/2019 4:39:09 PM	\$2.92	\$2.92	Bermudez, Olivia (0321)	100013	Cash	Eatin

SALES RECEIPT			
Store #	Eatin 4/19/2019 2:27:46 PM		
Trans #	99842 Martinez, Daniel (1022)		
Item	Qty	PRICE	PLU
Employee Meal 50% Off :: 1			
-Ham FtLong	1	\$6.59	111000004
		(\$3.29)	
PRICEOV			
-21oz Fountain Drink	1	\$1.99	212000126
		(\$1.74)	
	VISA	\$3.84	
Eatin	Total	\$3.84	
	AMT TEND	\$3.84	
Additional Detail		Value	
Total (net)		\$3.55	
Total Tax		\$0.29	
Primary System		Yes	

Store no: 12345 Time: 2:27:59pm Date: 04/19
 All food was not rung up correctly without suspicious overrides or discounts



Transaction Date Time	Total (gross)	Amount Tendered	Clerk	Trans #	Tender Type	Sale Type
3:38:10 PM	\$4.91	\$4.91	(1215)	100309	VISA	EatIn
4/11/2019 3:44:19 PM	\$0.00	\$0.00	Lemus, Zaida (1215)	0	nil	cash in
4/11/2019 3:49:24 PM	\$9.89	\$9.89	Lemus, Zaida (1215)	100310	VISA	EatIn
4/11/2019 3:54:46 PM	\$2.48	\$2.48	Lemus, Zaida (1215)	100311	Cash	EatIn
4/11/2019 4:21:58 PM	\$16.41	\$16.41	Lemus, Zaida (1215)	100312	VISA	ToGo
4/11/2019 4:25:14 PM	\$4.32	\$10.00	Lemus, Zaida (1215)	100313	Cash	EatIn
4/11/2019 4:31:21 PM	\$14.79	\$20.00	Lemus, Zaida (1215)	100314	Cash	EatIn
4/11/2019 4:38:05 PM	\$10.42	\$10.42	Lemus, Zaida (1215)	100315	VISA	ToGo
4/11/2019 4:44:22 PM	\$12.54	\$10.00	Lemus, Zaida (1215)	100316	Cash	EatIn
4/11/2019 4:51:08 PM	\$9.73	\$9.73	Lemus, Zaida (1215)	100317	VISA	EatIn
4/11/2019 5:02:35 PM	\$4.32	\$4.32	Lemus, Zaida (1215)	100318	VISA	EatIn
4/11/2019 5:03:14 PM	\$6.27	\$6.27	Lemus, Zaida (1215)	100319	VISA	EatIn

SALES RECEIPT			
Item	Qty	PRICE	PLU
Store # --- EatIn 4/11/2019 3:54:46 PM			
Trans # 100311 Lemus, Zaida (1215)			
Bottled Water	1	\$2.29	221000134
Chptl Steak FtLong	1	\$8.99	111000076
Chptl Steak FtLong	-1	(\$8.99)	111000076
Cash		\$2.48	
EatIn Total		\$2.48	
AMT TEND		\$2.48	
CHANGE DUE		\$0.00	
Additional Detail		Value	
Total (net)		\$2.29	
Total Tax		\$0.19	
Primary System		Yes	

Store no: 12345 Time: 3:56:01pm Date: 04/25
 All food was not rung up properly. (Customer was observed paying the full cash for above mentioned items in the receipt, but later employee rung up only one item in the receipt & kept remaining cash in her pocket.

➤ **Voids & refunds: -**



Transaction Date Time	Total (gross)	Amount Tendered	Clerk	Trans #	Tender Type	Sale Type
12/15/19 12:01:51 PM	\$10.20	\$10.20	(26)	361302	VISA	Eatin
4/9/2019 12:05:36 PM	\$14.50	\$14.50	Prado, Maean (26)	361303	VISA	Eatin
4/9/2019 12:06:14 PM	\$6.80	\$6.80	Prado, Maean (26)	361304	VISA	Eatin
4/9/2019 12:07:00 PM	\$13.58	\$20.80	Prado, Maean (26)	361305	Cash	Eatin
4/9/2019 12:07:48 PM	\$9.23	\$9.23	Prado, Maean (26)	361306	VISA	Eatin
4/9/2019 12:08:21 PM	\$9.63	\$9.63	Prado, Maean (26)	361307	MasterC	Eatin
4/9/2019 12:08:43 PM	\$7.36	\$7.36	Prado, Maean (26)	361308	CashCard	Eatin
4/9/2019 12:09:28 PM	\$5.66	\$5.66	Prado, Maean (26)	361309	VISA	Eatin
4/9/2019 12:10:01 PM	\$7.36	\$7.36	Prado, Maean (26)	361310	VISA	Eatin
4/9/2019 12:11:12 PM	\$7.36	\$7.36	Prado, Maean (26)	361311	Amex	Eatin
4/9/2019 12:11:47 PM	\$10.42	\$10.42	Prado, Maean (26)	361312	VISA	Eatin
4/9/2019 12:12:22 PM	\$7.36	\$7.36	Prado, Maean (26)	361313	VISA	Eatin

SALES STATEMENT

Store # Eatin 4/9/2019 12:07:00 PM

Trans # 361305 Prado, Maean (26)

Item	Qty	PRICE	PLD
Meggie Deluxe 6 inch	1	\$4.79	121000001
Chips	1	\$1.39	111000100
Bottled Carbonated Drink	1	\$2.39	221000133
Fresh Value Meal (21-1) // 1			
-Bottled Carbonated Drink	1	\$2.39	221000133
-Chips	1	\$1.39	111000100
		(\$0.17)	
Cash		\$13.58	

Additional Detail	Value
Total (net)	\$11.96
Total Tax	\$1.62
Primary System	Yes



Transaction Date Time	Total (gross)	Amount Tendered	Clerk	Trans #	Tender Type	Sale Type
4/9/2019 12:29:01 PM	\$6.80	\$6.80	Prado, Maean (26)	361305	VISA	Eatin
4/9/2019 12:29:53 PM	\$7.47	\$7.47	Prado, Maean (26)	361329	VISA	ToGo
4/9/2019 12:30:15 PM	\$9.39	\$9.39	Prado, Maean (26)	361333	VISA	ToGo
4/9/2019 12:30:32 PM	\$9.39	\$9.39	Prado, Maean (26)	361336	VISA	Eatin
4/9/2019 12:31:09 PM	(\$13.58)	(\$20.80)	Marcio, Loumar (196)	361305	Cash	Eatin
4/9/2019 12:32:26 PM	\$8.15	\$8.15	Iustus, mary jay (918)	361337	VISA	Eatin
4/9/2019 12:34:36 PM	\$6.57	\$6.57	Iustus, mary jay (918)	361338	VISA	Eatin
4/9/2019 12:36:33 PM	\$9.29	\$9.29	Iustus, mary jay (918)	361339	VISA	Eatin
4/9/2019 12:37:33 PM	\$12.24	\$12.24	Iustus, mary jay (918)	361340	CashCard	Eatin
4/9/2019 12:38:21 PM	\$6.80	\$6.80	Iustus, mary jay (918)	361341	VISA	Eatin
4/9/2019 12:38:48 PM	\$7.36	\$7.36	Iustus, mary jay (918)	361342	VISA	Eatin
4/9/2019 12:39:29 PM	\$9.29	\$9.29	Iustus, mary jay (918)	361343	Amex	Eatin

SALES ADJUSTMENT

Store # Eatin 4/9/2019 12:31:09 PM

Trans # 361305 Marcio, Loumar (196)

Item	Qty	PRICE	PLD
Meggie Deluxe 6 inch	-1	(\$4.79)	121000001
Chips	-1	(\$1.39)	111000100
Bottled Carbonated Drink	-1	(\$2.39)	221000133
Fresh Value Meal (21-1) // -1			
-Bottled Carbonated Drink	-1	(\$2.39)	221000133
-Chips	-1	(\$1.39)	111000100
		(\$0.17)	
Cash		(\$13.58)	

Additional Detail	Value
Total (net)	(\$11.96)
Total Tax	(\$1.62)
Primary System	Yes

Store no: 12345 Time: 5:05:09pm Date: 04/15

In the above transaction 1st customer was observed paying for the order, but later employee voided the transaction without any reason.

➤ **Compliances:-**



Store no: 12345 Time: 2:00:30pm Date: 04/21

Employee is not wearing gloves while handling food.



Store no: 12345 Time: 12:00:30pm Date: 04/22

Sandwich line was left unattended.



Store no: 12345 Time: 6:00:30pm Date: 04/12
Cash was not secured in the POS drawer as it was left open for longer duration even after the transaction.



Store no: 12345 Time: 2:25:30pm Date: 04/15
Chips rack did not have ample proportion in display.



Store no: 12345 Time: 8:20:33pm Date: 04/27
Employees only door was left open.



Store no: 12345 Time: 6:38:38pm Date: 04/20
Sitting area chairs was not organized properly.



Store no: 12345 Time: 2:56:56pm Date: 04/23
Facility Under Staffed (only 1 employee was observed during peak lunch hours)



Store no: 12345 Time: 1:00:30pm Date: 04/21
Front store floor was not clean.



Store no: 12345 Time: 4:35:30pm Date: 04/05
Back room floor was not organised.



Store no: 12345 Time: 3:40:30pm Date: 04/21
Trash containers were overflowing



Store no: 12345 Time: 2:50:30pm Date: 04/31
Employee was not in proper uniform: Cap and Apron



Store no: 12345 Time: 8:10:30pm Date: 04/09
Employee was using phone during operational hours.



Store no: 12345 Time: 2:50:32pm Date: 04/30
Transaction was inefficient (as customer was observed waiting for approx. 15 mins.)



Store no: 12345 Time: 8:23:21pm Date: 04/24
Back room was not clear of chairs.



Store no: 12345 Time: 2:00:30pm Date: 04/21
Employee was observed sitting in front store during operational hours.



Store no: 12345 Time: 6:30:30pm Date: 04/29
Sandwich area floor was not clean.



Store no: 12345 Time: 2:00:30pm Date: 04/21

Bread cabinet did not seem to have enough bread.