



Restaurant Inspection Checklist

General Instruction: *The team leader shall introduce the team to the manager/responsible body of the institution and briefly explain the purpose of the inspection by conducting entry meeting. After the entry meeting, the team may conduct the inspection in sub groups as necessary. Finally, at the end of the inspection the team will conduct exit meeting and forward the summary of the inspection findings.*

General Information: *[Ask the manager/responsible body of the institution]*

- Name of the institution: _____
- Name of the owner: _____
- Name of the manager: _____
- Institution physical address:
 - Region: _____
 - Woreda: _____
 - City: _____
 - House No.: _____
- Institution contact address:
 - Telephone: _____
 - E-mail: _____

Types of inspection: Routine ☐ Follow –up ☐ Concise ☐ Special ☐
Investigative ☐

Critical requirements for licensing and re-license

- ❖ The establishment is separate from residence
- ❖ Kitchen with Refrigerator
- ❖ Food store with pallet/shelf
- ❖ Improved toilet with hand washing facility
- ❖ Medical checkup
- ❖ Availability of improved water supply

S.No.		weig	Score	Compliance status
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	Requirements	ht		Me t	Unm et	Remark
1.	Environmental conditions	3				
1.1	The restaurant is far 50 meters away from industrial discharge, floody and swampy areas, solid and liquid waste disposal sites	0.6				
1.2.	The area where the building rests is not swampy, prone to flooding or landslides.	0.6				
1.3	The restaurant is 50 m far from garbage, toxins store and other chemicals.	0.6				
1.4.	There is no any service provider or manufacturer that is incompatible with the service that may be at risk of contamination.	0.6				
1.5	The surrounding environment is free from any contaminants.	0.6				
2.	Design and construction of the building	3				
2.1	The premises is constructed, designed and arranged so as to be fit and suitable for its intended purposes;	0.5				
2.2	The construction of the premises meets Ethiopian construction code of standards.	0.5				
2.3	The premises and all fittings, fixtures and appliances in the premises are maintained in a state of good repair and in a clean and tidy condition, and free from any accumulation of rubbish or other materials that may harbour vermin or insects or that may become offensive or a nuisance.	0.5				
2.4	Work place health, safety and cleaning issue are considered.	0.5				
2.5	All floors, walls, ceilings and other surfaces are smooth, impervious and capable of being easily cleaned.	0.5				
2.6	The floors are maintained in good repair and be either tiled or covered with linoleum or comparable floor	0.5				

	covering.					
3.	Service requirement	6				
3.1	Uniforms and other necessary personal protective equipment as per service type; whereas for food handlers the colours of uniform are white.	0.7				
3.2	Cloth changing room separate for men's and women employee with locker and vestibule entrances.	0.6				
3.3	Bathrooms and closets with toilet paper, paper towels or hand dryers, soap or sanitizer, pedal dustbin and hangers.	0.5				
3.4	Clean and well maintained facilities.	0.5				
3.5	Accommodate people with disability.	0.5				
3.6	The management have a service contract with the subcontractors in compliance to hygiene and environmental health requirements that have details of the obligations of the services being contracted, associated terms and conditions and the rules of engagement of staff.	0.4				
3.7	Services obtained from subcontractors are certified by authorized body.	0.4				
	Information and communication					
3.8	Relevant proclamation is applied for customers (e.g. safety precautions and prevention of sexual exploitation of children).	0.3				
3.9	The Restaurant entrance and name is clearly identifiable from outside.	0.3				
3.10	All service areas in restaurant are labelled.	0.5				
3.11	The access area is clean and illuminated.	0.4				
3.12	There are adequate levels of lighting for safety and comfort in all public areas, light on the stairways and the landing at night.	0.4				
3.13	There is a system for notifying of communicable	0.5				

	diseases to the appropriate regulatory body.					
4.	Customer service	3				
4.1	All staffs who are serving the customer are clean, tidy and well groomed;	0.4				
4.2	All staffs who are serving the customer provide service promptly and diligently in accordance with the Restaurant procedures.	0.3				
4.3	All staffs who are serving the customer have identifiable; name is displayed on a tag.	0.4				
4.4	All staffs who are serving the customer avoid making loud noises as much as possible or raised voices during the performance of tasks	0.3				
4.5	All staffs who are serving the customer know how to act in case of emergency;	0.4				
4.6	All staffs who are serving the customer are aware of the tips policy defined by the Restaurant management.	0.5				
4.7	All staffs who are serving the customer are aware of any specific accommodation/arrangements available for customer with any kind of disability.	0.5				
5.	Staff requirements	4				
5.1	Staff certified by recognized body particularly in food and beverage service.	0.4				
5.2	Availability of document for all the staffs	0.4				
5.3	The Restaurant management display the chart for the staff.	0.3				
5.4	The Restaurant management have a job description for hygiene and environmental health related jobs.	0.3				
5.5	Staffs trained and certified	0.3				
5.6	Availability of responsible person for monitoring of service provision.	0.2				
5.7	Availability of responsible person for incident identification and recording	0.2				

5.8	The restaurant is initiating actions to ensure customer satisfaction in compliance with hygiene and environmental health.	0.2				
5.9	A training need assessment is conducted	0.3				
5.10	There is a training program designed, implemented Periodically reviewed.	0.3				
5.11	The new recruitment of staff were trained	0.3				
5.12	The new staff were oriented before starting the new job	0.3				
5.13	Training, such as environmental good practices, hygiene and safety issues were provided	0.3				
5.14	Training like emergency training (e.g. what to do in an emergency, evacuation plan) and basic life support (BLS) or first aid training were provided	0.2				
6	Personal Hygiene and Health condition of Food handlers	6				
6.1	All food handlers have clean personal hygiene such as clean hands, and clean trimmed fingernails, clean hair which is covered and tied back.	0.9				
6.2	All food handlers wash their hands at critical times such as (after toilet, touching contaminated objects and fluids, coughing and sneezing, and before work.)	0.9				
6.3	No food handlers wear visible rings, earrings or piercings, bracelets or watches during food handling and preparation.	0.8				
6.4	Other staffs wear protective clothing when entering the kitchen.	0.8				
6.5	Food handlers were free of infectious diseases before starting the job (check the document)	1.2				
6.6	Food handlers have a medical check-up every three months (check documents)	1.4				
7	Food and beverage, Receiving, food safety and food preparation services,	18				

	Food receiving					
7.1	There are delivery criteria for food products according to their type (e.g. greens, fruits, fish, meat, vegetables) and presentation (e.g. fresh, frozen and prepared) and for beverages, as well as a system for the returning of those products which do not conform.	0.6				
7.2	There is a mechanism for the control of the reception of products such as Condition of the packaging, expiry date or preferred consumption date, and temperature.	0.7				
7.3	The reception area for food products is clean.	0.6				
7.4	There is a system to ensure the safety of the food offered by the providers.	0.8				
7.5	Food handlers wear a clean working uniform, including non-slippery shoes and socks or similar.	0.6				
7.6	There is a separate room/area for different food items preparation (example. meat, fruit, eggs, and fish).	0.5				
7.7	Cutting boards, cleaning materials and knives are separated by 6 color cutting board, red for meat, yellow for poultry products and cooked meat, blue for fish and shell fish, brown for cold cuts or defrosting, and green for vegetable white for cheese and dairy products.	0.5				
7.8	There is a hand washing basin in the room.	0.6				
7.9	All table surfaces and covers are clean.	0.5				
7.10	The service/table setting (i.e. glassware, tableware, cutlery, serviettes, menu or napkins) is replaced for each customer.	0.5				
	Before starting the service:					
7.11	There is appropriate freezer/ refrigerator operational for temperatures less than 4°C	0.6				
7.12	There are equipment's operational and appropriate for hot temperature 65 °C or above.	0.6				
7.12	The tools required to serve the contents of each dish are	0.5				

	food graded table ware.					
7.14	Served foods are clearly labelled (optional)	0.5				
	During the service					
7.15	Ready-to-eat food are protected or covered.	0.6				
7.16	Presentation and hygiene of the buffet maintained throughout the whole service.	0.4				
7.17	Each table ware is replaced or cleaned after each use.	0.4				
	Food Safety					
7.18	There is management assigned who is responsible for the food hygiene and safety conditions at the premises and should ensure that they are operating correctly.	0.7				
7.19	There is a food safety system, based on the HACCP principles that include the strict control of food from purchase to service, for example traceability of the food, separation of food to avoid cross-contamination cooking, temperature controls, storage and display of food and staff training.	0.6				
7.20	All staffs are trained in the food safety management procedures and in their specific role.	0.5				
	Food Preparation					
7.21	All food preparation activities, hygiene and cleanliness ensured to avoid contamination	0.5				
7.22	There is limited time after food is out of the refrigeration	0.4				
7.23	Food preparation area temperatures is maintained so as to guarantee that bacteria do not proliferate (e.g. in cold areas a temperature of 18 °C ± 3 °C shall be maintained)	0.4				
7.24	There is defrosting methods which ensure that the centre of the food product reaches an adequate temperature	0.4				
7.25	During the defrosting process, food is covered or protected to avoiding contact with the defrosting liquids	0.4				
7.26	Frozen products such as vegetables cooked without thawing and large pieces of meat or large poultry	0.5				

	carcasses often do need to be thawed before cooking					
7.27	There is a refrigerator or purpose-built thawing cabinet maintained at a temperature of 4 °C or below	0.5				
7.28	There is running potable water maintained at a temperature not above 21 °C for a period not exceeding 4 h.	0.4				
7.29	There is a commercial microwave oven when the food will be immediately transferred to conventional cooking units or when the entire uninterrupted cooking process takes place in the microwave oven	0.4				
7.30	Food be refrozen once defrosted	0.4				
7.31	Cutting utensils and boards clearly identifiable regarding their use	0.4				
	Hot production					
7.32	If the cooked food not consumed immediately (i.e. within 4 h), should be kept at a temperature equal to or above 65 °C.	0.5				
7.33	If the cooked food not consumed immediately (i.e. within 4 h) and quickly cooled (e.g. from 60°C to –10°C in 2 h) and kept at refrigeration or freezing temperatures for later use	0.5				
7.34	Reused oil be controlled to maintain its quality and changed if needed.	0.4				
	Cold production					
7.35	Products prepared using the cold process kept at refrigerated temperatures to be later served hot or cold	0.4				
7.36	Preservation of pre-cooked and prepared food maintained the quality of the food	0.4				
	Labelling					
7.37	Bar and Restaurant clearly identify the date of preparation and the name of the food when it is not easily recognizable.	0.5				

7.38	There is deliver and/or indicate the expiry date of the prepared products	0.6				
8	Food storage	5				
8.1	Food products are classified in the storage areas according to their type and condition (e.g. frozen, fresh, refrigerated, dry).	0.6				
8.2	A rotation system [e.g. based on the first in, first out (FIFO) or first expires, first out (FEFO) principles] are implemented to ensure expired products are not being served.	0.5				
8.3	The storage area is identified; access to these areas is restricted to authorized personnel.	0.4				
8.4	Area of storage is at least 3m ² x 3m ² (9m ²) or more.	0.6				
8.5	Store is constructed to maintain the temperature and prevent entrance of rodents and vermin.	0.4				
8.6	Store is free from any kind of waste.	0.5				
8.7	Store is well ventilated and illuminated.	0.4				
8.8	Foods in bar and restaurant store is stored in pallet and have labelling	0.5				
8.9	The pallets are placed 20cm above the floor, 20 cm from wall, 60cm from ceiling and 50 cm between pallets.	0.6				
8.10	Humidity of storage room is between 50 - 60 %	0.4				
9	kitchen facilities and kitchen requirements	12				
9.1	There is a receiving area for raw materials	0.5				
9.2	The areas for the kitchen (9 m2)	0.5				
9.3	There is a separate area in the kitchen designated for storing non-perishable goods, refrigeration and freezing chamber, cooking area	0.4				
9.4	Linens, utensils and working surfaces are cleaned and disinfected after each use or service.	0.4				

9.5	There is adequate lighting and the temperature from the illumination is control during food preparation.	0.4				
9.6	There is adequate ventilation at the food preparation area.	0.4				
9.7	There is a cold room for perishable food preparation.	0.4				
9.8	There is a hand washing facility	0.5				
9.9	There is a three compartment sink for washing of utensils or washing machine	0.4				
9.10	Dishwashing sink has hot and cold water with cleaning detergents.	0.4				
9.11	There is a rack or drier for washed utensils	0.4				
	Kitchen requirements					
9.12	Working surfaces are flat and free from joints that facilitate the accumulation of dirt.	0.4				
9.13	Stored foods are placed on pallets or in the shelf.	0.4				
9.14	Left over foods are disposed properly	0.4				
9.15	There is safe and contentious water supply in the food preparation areas.	0.5				
9.16	Hot and cold water is available all the time.	0.4				
9.17	The hand washing basin is operated free of touch using sensor or pedestal system with fittings with disinfecting soap and single-use paper towels;	0.5				
9.18	Dish cloths only, with the exception of single-use ones, are used.	0.4				
9.19	All windows and other openings are covered to prevent insects or rodents from entering.	0.4				
9.20	There is a system for regular handling, collecting, and disposal of rubbish.	0.4				
9.21	There is a pedal operating rubbish containers with a cover and a lining bag inside shall be provided in the different work areas.	0.5				

9.22	There are freezers, or cooling equipment or heating equipment (e.g. salamander boiler, hot tables, infrared lights) depending on the type of food and beverages offered.	0.4				
9.23	Thermometer is available, functional and calibrated.	0.4				
9.24	There is a cleaning plan specifically for the kitchen.	0.4				
9.25	The kitchens have first aid kit.	0.5				
9.26	The kitchens have a calibrated fire extinguisher.	0.5				
9.27	The kitchens have kitchen cabinet with door.	0.4				
9.28	The kitchens have pedal closed dust bins with plastic bags inside.	0.4				
10	Water supply	6				
10.1	The premises have supply of water provided with tap line for any of the activities conducted.	0.7				
10.2	Potable water is used for all activities conducted.	0.6				
10.3	The water distribution line is free from any leaks.	0.6				
10.4	Availability of water reservoir	0.6				
10.5	Water reservoirs are made of plastic or fiberglass or aluminium.	0.5				
10.6	The water reservoir tank is able hold water for at least for two days at times of water shortage.	0.5				
10.7	The water reservoir is cleaned every three months and treated with chemicals that are suitable for that purpose (check the information indicating for the last three years of cleaning process)	0.5				
10.8	Water from reservoir tanker is inspected at least twice a year by an authorized government body. Information stating this shall maintained by the organization for three years.	0.5				
10.9	The sample of water to be tested must be from the following areas of use: from inlet to the organization, storage tank, dishwashing sink, bathroom, hand	0.5				

	washing sink, kitchen, etc.					
11	Safety and security requirements	5.6				
11.1	The management has taken full responsibility to put safety measures in place which include risk and accident prevention safety of people, assets, buildings and facilities	0.4				
	Management of emergencies					
11.2	There is a safety measures for all devices and equipment used in different areas of the bar and restaurant especially the electrical devices and equipment, drainage systems and installations (e.g. outlets, electrical dividers ...).	0.4				
11.3	Equipment operate correctly, safely and with no noticeable damage (e.g. regular and emergency lighting, switches, power sources, tap fixtures)	0.4				
11.4	Safety equipment's are duly signposted and are operative, visible and accessible.	0.4				
11.5	There are updated and valid certificates/records of legal inspections when applicable.	0.4				
	Risk and accident prevention					
11.6	The management assures the suitability and safety of devices and equipment available to staff and customer.	0.4				
11.7	Customer and staffs are informed on the possible prevention and safety measures (e.g. through signposting, documented procedures, digital screens, maps);	0.4				
	Fire extinguisher					
11.8	There is a fire extinguisher not less than 2 kilograms by weight and filled with carbon dioxide.	0.4				
11.9	Fire extinguishers are placed in a clear and user-friendly manner in the serving room, warehouse,	0.4				

	staff dining room, and at important place of the building.					
11.10	The fire extinguisher is renewed annually from an authorized body/licensed.	0.4				
11.11	Employees of the organization have received training on the use of fire extinguisher.	0.3				
	First aid kit					
11.12	There is sufficient first aid kit according to the size of the organization and the number of employees in it.	0.4				
11.13	It is placed in a clear, user-friendly manner and where necessary.	0.3				
	Safety of buildings and facilities					
11.14	The correct maintenance of the buildings (e.g. lifts, air conditioning, escalators, facilities for those with disabilities, playgrounds, gyms) is ensured	0.3				
11.15	The buildings, facilities and equipment are pose no risks to customer or staff	0.3				
12	Storage for detergent and chemicals for cleaning purpose.	1.6				
12.1	There is an area of at least 4m ² .	0.5				
12.2	The storage have pallet.	0.4				
12.3	The storage has a pedal type of waste collector bin.	0.3				
12.4	The store is well ventilated	0.4				
13	Toilet room	8				
13.1	There is a toilet facility separated for men and women.	0.8				
13.2	The floor and walls of the room are made of a building material that can be washed, cleaned, waterproof, and soft.	0.6				
13.3	The toilet is at least 10 meters away from the organization's premises.	0.6				
13.4	The room is clean	0.6				
13.5	Floor, walls and seats or around it are free from liquid	0.6				

	and solid waste.					
13.6	It is free of bad odours.	0.6				
13.7	The door is easy to open and close from the inside.	0.6				
13.8	There is flasher with water for faces drainage	0.6				
13.9	The room has light	0.6				
13.10	The toilet has a temporary dust bin with a cover that can be opened and closed on foot.	0.6				
13.11	There is a wall-fitted functional sink with water flow at least three meters from toilet.	0.6				
13.12	There is solid or liquid soap for hand washing	0.6				
13.13	It is open to the customer during service time	0.6				
14	Waste management	5.8				
	Solid waste management					
14.1	Solid waste collected and segregated, according to ES 6233	0.5				
14.2	Each waste container indicated the type of waste and duly closed	0.5				
14.3	The waste bags are removed whenever necessary and at least once a day (e.g. external collector, waste room). The waste disposed when 3/4 of the garbage bin filled with waste	0.5				
14.4	If there is a waste room, it is closed and refrigerated (optional)					
14.5	If waste disposal service is outsourced, it is managed by a registered waste disposal company.	0.5				
14.6	When there is no door to door waste collectors and disposal service the bar and restaurant manages the solid waste by itself.	0.5				
14.7	Containers do not cross the preparation area for waste removal when food is being elaborated.	0.4				
	Liquid waste management					
14.8	There is a plan for liquid waste disposal	0.4				

14.9	Liquid waste is disposed in septic tank or with the system of municipal liquid waste disposal line.	0.5				
14.10	The service provider does not dispose liquid waste with rainy water.	0.5				
14.11	The service provider avail all documents related to waste disposal.	0.5				
14.12	There is a purposely designed sewerage system from every shower, sink, hand washing basin to final collection septic tank or municipal sewerage system.	0.5				
14.12	The sewerage line has no leakage at any site until final disposal site.	0.5				
15	Pest control	3				
15.1	The management assigned a responsible person for the pest control prevention system at the premises.	0.6				
15.2	There is a pest control plan.	0.6				
15.3	Treatment records and the authorization and sanitary registration of the products used are retained.	0.6				
15.4	There is an existing pest control service in the bar and restaurant by a licensed body.	0.6				
15.5	The pest control service does not affect the food safety.	0.6				
16	Cleanliness requirements	10				
16.1	Cleaning products are used responsibly, respecting the instructions of the manufacturer related to both safety of people and to protection of the environment.	0.5				
16.2	Environmentally friendly and chlorine-free cleaning products are used Cleaning tools for the bathroom are identified according to the use given to them.	0.5				
16.3	Cleaning products retain their original labels or visibly identified. If these need to be transferred to a smaller container, there is an automatic dispensing system.	0.5				

16.4	During cleaning activities and when the floor is wet, warning signposting is displayed to inform customer and prevent accidents.	0.4				
16.5	Housekeeping staff have adequate means (cleaning trolley or similar) for cleaning rooms.	0.5				
16.6	The minimum content of cleaning storage rooms and of cleaning trolleys is defined.	0.4				
16.7	Cleaning equipment's is kept in a suitable condition for performing its function.	0.4				
	Cleaning plan					
16.8	General requirements					
16.9	A cleaning plan is defined, documented, implemented and maintained, allocating tasks to staff accordingly and defining the cleaning routes for the different areas of the Bar and Restaurant.	0.5				
16.10	The cleaning plan includes disinfection activities where disinfection is needed (i.e. toilets, kitchens).	0.4				
	Cleaning of common areas					
16.11	common areas (e.g., corridors, stairs, parking lots, gardens, yards, indoor and outdoor, toilets) are clean	0.6				
16.12	Toilets are being cleaned three times a day	0.6				
16.13	Outdoors are being cleaned once a day	0.6				
16.14	Other facilities and equipment are being cleaned based on the cleaning plan of the bar and restaurant	0.5				
16.15	Indoor common areas, that: walls, floors, ceilings, furniture, mirrors, doors, panels, push buttons, decorative elements, wastebaskets and trash containers are clean;	0.4				
16.16	The facilities are ventilated and fresh smelling	0.4				
16.17	Toilets in common areas, the walls, floors, ceilings, furniture, mirrors, equipment, windows, decorative elements and visible parts of the faucets are clean	0.4				

16.18	Consumables (e.g. toilet paper, soap) are replaced; bags are changed and placed in the bins at least daily if they have been used, and every time it is necessary	0.4				
16.19	Toilets are ventilated and fresh smelling; daily cleaning and disinfection records (where applicable) are kept.	0.4				
16.20	Outdoor common areas; the walls, windows and decorative elements are clean	0.4				
	Deep cleaning program					
16.21	A deep cleaning program for all rooms is carried out at least once in a month, considering the level of occupation, seasonality and need.	0.4				
16.22	Mattress labelling and turning as well as curtain, carpet and window cleaning are applicable.	0.4				
		Overall score				

Status of the institution:

1. Optimal compliance (>75%)
2. Significant compliance (51-75%)
3. No compliance (≤50%)

Verification of the institution and inspectors:

I confirm that the above filled information/data is true about the institution.

Name of manager/responsible body of the institution _____

Signature _____ Date _____

Inspectors' general comment: _____

Name of inspectors:

S.No.	Name	Date	Signature
1.			
2.			

3.			
4.			
5.			

Finally, at the end of the inspection, thank the management body and all staff who participated in the inspection for their valuable time and participation. Present warm greetings.