



VIEW EVALUATION REPORT

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XE4JWWUYD

THIS EVALUATION

3

NO CHANGE

AT STANDARD

Risk levels

Critical: 0 scored (0 repeats)

Major: 1 scored (0 repeats)

Minor: 1 scored (0 repeats)

PREVIOUS EVALUATION

3

AT STANDARD

EVALUATION INFO

Service

Pizza Hut CORE
Operations Visit

Specialist

Jillian Mourtzakis

Start

Aug 27, 2026
03:16 pm EDT

End

04:43 pm EDT

Location

038023
111 Wadsworth Dr
Richmond, VA 23236, US

Franchisee Name

Flynn, Greg

Manager

Christine Ray

Cycle

Cycle 2 2026

Priority Opportunities

Please review any issues marked "Critical" on Findings Pages below

Observations Summary

Major

FC205

Condition issue; Counter top; Crack(s)

2 pts

Minor

EX305

Cleanliness issue; Grease trails; Front door (main entrance); Location is responsible for this area

1 pt

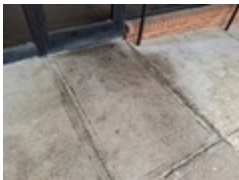
SCORING INFORMATION

Iconic!: Score 0-1 • At Standard: Score 2-5; 0 Critical Findings • Marginal: Score 6-10 or 1 Critical Finding • Breakdown Score 11+ or 2+ Critical Findings

Major

FC205 Areas of the front counter that are viewable to customers (including countertop, sneeze shields, registers, printers, etc.), are clean and in good condition. Printers have ink and are working properly; receipts print and are legible.			Front Counter	+2
Issue		Item	Details	
✕	Condition issue	Counter top	Crack(s)	
Photos				
				
Front counter photo		Front Counter issue photo		

Minor

EX305 Sidewalks are clean and in good condition and are properly maintained for weather conditions.			Exterior	+1
Issue		Details	Location	Extra details
X	Cleanliness issue	Grease trails	Front door (main entrance)	Location is responsible for this area
Photos  Sidewalk photo				

Informational

BOH.5a Oven temperature and belt speed settings			Equipment	INFORMATION
Item		Location	Details	Temperature
i	Middleby MM570M or (G)	2 decks	Deck 1 - Time setting: 8.10. Deck 2 - Time setting: 25.00	1 - 420 °F; 2 - 420 °F
Photos				
				
Oven Settings Panel Deck 1		Oven Settings Panel Deck 2		
PPS.17 Printed oven settings and calibration			Equipment	INFORMATION
Issue		Item	Details	Extra details
i	The oven settings sign is posted on or near the oven	Oven observed in restaurant - Middleby MM570M or (G); The oven in the restaurant matches the Printed Oven Settings sign	The belt time written on the calibration sign is within the standard range; The oven temperature written on the calibration sign is within the standard range	The date of last calibration is filled out and occurred within the previous month.
Number of Working Decks: Two				
Photos				
				
Oven Photo		Printable Oven Settings		

BOH.27 Retarder (stand-up refrigerator) information		Equipment	INFORMATION
<i>Details</i>	<i>Item</i>	<i>Extra details</i>	
i	Fixed Shelving	McCall	2
<i>Photos</i>			
			
BOH.27			

Compliant Observations

FQ101a* Pizza meets quality standards for appearance: Ingredient Distribution		Food Quality	CORRECT
<i>Issue</i>	<i>Details</i>	<i>Item</i>	<i>Location</i>
✓	Cheese completely covers the sauce	All toppings were distributed properly	Thin crust
<i>Photos</i>			
			
FQ101a*			

FQ101b* Pizza meets quality standards for appearance: Crust Quality		Food Quality	CORRECT
<i>Item</i>	<i>Issue</i>	<i>Details</i>	
✓	Hand Tossed	Crust color is correct when compared to the job aid	

Photos



FQ101b* photo 1

FQ101c* Pizza meets quality standards for appearance: Cut and Finish

Food Quality

CORRECT

*Item**Issue**Details**Location*

Thin crust

Pizza is cut into even slices

The pizza was cut into the correct number of slices

All finishers were applied as required

Photos



Acceptable cut and finish

FQ101d* Wings and sides (breadsticks, pasta, melts, etc.) meet quality standards for appearance

Food Quality

CORRECT

*Issue**Details**Item*

Wings and sides met quality standards for appearance

FQ103a* Dough is properly proofed and tempered; meets quality standards

Food Quality

CORRECT

*Issue**Details**Location**Extra details**Item*

Dough is properly proofed and tempered; meets quality standards

Reach-in cooler (retarder)

FQ203* Dough and other non-TCS items are properly time labeled according to brand standard and not expired.		Food Quality	CORRECT
<i>Issue</i>	<i>Item</i>	<i>Details</i>	
✓	Food items are properly labeled according to brand standard and are not expired		
AC105* Customers are given the correct order.		Accuracy	CORRECT
<i>Issue</i>	<i>Item</i>	<i>Details</i>	
✓	Completed orders observed were accurate		
AC103 All key menu items and ingredients are available for customers to order.		Accuracy	CORRECT
<i>Issue</i>	<i>Item</i>	<i>Details</i>	
✓	All menu items are available for customers to order		
GI308* Team members and managers are wearing brand-approved uniforms.		Guest Interaction	CORRECT
<i>Issue</i>	<i>Item</i>	<i>Details</i>	
✓	Team Members and Managers observed wearing brand-approved uniforms		
BOH.3 Oven is approved and functioning properly.		Equipment	CORRECT
<i>Details</i>	<i>Item</i>		
✓	Approved oven Middleby MM570M or (G)		
<i>Photos</i>			
			
BOH.3 oven photo 1		BOH.3 Label photo 2	



BOH.5 Oven is set to the correct belt time. Fastest belt speed observed is within acceptable range.		Equipment	CORRECT
Item		Details	
✓	Middleby: MM570M or G	Fastest Belt Time Observed: 8m 11s	
🔗 <u>Hut Link Oven Resources</u>			

GLOSSARY

- Non-compliant issue observed
- Excellent practice observed
- Data collected for information only
- Repeat non-compliant issue observed
- Not Observable
- Not Applicable
- Accomplishment
- Non-compliant issue observed and points scored
- Excellent practice observed, bonus points earned
- Repeat non-compliant issue observed and additional points scored