

Service Quality Control Form

Customers, service, and delivery · Weekly

Observation details

Business name

Date / time

Observer

Shift / area

Greeting and ordering

Question	Yes	No	Initials	Notes
Was the guest greeted and shown to a table?	☐	☐		
Was a menu or QR code offered?	☐	☐		
Did water or a welcome item arrive on time?	☐	☐		
Were order notes and allergens checked?	☐	☐		
Was the order entered in Ritapos from the correct table?	☐	☐		
Was the kitchen ticket or screen updated without delay?	☐	☐		
Were interim service and empty plate collection completed?	☐	☐		

Bill and farewell

Question	Yes	No	Initials	Notes
Was the guest kept waiting after requesting the bill?	☐	☐		
Was the check correct and explainable?	☐	☐		
Was the order closed after payment?	☐	☐		
Was the table cleaned and reset?	☐	☐		
Was the guest thanked and given a farewell?	☐	☐		
Was any complaint recorded on the complaint form?	☐	☐		

Observation notes

Signature

Observer signature

Supervisor / manager

Date

This form is a checklist for training purposes. It does not change your municipal, food registration, or occupational health obligations. Confirm local requirements in writing.