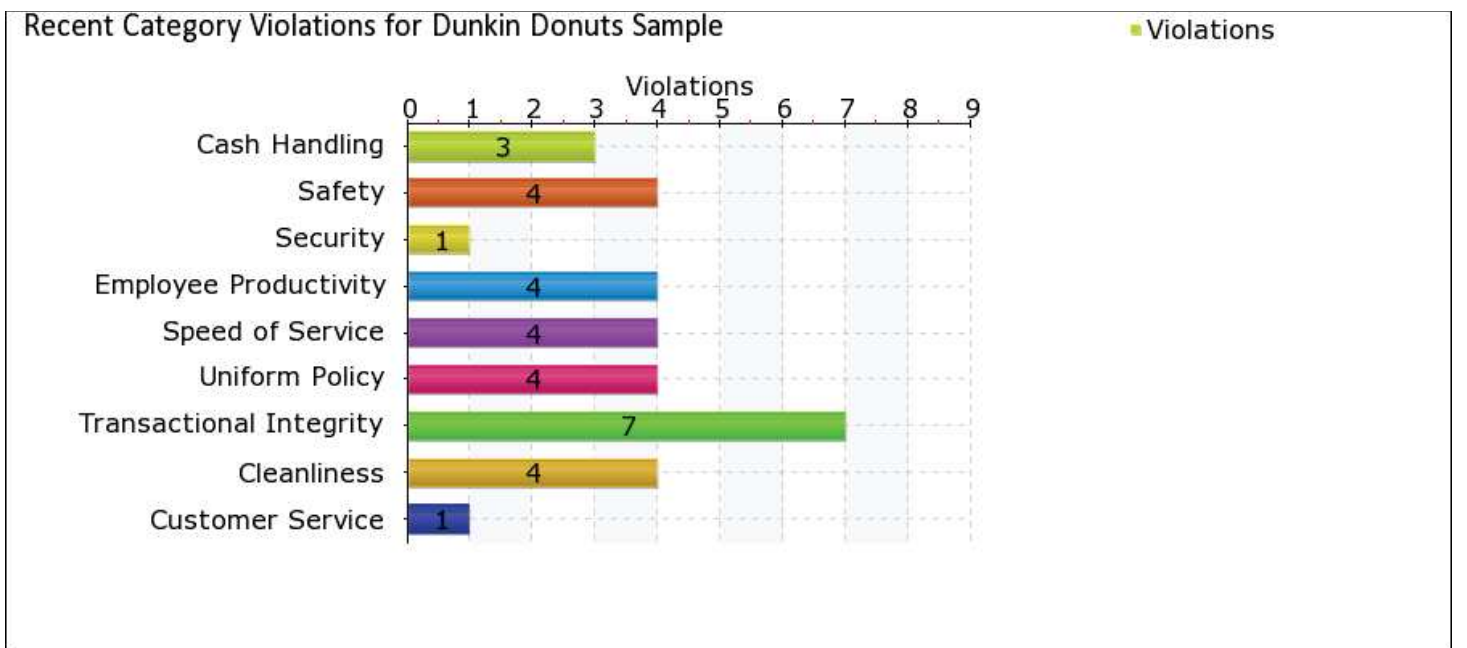
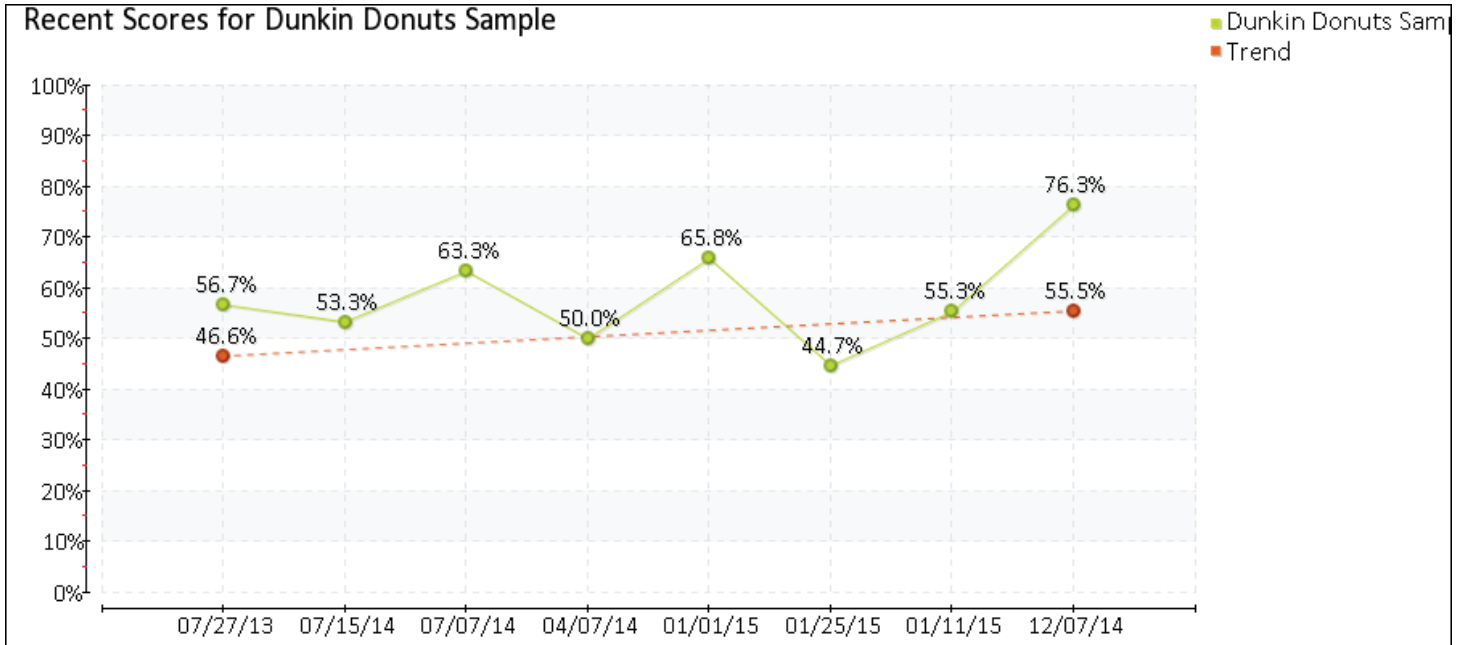
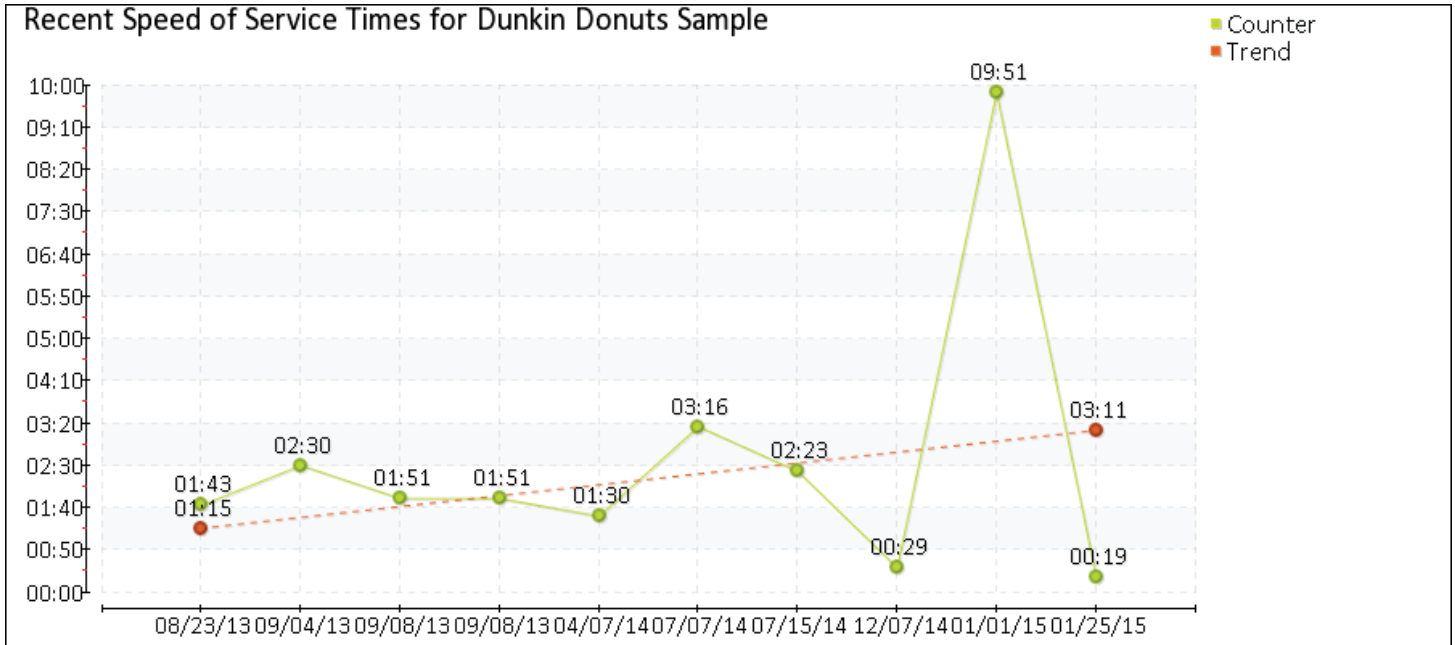


<b>Company</b> Dunkin Donuts	<b>Auditor</b> Christine	<b>Results</b>
<b>Site No</b> Sample	<b>Audit Date</b> 12/07/14	<b>PTS EARNED</b> 29
<b>Street Address</b>	<b>Audit Time</b> 05:04	<b>PTS POSSIBLE</b> 38
<b>City/State/Zip</b>		<b>Score</b> 76.3%

Question	Answer	Picture #	Points
Q1 Did the cashiers use the FOH cash settlement process? This includes 2 person verification of safe, tills, pickups, and deposits.	N/A		5 / 5
Q2 Was the manager rotating positions throughout the store?	Yes	12	3 / 3
Q3 Did employees maintain single drawer accountability or the "one hand in the till" policy?	Yes	3	5 / 5
Q4 Were customers at the counter greeted and the order taken at the front counter within 25 seconds and total service time within 120 seconds? Customers should be greeted immediately when they enter. Were customers in the drive thru served within 30 seconds of reaching the window? Measured from the time they reach the window until they receive their order.	Yes	1-5	4 / 4
Q5 Was the bakery case fully stocked and well maintained? No empty baskets or spaces in the case, all products labeled, product moved to the front, liners changed as they become dirty, and shades and blockers used as the day transitions.	Yes	13	5 / 5
Q6 Did all employees appear to accurately ring items being purchased? Including refunds, employee meals, discounts, etc.	No	5-9	0 / 5
Q7 Did employees appear to be in proper uniform per Dunkin Donuts policy?	No	10	0 / 2
Q8 Did employees appear to use safe work habits? Wet floor signs posted prior to mopping, no exits blocked, using approved step ladders, etc.	No	11	0 / 2
Q9 Did the dining area, coffee station, and floors appear to be clean and well maintained?	Yes	11	3 / 3
Q10 Did all employees appear to be engaged in work related activities when not directly engaged with customers? No drinking, eating, smoking, texting, etc.	Yes	13	4 / 4
<b>Total:</b>			<b>29/38</b>



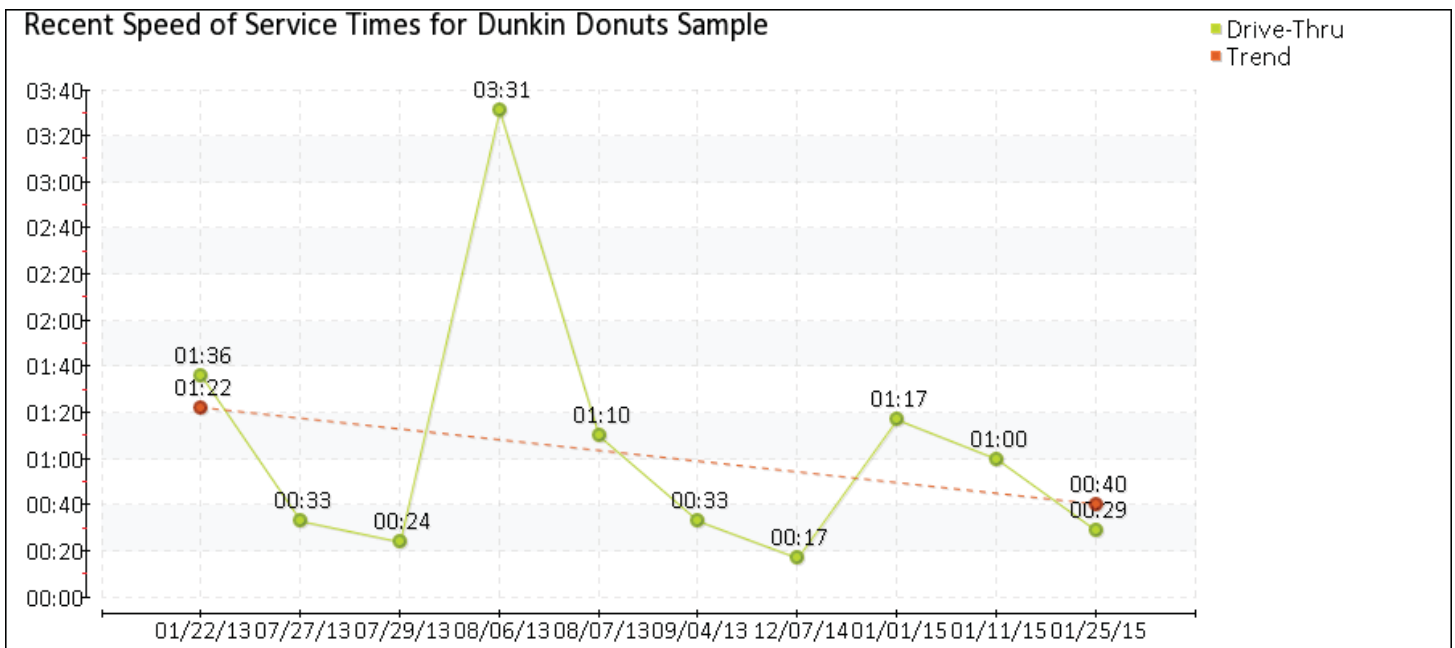


**Current Counter Speed of Service Times - Detailed**

12/07/2014 5:06am - 5:07am

29 sec(s)

Pictures [1-3]



**Current Drive-Thru Speed of Service Times - Detailed**

12/07/2014 5:12am - 5:12am

17 sec(s)

Pictures [4-5]

Picture 1



The customer approached the counter, ready to order. Begin speed of service time.

Picture 2



The employee appeared to hand the customer their item and rang it up immediately after.

Picture 3



The employee appeared to finalize the customer's transaction. End speed of service time. [SOS Time: 00:00:29]

Picture 4



The customer approached the drive thru window. Begin speed of service time.

Picture 5



The customer appeared to receive their order and handed the employee cash. End speed of service time. [SOS Time: 00:00:17]

Picture 6



The employee appeared to use the no sale function to open the register. He did not appear to finalize a transaction for this customer at any time. The employee appeared to place a single \$10 bill into the \$10 bills slot.

Picture 7



The employee appeared to remove two \$5 bills.

Picture 8



The employee appeared to hand one of the \$5 bills to the customer while holding the second \$5 bill in his right hand.

Picture 9



After handing one of the \$5 bills to the customer, the employee appeared to place the other \$5 bill in the tip jar. Since the employee did not appear to ring in/finalize a transaction for this customer but accepted cash, this is possible transactional fraud. Since the employee placed the remaining cash in the tip jar, this is possible cash theft.

Picture 10



This employee did not appear to be wearing a hat/visor per company uniform policy.

Picture 11



This employee appeared to be mopping the dining area without putting up wet floor signs first. It is recommended that wet floor signs are placed in the areas to be mopped to avoid possible slip hazards.

Picture 12



The manager could be seen rotating positions throughout the store.

Picture 13



The bakery case appeared to be fully stocked and well maintained. All employees appeared to be engaged in work related activities.