

FREE OPERATIONAL TEMPLATE

Restaurant Quality Control Checklist

Use this 60-point checklist to control ingredient quality, recipe execution, portions, cooking, taste, plating, beverages, order accuracy, takeaway, delivery, guest complaints, and corrective-action closure.

Restaurant / location

Quality-check date

Reviewer

Restaurant manager

1. Quality-control setup, restaurant standards, and shift ownership

1

Confirm the restaurant, shift, service period, audit date, quality checker, restaurant manager, kitchen lead, and areas included in the review.

QUALITY CONTROL

NAME | Enter

DATE / TIME | Enter

APPROVAL | Enter

Execution tip: Set the shift scope, menu standards, targets, evidence rules, and critical-failure conditions before quality checks begin.

2

Define the approved recipes, product specifications, portion standards, presentation guides, service-time targets, and customer promises that apply.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Set the shift scope, menu standards, targets, evidence rules, and critical-failure conditions before quality checks begin.

3

Verify current recipe cards, plating images, temperature limits, allergen information, hold-time rules, equipment instructions, and escalation contacts are available.

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Set the shift scope, menu standards, targets, evidence rules, and critical-failure conditions before quality checks begin.

4

Review previous quality scores, remakes, guest complaints, delivery refunds, rejected ingredients, recurring defects, and overdue corrective actions.

CRITICAL

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Set the shift scope, menu standards, targets, evidence rules, and critical-failure conditions before quality checks begin.

5

Identify the critical quality checks for the shift, including food temperature, taste, texture, portion, allergen accuracy, freshness, and final presentation.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Set the shift scope, menu standards, targets, evidence rules, and critical-failure conditions before quality checks begin.

6

Confirm ownership for receiving, storage, preparation, cooking, plating, beverages, order checking, delivery handoff, complaints, and action closure.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Set the shift scope, menu standards, targets, evidence rules, and critical-failure conditions before quality checks begin.

2. Supplier deliveries, ingredient quality, receiving, and acceptance

- 7 Confirm ingredients, beverages, packaging, and suppliers are approved against current restaurant specifications and purchasing requirements.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Inspect more than one item from each delivery and record actual temperatures, condition, dates, and supplier defects before acceptance.

- 8 Inspect delivery vehicles, containers, seals, cleanliness, odour, and temperature conditions before ingredients are accepted.

QUALITY CONTROL

Acceptable

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Inspect more than one item from each delivery and record actual temperatures, condition, dates, and supplier defects before acceptance.

- 9 Check ingredient identity, brand, grade, size, colour, freshness, quantity, dates, packaging condition, and allergen status against the purchase order and specification.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Inspect more than one item from each delivery and record actual temperatures, condition, dates, and supplier defects before acceptance.

- 10 Record delivery temperatures for chilled, frozen, and other temperature-sensitive products using a calibrated device and compare them with approved limits.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Inspect more than one item from each delivery and record actual temperatures, condition, dates, and supplier defects before acceptance.

- 11 Reject or place on hold any damaged, leaking, thawed, contaminated, substituted, short-dated, poor-quality, or out-of-specification ingredient.

CRITICAL

QUALITY CONTROL

Acceptable

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Inspect more than one item from each delivery and record actual temperatures, condition, dates, and supplier defects before acceptance.

- 12 Record shortages, substitutions, rejections, supplier defects, credits, and follow-up actions with clear evidence and ownership.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Inspect more than one item from each delivery and record actual temperatures, condition, dates, and supplier defects before acceptance.

3. Storage condition, freshness, stock rotation, and ingredient protection

13 Inspect dry stores, chillers, freezers, cold rooms, beverage storage, and preparation refrigerators for cleanliness, organization, lighting, airflow, and physical condition.

QUALITY CONTROL

Acceptable Needs action Critical LIVE PHOTO | Add

Execution tip: Sample products from different storage zones, shelves, and batches, including short-life, high-risk, held, and slow-moving stock.

14 Record storage temperatures and confirm thermometers, alarms, door seals, defrost controls, and monitoring records are accurate and working.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter TARGET | Enter DEVICE ID | Enter

Execution tip: Sample products from different storage zones, shelves, and batches, including short-life, high-risk, held, and slow-moving stock.

15 Verify raw food, ready-to-eat food, allergens, chemicals, employee items, returned products, held stock, and waste are segregated correctly.

CRITICAL

QUALITY CONTROL

Compliant Partial Non-compliant N/A

Execution tip: Sample products from different storage zones, shelves, and batches, including short-life, high-risk, held, and slow-moving stock.

16 Check FIFO and FEFO rotation, date labels, opened-product shelf life, batch identification, thawing status, and discard times.

QUALITY CONTROL

Compliant Partial Non-compliant N/A

Execution tip: Sample products from different storage zones, shelves, and batches, including short-life, high-risk, held, and slow-moving stock.

17 Inspect stored ingredients for spoilage, discolouration, freezer burn, dehydration, infestation, damaged packaging, odour, contamination, or other quality loss.

QUALITY CONTROL

Acceptable Needs action Critical LIVE PHOTO | Add

Execution tip: Sample products from different storage zones, shelves, and batches, including short-life, high-risk, held, and slow-moving stock.

18 Confirm held, rejected, or expired stock is clearly identified, physically controlled, recorded, and disposed of or released only by an authorized person.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Sample products from different storage zones, shelves, and batches, including short-life, high-risk, held, and slow-moving stock.

4. Preparation, recipe compliance, portion control, and batch consistency

19

Verify employees follow the approved recipe, ingredient list, preparation sequence, equipment, batch size, and yield instructions.

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Observe live preparation and compare actual weights, sequence, timing, appearance, and yield with the approved recipe.

20

Confirm ingredients are weighed, measured, portioned, staged, and added in the correct sequence using verified scales, scoops, utensils, and containers.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Observe live preparation and compare actual weights, sequence, timing, appearance, and yield with the approved recipe.

21

Check thawing, washing, marinating, mixing, slicing, grinding, proofing, batching, and other preparation steps meet approved time and quality requirements.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Observe live preparation and compare actual weights, sequence, timing, appearance, and yield with the approved recipe.

22

Compare prepared components with the approved standard for colour, aroma, texture, cut size, consistency, seasoning, and freshness.

CRITICAL

QUALITY CONTROL

Matches standard

Minor variation

Reject / remake

Execution tip: Observe live preparation and compare actual weights, sequence, timing, appearance, and yield with the approved recipe.

23

Verify substitutions, recipe deviations, rework, excess trim, overproduction, and batch adjustments are authorized, documented, and within acceptable limits.

CRITICAL

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Observe live preparation and compare actual weights, sequence, timing, appearance, and yield with the approved recipe.

24

Inspect prepared items for correct labels, preparation time, use-by time, portion quantity, container, cover, and storage position before service.

QUALITY CONTROL

Acceptable

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Observe live preparation and compare actual weights, sequence, timing, appearance, and yield with the approved recipe.

5. Cooking, reheating, holding, taste, texture, and temperature quality

- 25 Record cooking temperatures and times for selected high-risk products and confirm the readings meet the approved limits.

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Use calibrated devices and approved tasting standards, then record the actual reading and immediate action for every deviation.

- 26 Verify reheated food reaches the approved temperature within the required time and is not reheated more often than permitted.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Use calibrated devices and approved tasting standards, then record the actual reading and immediate action for every deviation.

- 27 Taste or evaluate representative menu items for approved flavour, seasoning, aroma, texture, moisture, doneness, freshness, and aftertaste.

CRITICAL

QUALITY CONTROL

Matches standard

Minor variation

Reject / remake

Execution tip: Use calibrated devices and approved tasting standards, then record the actual reading and immediate action for every deviation.

- 28 Confirm frying oil, grills, ovens, steamers, holding units, and other cooking equipment operate at the correct settings and do not reduce product quality.

CRITICAL

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Use calibrated devices and approved tasting standards, then record the actual reading and immediate action for every deviation.

- 29 Record hot-holding, cold-holding, display, and service-line temperatures, then act immediately on any out-of-limit reading.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Use calibrated devices and approved tasting standards, then record the actual reading and immediate action for every deviation.

- 30 Check cooked food is protected from overcooking, drying, sogginess, skin formation, separation, colour loss, or quality decline during holding.

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Use calibrated devices and approved tasting standards, then record the actual reading and immediate action for every deviation.

6. Plating, assembly, presentation, portion, and service readiness

- 31 Compare sampled dishes with the approved plating image for composition, item count, orientation, garnish, colour balance, cleanliness, and overall appeal.

QUALITY CONTROL

Matches standard

Minor variation

Reject / remake

Execution tip: Check several dishes during a normal service period so plating, portions, temperature, and handoff timing reflect real execution.

- 32 Measure or verify portion weight, count, volume, scoop size, slice size, sauce quantity, and yield against the approved target and tolerance.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Check several dishes during a normal service period so plating, portions, temperature, and handoff timing reflect real execution.

- 33 Inspect plates, bowls, trays, glassware, cutlery, liners, packaging, and serving utensils for cleanliness, damage, temperature suitability, and correct use.

CRITICAL

QUALITY CONTROL

Acceptable

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Check several dishes during a normal service period so plating, portions, temperature, and handoff timing reflect real execution.

- 34 Confirm each dish contains the correct components, modifiers, accompaniments, condiments, and allergen or dietary changes before leaving the kitchen.

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Check several dishes during a normal service period so plating, portions, temperature, and handoff timing reflect real execution.

- 35 Verify prepared dishes are served at the correct temperature and within the approved pass-to-table, counter, pickup, or delivery handoff time.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Check several dishes during a normal service period so plating, portions, temperature, and handoff timing reflect real execution.

- 36 Record remakes, rejected plates, missing items, portion errors, presentation defects, and the immediate correction completed before service.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Check several dishes during a normal service period so plating, portions, temperature, and handoff timing reflect real execution.

7. Beverage, dessert, bakery, condiment, and specialty-item quality

37 Evaluate coffee, tea, juice, soft drinks, shakes, cocktails, and other beverages for recipe, strength, temperature, volume, garnish, foam, and presentation.

QUALITY CONTROL

Matches standard Minor variation Reject / remake

Execution tip: Sample products from different employees and service periods to identify recipe drift, equipment variation, and inconsistent presentation.

38 Verify beverage machines, grinders, dispensers, ice equipment, filters, and measuring tools are clean, calibrated, and set correctly.

QUALITY CONTROL

ACTUAL | Enter TARGET | Enter DEVICE ID | Enter

Execution tip: Sample products from different employees and service periods to identify recipe drift, equipment variation, and inconsistent presentation.

39 Check desserts, bakery items, frozen products, sauces, dressings, and condiments for freshness, texture, temperature, portion, date, and presentation.

CRITICAL

QUALITY CONTROL

Compliant Partial Non-compliant N/A

Execution tip: Sample products from different employees and service periods to identify recipe drift, equipment variation, and inconsistent presentation.

40 Inspect ice, garnishes, fruit, dairy, syrups, toppings, mixers, and open beverage ingredients for quality, protection, and approved shelf life.

QUALITY CONTROL

Acceptable Needs action Critical LIVE PHOTO | Add

Execution tip: Sample products from different employees and service periods to identify recipe drift, equipment variation, and inconsistent presentation.

41 Confirm glassware, cups, lids, straws, sleeves, takeaway containers, and accessories are clean, undamaged, correctly sized, and consistently presented.

CRITICAL

QUALITY CONTROL

Compliant Partial Non-compliant N/A

Execution tip: Sample products from different employees and service periods to identify recipe drift, equipment variation, and inconsistent presentation.

42 Record beverage or dessert remakes, equipment-related quality issues, recipe variation, stockouts, and corrective action taken during the shift.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Sample products from different employees and service periods to identify recipe drift, equipment variation, and inconsistent presentation.

8. Order accuracy, dine-in service, takeaway, delivery, and handoff quality

43 Verify orders are entered accurately with correct items, quantities, modifiers, cooking preferences, allergies, promotions, and delivery instructions.

QUALITY CONTROL

Compliant Partial Non-compliant N/A

Execution tip: Trace complete orders from entry to handoff and record actual preparation time, accuracy, packaging, and customer-facing quality.

44 Record a sample of order preparation times and compare kitchen, pass, pickup, table delivery, and delivery handoff performance with approved targets.

QUALITY CONTROL

ACTUAL | Enter TARGET | Enter DEVICE ID | Enter

Execution tip: Trace complete orders from entry to handoff and record actual preparation time, accuracy, packaging, and customer-facing quality.

45 Inspect completed orders for correct items, portions, temperature, presentation, packaging, labels, seals, cutlery, condiments, and customer identification.

CRITICAL

QUALITY CONTROL

Acceptable Needs action Critical LIVE PHOTO | Add

Execution tip: Trace complete orders from entry to handoff and record actual preparation time, accuracy, packaging, and customer-facing quality.

46 Confirm allergen and dietary requests are clearly communicated, separately controlled where required, checked at the pass, and confirmed at handoff.

QUALITY CONTROL

Matches standard Minor variation Reject / remake

Execution tip: Trace complete orders from entry to handoff and record actual preparation time, accuracy, packaging, and customer-facing quality.

47 Observe table delivery, counter collection, takeaway pickup, and driver handoff for correct communication, completeness, food protection, and professionalism.

CRITICAL

QUALITY CONTROL

Compliant Partial Non-compliant N/A

Execution tip: Trace complete orders from entry to handoff and record actual preparation time, accuracy, packaging, and customer-facing quality.

48 Record missing items, incorrect orders, delays, cold food, damaged packaging, refunds, remakes, and recurring channel-specific quality problems.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Trace complete orders from entry to handoff and record actual preparation time, accuracy, packaging, and customer-facing quality.

9. Cleanliness, equipment condition, employee practices, and quality support

49

Verify food-contact surfaces, utensils, probes, chopping boards, knives, containers, and small equipment are clean, sanitized, dry, and suitable for use.

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Inspect hidden quality risks inside equipment, under workstations, around seals, and at employee task-change points.

50

Inspect employee uniforms, grooming, hand hygiene, gloves, hair restraints, jewellery, illness controls, and task changes that may affect product quality.

CRITICAL

QUALITY CONTROL

Acceptable

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Inspect hidden quality risks inside equipment, under workstations, around seals, and at employee task-change points.

51

Check thermometers, scales, timers, scoops, dispensers, ovens, fryers, refrigerators, and other quality-control equipment are calibrated or verified as required.

CRITICAL

QUALITY CONTROL

ACTUAL | Enter

TARGET | Enter

DEVICE ID | Enter

Execution tip: Inspect hidden quality risks inside equipment, under workstations, around seals, and at employee task-change points.

52

Confirm cleaning chemicals are approved, labelled, diluted correctly, stored securely, and prevented from affecting food taste, odour, packaging, or safety.

CRITICAL

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Inspect hidden quality risks inside equipment, under workstations, around seals, and at employee task-change points.

53

Inspect for pest evidence, condensation, leaks, damaged surfaces, loose parts, foreign materials, odours, poor ventilation, or other conditions that may reduce quality.

QUALITY CONTROL

Acceptable

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Inspect hidden quality risks inside equipment, under workstations, around seals, and at employee task-change points.

54

Review breakdowns, service tags, temporary repairs, maintenance requests, cleaning verification, and open defects affecting consistent product execution.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Inspect hidden quality risks inside equipment, under workstations, around seals, and at employee task-change points.

10. Quality findings, complaints, corrective actions, trends, and sign-off

55

Record every quality finding with the menu item or ingredient, approved standard, observed condition, affected quantity, evidence, and immediate containment.

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Keep actions open until objective evidence confirms the quality gap is controlled, the fix is sustained, and repeat defects are reduced.

56

Classify findings as critical, major, minor, or observation using approved scoring, remake, hold, discard, escalation, and reporting rules.

CRITICAL

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Keep actions open until objective evidence confirms the quality gap is controlled, the fix is sustained, and repeat defects are reduced.

57

Assign each corrective action to a named owner with priority, due date, required evidence, escalation route, and temporary control where needed.

CRITICAL

QUALITY CONTROL

Finding / record	Current	Owner	Evidence	Action

Execution tip: Keep actions open until objective evidence confirms the quality gap is controlled, the fix is sustained, and repeat defects are reduced.

58

Verify closure through repeat tasting, measurement, temperature checks, live photos, recipe review, retraining, maintenance proof, or follow-up observation.

CRITICAL

QUALITY CONTROL

Acceptable

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Keep actions open until objective evidence confirms the quality gap is controlled, the fix is sustained, and repeat defects are reduced.

59

Review repeat defects, remakes, complaints, refunds, delivery issues, waste, portion variance, equipment faults, and overdue actions requiring management support.

QUALITY CONTROL

Compliant

Partial

Non-compliant

N/A

Execution tip: Keep actions open until objective evidence confirms the quality gap is controlled, the fix is sustained, and repeat defects are reduced.

60

Record the final score, critical failures, unresolved risks, shift quality summary, next review date, restaurant manager, kitchen lead, reviewer, date, time, and signatures.

CRITICAL

QUALITY CONTROL

NAME | Enter

DATE / TIME | Enter

APPROVAL | Enter

Execution tip: Keep actions open until objective evidence confirms the quality gap is controlled, the fix is sustained, and repeat defects are reduced.

RUN THIS CHECKLIST DIGITALLY

Turn quality checks into consistent guest experiences

Use Taqtics to capture live evidence, compare standards, assign actions, verify closure, and track repeat defects.

Try This Checklist
in Taqtics