

Service Standards Audit

Staff Appearance and Hygiene

Check the box where applicable. ☒

- ☐ Staff uniform is neat, clean, and in good order.
- ☐ All staff on duty are well with no visible symptoms of illness.
- ☐ Staff has tidy hair
 - *Woman: Long hair is tied neatly. Short hair is cleanly tucked behind the ears, not longer than the shoulder.*
 - *Man: Hair is short and clean (no facial hair). Long hair is tied neatly.*
- ☐ Nails are short and clean.
- ☐ Staff does not use excessive or strong scent perfumes.
- ☐ Staff do not use large accessories and jewellery
 - *Front of House staff: No rings – except wedding ring, no bracelet, simple necklace, simple earrings, watch*
 - *Back of House staff: No accessories or jewellery, including wedding ring*
- ☐ Staff demonstrates proper handwashing procedure and hand-washing technique, especially after handling raw products.
- ☐ Staff dries hands using towel (not on apron).
- ☐ Staff is following personal hygiene procedures, such as washing hands after clearing dishes and handling money.
 - *Staff must also wash hands after: Smoking, trash run, handle or touch trash bin.*
- ☐ Staff is wearing a mask, apron, hairnet, and hand gloves when handling products.

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Thank you for downloading the Service Standards Audit Staff Appearance & Hygiene

Now you have the manual **Staff Appearance and Hygiene audit template**, how about using a digital version to simplify the experience?

Imagine this! A dynamic digital checklist and audit platform is available for you on TreeAMS.com that syncs corrective actions in real time. Whether you are managing current franchisees, onboarding new franchisees or you'll breeze through tasks, spot gaps, and even ping task owners for quick fixes.

The image displays three screenshots of the TreeAMS digital audit platform. The leftmost screenshot shows a 'Staff greet incoming customers' audit item with 'Yes' and 'No' radio buttons, a text input field for 'Drinks are served immediately', and 'Add Comment' and 'Correction Required' buttons. The middle screenshot shows a list of audit items with columns for 'Question', 'Audit', 'Outlet', and 'Deadline', with status buttons like 'Open', 'Rejected', 'Overdue', and 'Approved'. The rightmost screenshot shows a detailed view of an audit item titled 'Sanitisers are readily available', including a photo of a sanitiser station, a 'Pending Review' status, and a sidebar with fields for 'Assignee', 'Deadline', 'Category', 'Audit', 'Restaurant Detailed As', 'Audit Date', and 'Outlet'.

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TreeAMS is a franchise management system designed to optimise franchise-wide performance through systematic Operations, Training, Audit and Onboarding implementation across multiple outlets and multiple territories.