

FREE OPERATIONAL TEMPLATE

Takeaway Audit Checklist

Use this 60-point checklist to audit ordering, preparation, food quality, packaging, staging, pickup, customer handoff, payments, hygiene, safety, and corrective-action closure.

Restaurant / location

Audit date

Auditor

Restaurant manager

1. Audit setup, takeaway model, service levels, and accountability

1

Confirm the location, service format, audit date, auditor, manager, service period, ordering channels, pickup points, and areas included in the audit.

TAKEAWAY AUDIT

NAME

Enter

DATE / TIME

Enter

APPROVAL

Sign

🔗

Execution tip: Define channels, service targets, evidence rules, critical failures, and ownership before reviewing takeaway transactions.

2

Document the approved takeaway workflow from order receipt through payment, preparation, quality release, packing, staging, customer collection, and final status.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

🔗

Execution tip: Define channels, service targets, evidence rules, critical failures, and ownership before reviewing takeaway transactions.

3

Verify order-ready, customer-wait, and maximum staging targets are defined for each channel, daypart, product type, and pickup method.

TAKEAWAY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

🔗

Execution tip: Define channels, service targets, evidence rules, critical failures, and ownership before reviewing takeaway transactions.

4

Review previous takeaway scores, wrong orders, missed items, delays, temperature complaints, leakage, seal failures, cancellations, refunds, and open actions.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

🔗

Execution tip: Define channels, service targets, evidence rules, critical failures, and ownership before reviewing takeaway transactions.

5

Define critical failures, including allergen mismatch, unsafe food, contamination, wrong-customer handoff, tampered packaging, payment risk, and customer-data exposure.

CRITICAL

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

🔗

Execution tip: Define channels, service targets, evidence rules, critical failures, and ownership before reviewing takeaway transactions.

6

Confirm ownership for order acceptance, kitchen execution, quality release, packing, pickup, customer support, finance, reporting, and action closure.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

🔗

Execution tip: Define channels, service targets, evidence rules, critical failures, and ownership before reviewing takeaway transactions.

2. Ordering channels, menu accuracy, modifiers, and customer information

7

Verify item names, descriptions, images, prices, taxes, promotions, availability, and opening hours match across POS, website, app, kiosk, menu board, and aggregator channels.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Compare live ordering channels with the approved menu and trace at least one order from selection through acceptance.

8

Check sizes, modifiers, add-ons, meal combinations, dietary options, allergen information, and preparation choices are clear and configured correctly.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Compare live ordering channels with the approved menu and trace at least one order from selection through acceptance.

9

Confirm unavailable items, stockouts, substitutions, and limited-time products are updated promptly and customer approval is captured where required.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Compare live ordering channels with the approved menu and trace at least one order from selection through acceptance.

10

Test order acceptance, timestamps, printer or kitchen-display routing, duplicate prevention, queue sequencing, and status updates.

TAKEAWAY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

 **Execution tip:** Compare live ordering channels with the approved menu and trace at least one order from selection through acceptance.

11

Review sampled customer names, order references, contact details, pickup instructions, promised times, channel, and payment status for accuracy.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Compare live ordering channels with the approved menu and trace at least one order from selection through acceptance.

12

Verify vouchers, loyalty rewards, promotional codes, restricted products, age checks, special requests, and customer notes are handled according to the approved process.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Compare live ordering channels with the approved menu and trace at least one order from selection through acceptance.

3. Preparation planning, kitchen routing, recipes, and order accuracy

13 Confirm the kitchen receives complete order details, including items, quantities, modifiers, allergens, pickup time, order type, and customer instructions. TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Trace sampled orders through the kitchen and verify every modifier, allergen note, item, and delay before packing begins.

14 Verify preparation starts at the correct time based on the promised pickup, product cooking time, assembly sequence, and approved holding limit. TAKEAWAY AUDIT

ACTUAL	Enter	TARGET	Enter	DEVICE ID	Enter
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 **Execution tip:** Trace sampled orders through the kitchen and verify every modifier, allergen note, item, and delay before packing begins.

15 Match sampled orders to the kitchen ticket for items, quantities, sizes, modifiers, substitutions, paid add-ons, and excluded ingredients. TAKEAWAY AUDIT

Compliant
Partial
Non-compliant
N/A

 **Execution tip:** Trace sampled orders through the kitchen and verify every modifier, allergen note, item, and delay before packing begins.

16 Check approved recipes, portions, cooking methods, doneness, garnish, presentation, and quality-release standards are followed consistently. TAKEAWAY AUDIT

Safe
Needs action
Critical

LIVE PHOTO
Add

 **Execution tip:** Trace sampled orders through the kitchen and verify every modifier, allergen note, item, and delay before packing begins.

17 Verify raw and ready-to-eat workflows, allergen preparation, utensils, surfaces, handwashing, and glove changes prevent cross-contamination. CRITICAL TAKEAWAY AUDIT

Compliant
Partial
Non-compliant
N/A

 **Execution tip:** Trace sampled orders through the kitchen and verify every modifier, allergen note, item, and delay before packing begins.

18 Confirm production delays, stockouts, remakes, substitutions, and order changes are recorded and communicated to the pickup team and customer promptly. TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Trace sampled orders through the kitchen and verify every modifier, allergen note, item, and delay before packing begins.

4. Food quality, temperature, holding, allergens, and release

19

Record selected hot, chilled, frozen, dessert, and beverage readings at release and compare them with approved product and food-safety limits.

CRITICAL

TAKEAWAY AUDIT

READING

Enter

LIMIT

Enter

DEVICE ID

Enter



Execution tip: Record actual product readings and release times, not only pass or fail, and contain any unsafe or out-of-standard food immediately.

20

Verify time-sensitive items are cooked, assembled, or finished close to pickup and are not staged beyond the approved holding window.

CRITICAL

TAKEAWAY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter



Execution tip: Record actual product readings and release times, not only pass or fail, and contain any unsafe or out-of-standard food immediately.

21

Inspect sampled food for freshness, taste, texture, appearance, portion, presentation, contamination, and consistency with the approved standard.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add



Execution tip: Record actual product readings and release times, not only pass or fail, and contain any unsafe or out-of-standard food immediately.

22

Confirm allergen and dietary orders are identified, prepared separately where required, labelled clearly, and verified by an authorized employee before release.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A



Execution tip: Record actual product readings and release times, not only pass or fail, and contain any unsafe or out-of-standard food immediately.

23

Check sauces, condiments, beverages, ice, desserts, sides, and temperature-sensitive accompaniments are protected and matched to the correct order.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add



Execution tip: Record actual product readings and release times, not only pass or fail, and contain any unsafe or out-of-standard food immediately.

24

Verify rejected, remade, delayed, damaged, or out-of-limit food is isolated, recorded, disposed of or reworked correctly, and never handed to the customer.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A



Execution tip: Record actual product readings and release times, not only pass or fail, and contain any unsafe or out-of-standard food immediately.

5. Packaging, tamper evidence, labelling, and order completeness

25

Confirm approved food-grade packaging is suitable for the food, temperature, fat, moisture, expected holding time, transport method, and customer use.

CRITICAL

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Inspect the packed order as the customer receives it, checking containment, separation, labels, seals, and every paid component.

26

Inspect containers, lids, cups, bags, cup holders, and inserts for secure closure, leakage, puncture, deformation, overfilling, and correct venting.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Inspect the packed order as the customer receives it, checking containment, separation, labels, seals, and every paid component.

27

Verify hot and cold items, liquids, raw and ready-to-eat food, allergen orders, fragile items, and non-food products are separated correctly.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Inspect the packed order as the customer receives it, checking containment, separation, labels, seals, and every paid component.

28

Check tamper-evident seals or approved secure closures are applied correctly, remain intact, and are verified before customer handoff.

CRITICAL

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Inspect the packed order as the customer receives it, checking containment, separation, labels, seals, and every paid component.

29

Confirm labels show the correct order or customer reference, package count, product identity, dietary or allergen alert, and handling information where required.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Inspect the packed order as the customer receives it, checking containment, separation, labels, seals, and every paid component.

30

Verify sauces, condiments, cutlery, napkins, straws, receipts, promotional items, and customer-requested accessories are complete and packed appropriately.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Inspect the packed order as the customer receives it, checking containment, separation, labels, seals, and every paid component.

6. Pickup counter, staging, queues, notifications, and peak readiness

31 Inspect the pickup counter, shelves, waiting area, signage, and access route for cleanliness, organization, accessibility, visibility, and protection from interference.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Observe the pickup area during a normal or peak trading period and measure actual staging, queue, and customer wait times.

32 Verify orders are staged by channel, status, promised time, and customer reference in a way that prevents mix-ups, theft, damage, and unnecessary handling.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Observe the pickup area during a normal or peak trading period and measure actual staging, queue, and customer wait times.

33 Check staging shelves, warmers, chillers, beverage stations, and holding equipment are clean, working, correctly loaded, and within approved limits.

CRITICAL

TAKEAWAY AUDIT

READING

Enter

LIMIT

Enter

DEVICE ID

Enter

 **Execution tip:** Observe the pickup area during a normal or peak trading period and measure actual staging, queue, and customer wait times.

34 Confirm customer queues, curbside areas, parking, drive-through lanes, and waiting zones are safe and do not block entrances, exits, or service routes.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Observe the pickup area during a normal or peak trading period and measure actual staging, queue, and customer wait times.

35 Verify order-status screens, SMS, app messages, and verbal notifications reflect the real status and orders are not marked ready before final release.

TAKEAWAY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

 **Execution tip:** Observe the pickup area during a normal or peak trading period and measure actual staging, queue, and customer wait times.

36 Confirm peak-period staffing, packing positions, runners, queue ownership, escalation routes, and delay communication are adequate for expected demand.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Observe the pickup area during a normal or peak trading period and measure actual staging, queue, and customer wait times.

7. Customer verification, handoff, wait time, proof, and service

37

Verify the customer, authorized collector, or third-party courier is matched to the correct order using the approved reference, name, code, or other identifier.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Observe complete customer handoffs and verify identity, package count, seal condition, timing, and issue resolution before closing the order.

38

Confirm package count, labels, seals, beverages, accessories, special items, and handling advice are checked with the customer before release.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

🔍

Execution tip: Observe complete customer handoffs and verify identity, package count, seal condition, timing, and issue resolution before closing the order.

39

Record the order time, ready time, collection time, customer wait, and staging duration, then compare actual performance with the approved target.

TAKEAWAY AUDIT

ACTUAL

Enter

TARGET

Enter

DEVICE ID

Enter

🔍

Execution tip: Observe complete customer handoffs and verify identity, package count, seal condition, timing, and issue resolution before closing the order.

40

Check contactless, curbside, drive-through, reception, security-desk, and third-party collections follow approved authorization and proof rules.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

🔍

Execution tip: Observe complete customer handoffs and verify identity, package count, seal condition, timing, and issue resolution before closing the order.

41

Observe greeting, queue updates, delay explanation, privacy, complaint handling, service recovery, and farewell against the customer-service standard.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Observe complete customer handoffs and verify identity, package count, seal condition, timing, and issue resolution before closing the order.

42

Verify uncollected, cancelled, abandoned, duplicate, or disputed orders are controlled according to food-safety, refund, waste, and recordkeeping requirements.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

🔍

Execution tip: Observe complete customer handoffs and verify identity, package count, seal condition, timing, and issue resolution before closing the order.

8. Payments, refunds, promotions, privacy, fraud, and reconciliation

43

Verify the order total, taxes, discounts, coupons, loyalty rewards, delivery or service fees, tips, receipt, and payment status match the approved transaction.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Trace sampled transactions from order total through payment, handoff, adjustment, refund, and final settlement.

44

Check cash, change, card, wallet, prepaid, pay-at-pickup, failed payment, duplicate charge, refund, void, and cash-drawer controls.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Trace sampled transactions from order total through payment, handoff, adjustment, refund, and final settlement.

45

Confirm manager approval and reason codes are recorded for refunds, remakes, complimentary items, cancellations, overrides, and manual price changes.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Trace sampled transactions from order total through payment, handoff, adjustment, refund, and final settlement.

46

Verify customer names, phone numbers, order screens, payment details, pickup codes, images, and notes are protected from unauthorized access or disclosure.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Trace sampled transactions from order total through payment, handoff, adjustment, refund, and final settlement.

47

Review suspicious orders, repeated refunds, chargebacks, account misuse, false collection claims, unauthorized pickup, and other fraud indicators.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Trace sampled transactions from order total through payment, handoff, adjustment, refund, and final settlement.

48

Reconcile POS, website, app, kiosk, aggregator, cash drawer, payment gateway, refund records, and settlement reports at the end of the shift.

TAKEAWAY AUDIT

ACTUAL

Enter

TARGET

Enter

VARIANCE

Enter

 **Execution tip:** Trace sampled transactions from order total through payment, handoff, adjustment, refund, and final settlement.

9. Hygiene, equipment, safety, security, opening, and closing

49

Inspect pickup counters, packing surfaces, utensils, dispensers, shelves, screens, printers, and devices for cleanliness, condition, and correct use.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

📍

Execution tip: Inspect both visible customer areas and behind-counter controls, then raise immediate action for any defect affecting food, people, payment, or

50

Verify employee hand hygiene, uniforms, gloves, illness reporting, allergen awareness, food handling, and customer-facing conduct meet the approved standard.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

📍

Execution tip: Inspect both visible customer areas and behind-counter controls, then raise immediate action for any defect affecting food, people, payment, or

51

Check POS, kitchen displays, printers, labelers, seal dispensers, heat lamps, warmers, chillers, beverage equipment, and communication devices operate correctly.

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

📍

Execution tip: Inspect both visible customer areas and behind-counter controls, then raise immediate action for any defect affecting food, people, payment, or

52

Confirm cleaning schedules, sanitizer controls, waste removal, spill response, pest prevention, packaging storage, and end-of-shift cleaning are completed.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

📍

Execution tip: Inspect both visible customer areas and behind-counter controls, then raise immediate action for any defect affecting food, people, payment, or

53

Review fire exits, slip and trip risks, electrical safety, crowd control, CCTV, cash security, access controls, and emergency contacts around the takeaway area.

CRITICAL

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

📍

Execution tip: Inspect both visible customer areas and behind-counter controls, then raise immediate action for any defect affecting food, people, payment, or

54

Verify opening, peak-period, and closing controls cover stock, packaging, device checks, staffing, leftovers, equipment shutdown, waste, and shift handover.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

📍

Execution tip: Inspect both visible customer areas and behind-counter controls, then raise immediate action for any defect affecting food, people, payment, or

10. Findings, corrective actions, verification, trends, and sign-off

55

Record every finding with the requirement, order or process affected, observed condition, customer or food risk, evidence, and immediate containment.

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Keep takeaway actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

56

Classify findings as critical, major, minor, or observation using approved food-safety, customer, financial, privacy, security, and escalation rules.

CRITICAL

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Keep takeaway actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

57

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

CRITICAL

TAKEAWAY AUDIT

Finding / record	Current	Owner	Evidence	Action

 **Execution tip:** Keep takeaway actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

58

Verify closure through repeat audits, transaction samples, timestamps, readings, photos, system data, retraining, refunds, maintenance, or customer confirmation.

CRITICAL

TAKEAWAY AUDIT

Safe

Needs action

Critical

LIVE PHOTO

Add

 **Execution tip:** Keep takeaway actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

59

Review repeat failures, root causes, action ageing, channel trends, daypart trends, customer outcomes, waste, and issues requiring regional or head-office support.

TAKEAWAY AUDIT

Compliant

Partial

Non-compliant

N/A

 **Execution tip:** Keep takeaway actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

60

Record the final score, critical failures, unresolved risks, next review date, manager, auditor, reviewer, approval, and signatures.

CRITICAL

TAKEAWAY AUDIT

NAME

Enter

DATE / TIME

Enter

APPROVAL

Sign

 **Execution tip:** Keep takeaway actions open until objective evidence confirms the issue is controlled, the fix is sustained, and repeat failures are reduced.

RUN THIS CHECKLIST DIGITALLY

Turn takeaway findings into verified operational improvement

Use Taqtics to schedule audits, capture evidence, compare service targets, escalate failures, assign actions, and verify closure.

Try This Checklist
in Taqtics