



VIEW EVALUATION REPORT

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THIS EVALUATION

5
MARGINAL

Risk levels

Critical: 1 scored (1 repeats)
Major: 1 scored (0 repeats)
Minor: 0 scored (0 repeats)

EVALUATION INFO

Service Pizza Hut CORE Operations Visit
Specialist Jillian Mourtzakis
Start Nov 21, 2025 11:46 am EST
End 01:07 pm EST
Location 038023 111 Wadsworth Dr Richmond, VA 23236, US
Franchisee Name Flynn, Greg
Manager Christine Ray
Cycle Cycle 2 2025

Best Practices

- 1. Dough observed was properly proofed and tempered
- 2. Orders were accurate and fulfilled to customer specifications

Priority Opportunities

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

Observations Summary

Critical

FQ101a* Cheese does not cover sauce around the crust edge; All toppings were distributed properly; Hand-tossed 3 pts

Major

BOH.5 Middleby: MM570M or G; Fastest Belt Time Observed: 7m 54s 2 pts

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

Critical

FQ101a* Pizza meets quality standards for appearance: Ingredient Distribution		Food Quality	+3
<i>Issue</i>	<i>Details</i>	<i>Item</i>	<i>Location</i>
×	Cheese does not cover sauce around the crust edge	All toppings were distributed properly	Hand-tossed
<i>Photos</i>  FQ101a*			

Major

BOH.5 Oven is set to the correct belt time. Fastest belt speed observed is within acceptable range.		Equipment	+2
Item		Details	
×	Middleby: MM570M or G	Fastest Belt Time Observed: 7m 54s	
🔗 Hut Link Oven Resources			

Informational

PPS.13 New quality rings		Food Quality	INFORMATION
Issue		Details	
i	The new quality rings were observed at the restaurant		The new quality rings were observed at the maketable
BOH.5a Oven temperature and belt speed settings		Equipment	INFORMATION
Item	Location	Details	Temperature
i	Middleby MM570M or (G)	1 deck	Time setting: 8.05
1 - 420 °F			

Photos



Oven Settings Panel Deck 1

PPS.17 Printed oven settings and calibration

Equipment

INFORMATION

Issue

Item

Details

Extra details

Location

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 written belt time is below the standard range marked on the sign; The oven temperature written on the calibration sign is within the standard range

The date of last calibration is filled out and more than 7 days prior to observation

The belt direction of the oven matches the belt direction on the sign

Photos



Oven Photo



Printable Oven Settings

PPS.15 Pizza Passion cascade completion

Documentation

INFORMATION

Issue

i

Yes, shoulder-to-shoulder training was completed

Compliant Observations

FQ101b* Pizza meets quality standards for appearance: Crust Quality

Food Quality

CORRECT

Item

Issue

Details

✓

Pan (circle)

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



Stuffed 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	



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	CORRECT
Issue		Item	Details
✓	Areas of the front counter that are viewable to customers are clean and in good condition. Printers have ink and are working properly; receipts print and are legible.		
Photos			
			
Front counter photo			

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