

EXHIBIT C



AMERICAN DAIRY QUEEN CORPORATION

7505 Metro Boulevard
PO Box 390286
Minneapolis, MN 55439-0286
Telephone: (952) 830-0200

August 22, 2011

Hand-Delivered by Jim Weida

John & Esther McMurray
2635 Independence Blvd.
Kansas City, MO 64124-2433

Re: Store #13699
2635 Independence Blvd., Kansas City, Missouri

NOTICE OF DEFAULT NOTICE OF TRADEMARK INFRINGEMENT

Dear Mr. and Mrs. McMurray:

On August 9, 2011, Jim Weida and Terry Turner, as representatives of American Dairy Queen Corporation ("ADQ"), conducted an evaluation of the conditions at your "Dairy Queen" store at 2635 Independence Boulevard. As you know, they identified multiple violations of health, food safety, sanitation, and facility standards established by ADQ that apply to stores in the "Dairy Queen" franchise system. After reviewing the results with you, they left a copy of those results for you. I have attached another copy of those results, as well as a copy of the evaluation forms (which show the required standard for each item) to this letter.

While all of the violations noted at your store were serious, we were alarmed to see that many of the violations relate to food safety and cleanliness. To be frank, the current conditions at your store are untenable and unacceptable. The appearance and condition of your "Dairy Queen" store causes irreparable harm to the goodwill associated with ADQ's valuable trademarks and present a health and safety hazard to consumers.

You are hereby notified that the number and nature of the violations at your store constitute a default of your April 7, 1952, Franchise Agreement with ADQ ("Agreement") as well as trademark infringement in violation of federal law. ***Due to the egregious nature of the violations affecting food safety and cleanliness, ADQ hereby demands that you close the store and cease operations immediately, and that you do not reopen until your store obtains passing scores on both the Cleanliness Pride Check ("CPC") and the Food Safety Pride Check ("FSPC") evaluations. This means you must have 5 or fewer "red" violations on the CPC evaluation, and no critical violations on the FSPC evaluation.*** Again, the evaluation standards and forms, and your recent results, are attached to this letter.

We regret that the condition of your store has deteriorated to such an extent that it cannot continue to operate under the "Dairy Queen" marks until you have cured the defaults. Jim Weida will work with you to determine whether you have cured the violations by passing the follow up cleanliness and food safety evaluations, and you should work

Mr. & Mrs. McMurray
August 22, 2011
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directly with him regarding questions related to ADQ's standards and scheduling of follow up evaluations. You will not be permitted to reopen the store until you have received confirmation in writing from ADQ that you may do so.

We are also concerned with your failure to pass the Facility Pride Check ("FPC") evaluation, and are troubled by many of the deficiencies noted in that report. At this time, however, we want you to focus on fixing the cleanliness and food safety deficiencies so that you can reopen your location. Once you have done so, we will then work with you to determine requirements and timelines for addressing these facility issues. To be clear, *you are not required to pass a follow up FPC evaluation before reopening the store for business.*

ADQ is ready and willing to provide you with all appropriate guidance and information that you need to remedy this unfortunate situation. **But understand that ADQ requires that you immediately cease operation of the store. If you fail to do so, we reserve all legal rights and remedies available to us with respect to this matter, including termination of the Agreement.**

Should you have any questions about this Notice or the steps you need to take to reopen the store, please feel free to contact me at the number below, or Jim Weida at 913-579-5572.

Sincerely,

AMERICAN DAIRY QUEEN CORPORATION



Shelly H. O'Callaghan
Vice President & Assistant General Counsel
952/830-0308
Fax: 952/830-0450
Email: Shelly.Ocallaghan@idq.com

SHO/mjr/bill/defimmedclose13699-811.ltr
Attachments

Cc:	Jim Weida	Lon Brew	Jim Carlson
	Terry Turner	Dan Kropp	Jason Selby
	Todd Kiester	Julie Chatleain	Joanne Johnson
	Mark Batesel	Russ Grundhauser	

GP:3028786 v1

DAIRY QUEEN BRAND INTEGRITY
CLEANLINESS PRIDE CHECK

Store No: 13699
 BC No: 30512
 Address: 2635 INDEPENDENCE BLVD
 City: KANSAS CITY
 State: MO
 Actual Review Date: 08/09/2011
 Time In: 11:48:00 AM
 Time Out: 12:31:00 PM
 Control Person: Esther
 Performed By: Terry Turner

A. EXTERIOR

1. Lighting, Signage & Reader Boards (Includes All Directional Signage) - Yellow: Dirty
2. Parking Lot & Drive Thru Lane - Yellow: Stains
3. Side Walks (Includes Decks, Patios, Rugs or Mats) - Yellow: Gum, Dirty
4. Outdoor Seating & Umbrellas N/A
5. Playground & Newspaper Vending N/A
6. Waste Receptacles - Green
7. Landscaping (Includes Areas Adjacent to Property Line) - Yellow: Litter
8. Back of Building & Outbuildings (Includes Storage Buildings & Enclosed Areas) - Green
9. Dumpster Area (Includes Grease Barrel & Enclosure) - Yellow: Litter
10. Drive-Thru Menu Board N/A
11. Drive-Thru Window (Includes Window Ledges & Frames) N/A
12. Building Walls - Yellow: Dirty
13. Roof (Includes Soffit & Fascia) - Yellow: Dirty
- 14. Doors & Windows (Includes Frame, Sills, Threshold & Awnings) - Red: Tape, Streaks, Smudges, Dirty**
15. Exterior P.O.P. (Includes Banners, Window Clings & Stanchions) - Green

B. CUSTOMER-SERVICE & DINING AREA

1. Seats, Tbls, Chld Seat, Cndmt SetUps, Tbl Tents, Decor, Vid/Vend Eq, Planters, Lattice, Rail&Glass N/A
2. Floors & Base Boards (Includes Rugs) - Yellow: Dirty
3. Walls, Window Sills & Window Treatments - Yellow: Dirty
4. Ceiling, Ceiling Fans, Ventilation Grills & Light Fixtures - Yellow: Dust
5. Interior P.O.P. - Green
6. Waste Receptacles - Yellow: Dirty
7. Front Counter (Includes Drive Thru Counters) - Green
8. Menu Boards - Green
9. Employees & Uniform - Green
10. Juice, Fruit Bowl Display Bin N/A
11. Condiment Station (Includes Dispensers & Holding Bins) N/A
12. Glass or Sneeze Guard - Yellow: Smudges
- 13. EPOS System, Credit Card System, Monitors, Printers - Red: Dirty, Sticky Residue**
14. Napkin, Straw Dispensers & Wrapper Bin - Green
15. Display Freezers N/A
- 16. Drink Stations (Includes Tea, Coffee, Lid Dispensers & Drink Heads/Nozzles) - Red: Product Buildup, Stains, Sticky Residue**

C. REST ROOMS-INCLUDING HALLWAYS

- 1. Doors - Red: Dirty**
2. Floors & Base Boards - Yellow: Dirty
3. Walls & Mirrors - Yellow: Dirty
4. Ceiling, Ventilation Grills & Light Fixtures - Green
5. Restroom Partitions N/A
- 6. Sink, Urinal, Toilet, Changing Tables, Fixtures - Red: Sink Dirty, Soap Dispenser Dirty, Toilet Dirty, Towel Dispenser Dirty**

Dirty

7. Stocked with Supplies - Green
8. Waste Receptacles N/A

D. BEHIND THE COUNTER

- 1. Floor, Baseboards, Walls, Floor Drains, Doors - Red: Floor Dirty, Mop Stains**
- 2. Chill Prep Area (Includes all machines, dispensers, pumps & warmers) - Red: Food Soil, Product Buildup, Sticky Residue**
3. OJ Prep Area (Includes all machines, blenders, bowls, containers & wells) N/A
4. Ceiling, Ventilation Grills, Lighting & Fans - Yellow: Soil
- 5. Shelving, Storage, Dry Racks & Storage Bins (Includes Under Counter Storage) - Red: Cluttered, Dirty**
- 6. Coolers, Freezers, Spot Merchandiser - Red: Door Dirty, Food Soil, Frost Buildup, Mold / Mildew**
7. Fryer, Fryer Hood (Includes Interior Transfer & Filter Systems) N/A
8. Grills, Drip Pans & Grill Hood N/A
9. OJ Hot Dog, Food Prep Area & Equipment N/A
10. Dke, Ctr Hfmm, Prnc Cstl, Pss-thru, Wrmrs, Dmp Stnd, Bst Ovns, IGS Eq, Wrmr Drawrs, Bun Pns & Tster - Yellow: Dirty, Food Soil
- 11. Hand Sink, 3-Compartment Sink, Mop Sink, Prep Sink, Mop Bucket, Mops & Grease Trap - Red: Buildup, Dirty, Mineral Buildup, Mop Bucket Drty**
12. DQ Cake Prep Area (Includes Cake Equipment) N/A
13. Ice Machine, Scoop & Ice Transfer Container - Yellow: Dirty
14. Waste Receptacles - Yellow: Dirty
- 15. Mix Hoses, Mix Pumps - Red: Dirty, Mold / Mildew**
16. Bag in Box, Syrup Lines, Shelves, Carbonators & Pumps - Yellow: Dirty
- 17. Food Prep Area, Sandwich Unit, Cutting Boards, Tables, Can Opener & Base - Red: Can Opener Dirty, Dirty**

Totals: Green: 10 | Yellow: 19 | Red: 12 | Non-Applicable: 15

PASSING SCORE = 5 OR LESS RED DEFICIENCIES

Person Left With: Esther

Date: 08/09/2011

Pride System in Use?

Close Print

DAIRY QUEEN BRAND INTEGRITY

Store No: 13699
BC No: 30512
Address: 2635 INDEPENDENCE BLVD
City: KANSAS CITY
State: MO
Actual Review Date: 08/09/2011
Time In: 12:40:00 PM
Time Out: 1:18:00 PM
Control Person: Esther
Performed By: Terry Turner

A. FACILITY

- 1. Signage & Trademarks (Includes Reader Boards, Pylon, Directional Signs & Trademarks) - Red: Faded, Not Approved**
 2. Lights & Fixtures - Green
 - 3. Parking Lot / Drive Thru Lane (Includes Posts, Pillars, Curbs & Stops) - Red: Excessive Cracks, Not Sealed, Paint Chipped, Potholes, Striping Faded**
 - 4. Sidewalk (Includes Patios & Decks) - Red: Weeds**
 5. Outdoor Seating (Includes Umbrellas & Enclosure (Fence or Wall)) N/A
 - 6. Landscaping (Includes Planters, Retaining Walls & Perimeter Fences) - Red: Weeds**
 - 7. Waste Receptacles-Exterior - Red: Paint Chipped**
 8. Fence / Enclosure (Back of Building) - Green
 9. Storage Buildings N/A
 10. Dumpster Area - (Includes Enclosure & Grease Container) - Green
 11. Drive-Thru Window Menu System - POP N/A
 11. Drive-Thru Window Menu System - Hardware N/A
 12. Drive-Thru Communication System N/A
 - 13. Building - Red: Paint Chipped**
 - 14. Roof (Includes Soffit, Fascia, Gutters & Downspouts) - Red: Color Mismatch, Faded, Trim Damaged**
 - 15. Windows & Solarium (Includes Awnings Ledges & Frames) - Red: Holes**
 15. Doors - Green
 - 16. Exterior P.O.P (Includes Window & Door POP / Stickers, Banners, Stanchions & Flags) - Red: Not Approved, Worn**
-

B. DINING AREA

1. Seating N/A
 1. Tables N/A
 1. Child Seat N/A
 1. Decor Elements (Includes Planters, Railings, Wall Hangings, Plants) N/A
 1. Vending & Video Equipment N/A
 2. Floors & Baseboards N/A
 3. Walls (Includes Trim Molding) N/A
 4. Ceiling & Ceiling Grids N/A
 4. Ceiling Fans & Vents N/A
 5. Lights N/A
 6. Waste Receptacles - Interior N/A
 7. Windows N/A
 7. Window Sills N/A
 7. Window Treatments N/A
-

C. REST ROOMS (INCLUDES EMPLOYEE)

1. Hallway N/A
- 2. Door / Door Sign - Red: Not Self Close, Paint Chipped**
3. Floors & Baseboards - Green
- 4. Walls - Red: Paint Chipped**

- 5. Ceiling & Ceiling Grids - Green
- 5. Ceiling Fans & Vents - Green
- 6. Lights - Green
- 7. Restroom Partitions N/A
- 8. Toilet - Red: Poor Repair**
- 8. Urinal N/A
- 8. Sink / Vanity - Red: Caulking Poor**
- 8. Diaper Changing Station N/A
- 9. Soap - Red: Not Appropriate**
- 9. Mirror - Green
- 9. Hand Towel Dispenser - Red: Poor Repair**
- 9. Hand Blower N/A
- 9. Waste Receptacle N/A
- 9. Toilet Tissue Dispenser - Green

D. CUSTOMER-SERVICE & DQ PREP AREA

- 1. Floor & Baseboards (Includes Rugs, Mats & Floor Drains) - Red: Poor Repair**
- 2. Walls (Includes Mirrors & Trim Molding) N/A
- 3. Ceiling & Ceiling Grids - Green
- 3. Ceiling Fans & Vents - Green
- 4. Lights - Green
- 5. Interior P.O.P. (Includes CMN Containers & All Non Menu Board POP) - Red: Faded, Not Current POP**
- 6. Stanchion Sign, Merchandising Unit, Prod Display Unit N/A
- 7. Serving Counter (Includes Drink Counters) - Red: Poor Repair**
- 7. Counter Window (Includes Sneeze Guard & Screens) - Green
- 8. Napkin, Straw & Lid Dispenser - Green
- 9. EPOS System (Includes Card Readers & Monitors) - Green
- 10. Menu Boards - Red: Not Current POP**
- 11. Condiment Station N/A
- 12. Self Serve Drink Dispenser & Ice Bin N/A
- 12. Drive Thru Drink Dispenser & Ice Bin N/A
- 12. Front Counter Drink Dispenser & Ice Bin - Green
- 13. Cake Display Case N/A
- 13. Novelty Display Case - Red: Poor Repair**
- 14. Uniforms (Includes Head Gear & Footwear) - Red: Unapprvd Promo, Unprofessional**
- 15. Cone & Cup Dispensers - Red: Baffle Broken**
- 16. Soft Serve Freezers - Red: Poor Repair**
- 17. Mix Hose - Red: Worn**
- 18. Mix Pumps - Red: Rust**
- 19. Topping Cabinet (Cooler/Freezer) - Red: Poor Repair**
- 20. Topping Wells (Includes Scoops, Spoons & Pumps) - Green
- 21. Dip Stand-Sink (Includes Faucet) - Green
- 22. Blizzard Flavor Display & Nut Dispensers (Includes Scoops, Spoons & Pulls) - Green
- 23. Milk Dispenser - Red: Poor Repair**
- 24. Fudge Warmer (Includes Pump) - Green
- 24. Dip Warmer - Red: Cord Poor**
- 25. Blizzard Machine - Green
- 25. Multi-mixer - Red: Poor Repair**
- 26. Artic Rush Freezer & Bottles (Includes Back Up Bottles) - Red: Poor Repair**
- 27. Coffee Dispenser N/A
- 27. Tea Dispenser N/A
- 28. Drive-Thru Area & Slide Window N/A
- 29. Waste Receptacles - Green
- 30. Hand Sinks (Includes Soap & Towel Dispensers) N/A
- 31. Waffle Making Equipment - Green
- 32. Overrun Scale & Refractometer - Green

E. ORANGE JULIUS PREP EQUIPMENT

2. Juicer Machine N/A
3. Blender Motors N/A
4. Blender Bowls N/A
5. OJ Prep Station N/A
6. Powder, Nutrition Boost Station N/A
7. Cold Wells N/A
8. Ice Cups N/A
9. OJ Yogurt Freezer N/A
10. Sneeze Guard N/A
11. Water Filter Line (OJ) N/A

F. FOOD, EQUIPMENT & PRODUCTION AREA

1. Floors & Baseboards (Includes Floor Drains) - Green
2. Walls - Green
3. Ceiling & Ceiling Grids - Green
3. Vents - Green
4. Lights - Green
5. Deep Fryers (Includes Transfer & Filter System) N/A
5. Fry Baskets N/A
6. Dump Stand & Heat Lamp N/A
7. Upright Cooler N/A
- 7. Counter Cooler - Red: Poor Repair**
- 7. Reach-in Cooler - Red: Poor Repair**
8. Upright Freezer - Green
8. Counter Freezer N/A
8. Reach-in Freezer - Green
8. Spot Merchandiser N/A
9. Flat Griddle N/A
10. Char Grill N/A
11. Chain Broiler N/A
12. Exhaust System N/A
13. Duke-Carter Hoffmann & Timers N/A
14. Heated Holding Pan N/A
15. Preparation Table N/A
16. Steam Table N/A
17. Warmer Drawers-Henny Penny N/A
18. Hot Dog Roller Grill N/A
- 19. Food Warmer - Red: Poor Repair**
20. Flash Steamer N/A
- 21. Boosting Unit - Red: Not Approved**
22. Pass-Thru N/A
23. Bun Toaster N/A
24. Iron Grilled Sandwich Equipment N/A
25. Convection Oven N/A
26. Waste Receptacles - Green

G. STOREROOM-REAR OF HOUSE(INCL. REMOTE STORAGE AREA)

- 1. Floors & Baseboards - Red: Damaged**
2. Walls - Green
- 2. Doors - Red: Paint Chipped**
- 3. Ceiling & Ceiling Grids - Red: Damaged**
3. Vents - Green
- 4. Lights - Red: Shield Missing**
5. Walk-In Freezers N/A
- 5. Chest Freezers - Red: Rust**
5. Upright Freezers N/A
5. Flash Freezer N/A

- 6. Upright Cooler N/A
- 6. Mix Cooler N/A
- 7. Three Compartment Sink & Grease Trap - Red: Rust**
- 8. Mop Sink, Mop Buckets & Mop - Green
- 9. Ice Machine (Includes Ice Transfer Container & Scoop) - Green
- 10. Shelving, Cabinets & Storage Bins (Include Under Counter & Bun Pans) - Red: Exposed Unfnshd Wood, Paint Chipped**
- 10. Exhaust Fan - Green
- 10. Dry Rack - Green
- 11. CO2 Tanks - Red: Not Secure**
- 12. Fire Extinguisher / Ansul System - Green
- 13. MSDS Sheets - Red: Not Available, Not Avail for Chem**
- 13. Labor Laws Available - Red: Not Posted**
- 14. Approved Chemical Program/Chemical Equipment - Red: Not In Place, Not Stocked**
- 15. Cake Deco Area & Equipment N/A

Totals: Satisfactory: 26 | UnSatisfactory: 42 | Non-Applicable: 48

Close Print

DAIRY QUEEN BRAND INTEGRITY

Store No: 13699
BC No: 30512
Address: 2635 INDEPENDENCE BLVD
City: KANSAS CITY
State: MO
Actual Review Date: 08/09/2011
Time In: 12:32:00 PM
Time Out: 12:40:00 PM
Control Person: Esther
Performed By: Terry Turner

A. PERSONAL HYGIENE

-
1. Hand Washing Procedures - Red: Infrequent Washing
 2. Hand Washing Station - Red: Not Obstructed
 3. Open Sores/Illness N/A
-

B. COOKED PRODUCT MINIMUM TEMPERATURES

-
1. Meat Patties - 160 F (71.1 C) N/A
 2. Grilled chicken - 165 F (73.9 C) N/A
 3. Fried chicken - 165 F (73.9 C) N/A
 4. Chicken strips - 165 F (73.9 C) N/A
 5. Fish - 160 F (71.1 C) N/A
 6. Hot Dogs - 150 F (65.6 C) N/A
 7. Other proteins - 160 F (71.1 C) N/A
 8. Sausage - 155 F (68.3 C) N/A
 9. Eggs - 155 F (68.3 C) N/A
 10. Steak Fingers - 160 F (71.1 C) N/A
 11. Dude - 160 F (71.1 C) N/A
 12. Taco Meat - 160 F (71.1 C) N/A
-

C. HELD PRODUCT MINIMUM TEMPERATURES

-
1. Meat Patties - 140 F (60.0 C) N/A
 2. Grilled chicken - 140 F (60.0 C) N/A
 3. Fried Chicken - 140 F (60.0 C) N/A
 4. Chicken Strips - 140 F (60.0 C) N/A
 5. Fish - 140 F (60.0 C) N/A
 6. Hot Dogs - 140 F (60.0 C) N/A
 7. Other Proteins - 140 F (60.0 C) N/A
 8. BBQ - 140 F (60.0 C) N/A
 9. Chili - 140 F (60.0 C) N/A
 10. Mushroom Sauce - 140 F (60.0 C) N/A
 11. Gravy - 140 F (60.0 C) N/A
 12. Eggs - 140 F (60.0 C) N/A
 13. Sausage - 140 F (60.0 C) N/A
 14. Steak Fingers - 140 F (60.0 C) N/A
 15. Dude - 140 F (60.0 C) N/A
 16. Taco Meat - 140 F (60.0 C) N/A
-

D. COOLED PRODUCT MAXIMUM TEMPERATURES

-
1. DQ Mix - 40 F (4.4 C) - Green
 2. Milk - 40 F (4.4 C) - Green
 3. Cheese - 40 F (4.4 C) - Red: 46-50 (7.8-10.0)
 4. Deli Meats - 40 F (4.4 C) N/A
-

5. Walk-in Cooler - 40 F (4.4 C) - Green
 - 6. Reach in Cooler - 40 F (4.4 C) - Red: 46-50 (7.8-10.0)**
 7. Upright Cooler - 40 F (4.4 C) N/A
 8. Mix Cooler - 40 F (4.4 C) N/A
 9. Topping Cabinet Cooler / Additional Coolers - 40 F (4.4 C) - Green
 10. Milk Dispenser - 40 F (4.4 C) N/A
 11. Cab Unit - 40 F (4.4 C) N/A
-

E. OTHER

1. Pest Control - Green
 2. Chemical Storage - Green
-

F. CROSS-CONTAMINATION

- 1. Cleaning / Sanitizing Containers (including spray bottles) and Towels - Red: No Cleaning Container, No Sanitizing Container, Towels on Counter**
 - 2. Three Compartment Sink - Red: Setup Instr Not Post**
 - 3. Product Cold Storage (Includes All Cold Storage Areas) - Red: Unapproved Container**
 4. Product Dry Storage (Includes All Product Storage) - Green
 5. Ice Machines/Bins - Green
-

G. MONITORING AND JOB AIDES

- 1. Hygiene and Grooming (Hand washing posters and hair restraints) - Red: Instruction Not Post, No Hair Restraints**
 - 2. Temperature Monitoring (Working and calibrated thermocouple and cold storage thermometers) - Red: No Thermocouple, No Temp Log History**
 - 3. Sanitizing and Cleaning (test strips and containers) - Red: No Test Kits Avail**
 - 4. Other (ServSafe and Allergy Stickers) - Red: ServSafe not Avail**
-

H. HEALTH INSPECTIONS (NON-SCORED)

- 1. Health Inspection Avail for Review - Red:**
 2. Month Conducted N/A
 3. Year Conducted N/A
 4. Cited for Critical Violations N/A
 5. Critical Violations Corrected N/A
-

Totals: Satisfactory: 34 | Unsatisfactory: 30 | Non-Applicable: 170

Close Print

Dairy Queen® Brand Integrity
2010 Facility PRIDE Check Standards Of Performance

A. Exterior

Standards Of Performance

	Signage & Trade Marks	Approved by American Dairy Queen Corporation and/ or Orange Julius of America. Signs not faded, discolored or damaged. No chips, holes or cracks. All lights working and no bulbs missing. Letters match, not faded, chipped, cracked or broken. Pylon and sign frames not damaged, faded, chipped, discolored or rusted. Includes reader boards, directional signage, bill boards and any trade mark items.
2	Lights & Fixtures	Free of damage and rust. All lights working and no missing bulbs. Must not be broken or missing elements / parts. Paint not chipped, fading or peeling. In good repair.
3	Parking Lot / <u>Drive Thru Lane</u>	No Potholes. No large <u>or concentration of cracks in one area</u> . <u>Concrete pads, curb blocks, and curbs in good repair</u> . Lot paved, sealed, and striped. Striping must be clearly visible at night, with distinct lines, and clearly defined. Paint not faded, chipped or discolored. Not damaged. No weeds present. Includes concrete posts, pillars, and stops.
4	Sidewalks	No large <u>or concentration of cracks in one area</u> , not broken or uneven. If painted, surface not chipped, faded, or worn. No grass or weeds present. Bike rack and handrails maintained. Paint not faded, chipped or discolored. No rust. Newspaper boxes & pay phones in good repair. No graffiti. Includes patios and decks.
5	Outdoor Seating	Not damaged and in good repair. All equipment must be properly and safely maintained. It must not be scratched, chipped, torn, dented, faded or rusted. No graffiti. Includes umbrellas, surrounding fence and / or enclosure.
6	Landscaping	Maintained with no dead plants. No bare soil. Not overgrown. Grass mowed and weeds under control. Landscape curbing, planters and fences not chipped, cracked, damaged or broken. Paint not faded. In good repair. Includes planters, retaining walls, and perimeter fences.
7	Waste Receptacles	No missing or damaged lids. Container must not be damaged, faded, cracked or chipped. At least 1 unit required and readily accessible to the guest. <u>Logo must not be faded or damaged.</u>
8	<u>Fence / Enclosure (Attached to Back of Building)</u>	Not damaged and In good repair. If painted, surface not chipped, faded, or worn. No weeds present. No graffiti.
9	Storage Buildings	No graffiti, chipped, broken, <u>or missing</u> brick, block, siding or glass. Paint must not be chipped, faded, or unmatched. Unit not damaged and in good repair.
10	Dumpster Area	Dumpster has a lid. Rendering barrel has lid. Both are in good repair. Enclosure in good Repair. Not damaged and no graffiti. Must be located away from building. Includes rendering barrel and enclosure.
11	Drive-Thru Window / Menu System	All lights working and no missing bulbs. Paint must not be faded or chipped. Transparencies not faded, panels and letter not warped or faded; menu strips, static clings, and transparencies in designated locations. Current menu strips and/ or transparencies in use. Layout shows clarity, not clutter. No light leaks. Menu strips have same size and font of text. <u>No hand written signs</u> . No rust. No graffiti. Window ledge not chipped, cracked, or broken. Frame not rusted, chipped, or dented. Canopy not ripped, faded or torn, securely mounted. <u>D T Window operates properly and not damaged</u> . In good repair.
12	Drive-Thru Communication System	Communications system is operational, in good repair and speaker clarity is good. No rust.
13	Building	Building walls well maintained and not damaged. No graffiti, chipped/broken brick, block, <u>stucco</u> , siding or glass. No holes. Paint must not be chipped, faded, or unmatched.
14	Roof	Not faded or damaged. Not missing shingles or trim. Paint must not be chipped, faded, or unmatched. Includes soffit, fascia, <u>gutters and down spouts</u> .
15	Windows/Solarium / Doors	No holes or cracks. Properly sealed. No chipped or faded paint. Doors must be self-closing. Plexiglas as replacement not acceptable. Awnings not faded or damaged. Includes awnings, window ledges and frames.
16	Exterior P.O.P. & Signs	Not faded, torn or damaged. Utilize approved POP and / or professional materials. No handwritten signs. Includes banners, flags, <u>stickers</u> and stanchions.

B. Dining Room

Standards Of Performance

1	Seating / Tables/Child Seat / Décor / Vending and Video machines	No tears/rips in padding. No chipped or worn laminate <u>or finishes</u> . Not damaged and in good repair. No graffiti. Tables and chairs level. No rust or chipped paint on legs/ frames. Child seats have working restraints. Décor includes planters, lattice work, decorative railings, wall hangings. Live plants trimmed and properly maintained. Video and vending machines well maintained and working.
2	Floors & Base Boards	No broken and/or missing tiles. Carpet not stained or worn. No cracks or worn areas on solid surface floors. Must not be shopworn or discolored. No missing grout.
3	Walls	No chipped or faded paint. No faded, torn or loose wall covering. No holes. No cracks. Not damaged.
4	Ceiling / Ceiling Grids / Ventilation Ducts / Ceiling Fans	No broken, cracked or missing tiles. No holes. Not discolored/mismatched. No rust or peeling paint. No water stains. Fans/ vents working and no parts missing.
5	Lights & Fixtures	All light fixtures working, not damaged, and no bulbs or shields missing. No bare wires. No burned out light bulbs. No cracks. No rust or water stains. Proper number of bulbs installed for fixture.
6	Waste Receptacles	Container, <u>door, and label</u> must not be damaged. Available for customer use. No chipped or worn laminate.
7	Windows / Window Sills / Window Treatments.	No holes or cracks. Properly sealed. No chipped or faded paint. Not faded, worn or warped. In good repair.

C. Rest Rooms – To Include Employee Only

Standards Of Performance

1	Hallway	No graffiti. All surfaces in good repair.
2	Door / Door Sign	Door sign present. No graffiti. Doors must be self closing. Door, door hardware and lock well maintained and in good repair.
3	Floors / Base Boards	No broken and/or missing tiles. Must not be shopworn or discolored. No missing grout. No cracks or worn areas on solid surface floors.
4	Walls	No chipped <u>or faded</u> paint, broken tiles or torn wall covering. No holes, no cracks or graffiti. In good repair.
5	Ceiling / Ceiling Grids / Ventilation Ducts / Ceiling Fans	No broken, cracked or missing tiles. Not discolored / mismatched. No rust or peeling paint. No water stains. Fans in good repair and no missing parts.
6	Lights & Fixtures	All light fixtures working, not damaged, and no bulbs or shields missing. No bare wires. No burned out light bulbs. No cracks. No rust or water stains. Proper number of bulbs installed for fixture.
7	Restroom Partitions	No rust, graffiti or peeling paint. In good repair.
8	Toilet / Urinal / Sink / Diaper Changing Station	All units are operational and in good repair. Working restraints on changing station. Not leaking. Must be properly sealed to floor / wall.
9	Soap / Mirror / Towel Dispenser / Hand Blower / Waste Receptacle / Toilet <u>Tissue Dispenser</u>	Paper or continuous cloth towel dispenser or hand blower available. No graffiti. All items must be in good repair and not damaged. Waste receptacle and <u>soap dispenser</u> must be <u>appropriate and</u> available.

D. Customer/Service Area

Standards Of Performance

1	Floors & Base Board	No broken or missing tiles. Must not be shopworn or discolored. No missing grout. Rugs or mats in good repair, not faded or worn. Floor drains in good repair.
2	Walls	No chipped or faded paint. No broken, cracked, or missing wall tiles. No torn wall covering. No holes or graffiti.
3	Ceiling / Ceiling Grids / Vents	No broken, cracked or missing tiles. Not discolored / mismatched. No rust or peeling paint. No water stains.
	Lights and Fixtures	All light fixtures working, not damaged, and no bulbs or shields missing. No bare wires. No burned out light bulbs. No cracks. No rust or water stains. Proper number of bulbs installed for fixture.
5	Interior P.O.P.	Not faded or damaged. Framed. Utilize approved POP and / or professional materials. Current materials in use. Counter mats in good repair. POP used for intended purpose. Includes all non menu board P.O.P. and CMN collection containers. No hand printed signs.
6	Stanchion Sign / Merchandising Units / Product Display Units	All components appear to be secure. In good repair. POP Must be current and align with current promotion.
7	Serving Counter / Drink Counter / Sneeze Guard and / or Service Window	No chipped or worn laminate. No cracks or holes. No holes or tears in screens. Window operates freely. Not damaged. Plexiglas as a replacement not acceptable.
8	Napkin Dispenser, Straw, <u>and Lid</u> Dispenser	No graffiti. In working order. In good repair. Commercial grade dispensers are used and appropriate for item. No single use containers.
9	EPOS System	Functional and in good repair. Includes card readers, <u>key pads</u> , monitors and printers.
10	Menu Boards	Current menu strips, static clings and / or current transparencies in use. No faded POP. No light leaks. All lights working and no bulbs missing. In good repair. Doors in good repair and latches work properly. Panel covers in place.
11	Condiment Station	Not chipped or cracked. No graffiti. Not covered. In good repair. Commercial grade dispensers are used and appropriate for item. No single use containers. Cooling disks available when applicable.
12	Drink Dispenser System & Ice Bins	Carbonation working. All dispensers working. No missing parts. Labels not worn, peeling, or missing. No rust. Ice covered. Not damaged. Includes Drive Thru, front counter, and self serve drink dispensers.
13	Cake / Novelty Display Case	Case lighting is working properly and no bulbs missing. Holds proper temperature. No broken door seals. No rust or scratches on interior or exterior surfaces and shelves. No excessive or chronic condensation and in good repair. Used for intended purpose.
14	Employees Uniform	Has current / approved uniforms, headgear, <u>and footwear</u> (Per concept system bulletin). No holes, fraying or stains. Consistent uniform shirts and headgear worn by all employees. Professional in appearance. Promotional uniform consistent with current system promotion.
15	Cone Racks / Cup Holders	Baffles not broken. Holds cones or cups. Rack in good repair and properly mounted. No missing parts.
16	Soft Serve Freezers	No broken or missing parts / panels. In good repair. Equipment in working order.
17	Mix Hose	Insulated per system bulletin #264. Hoses not cracked, discolored or worn. Hoses replaced as needed. Must be food grade.
18	Mix Pumps	No missing or damaged parts. No rust. In good repair.
	Topping Cabinet / Coolers / Freezers	No dents, <u>rust</u> , or scratches. Holds proper temperature. Seals in good condition. If painted, surfaces are in good condition.
20	Topping Wells	Pumps working. Lids available, in use and in good repair. Knobs not missing or damaged. Wells holding proper temperature. Proper scoops and spoons present and in use. Adequate number of scoops available for all products. All dispensers are appropriate for the unit and allow for proper portioning.
21	Dip Stand/Sink (Includes Faucet)	Must have fresh water supply and plumbed directly to fresh water source. Dip stand/sink present and working unless using disposable collars. Stem available and in use. All parts in good working condition.
22	<i>Blizzard</i> [®] Flavor Display Dispensers	Dispensers not cracked or broken. Product Covered. Proper scoops and spoons present and in use. Slides in good repair. Adequate number of scoops available for all products. All dispensers are approved and allow for proper portioning.
23	Milk Dispenser/Container	Capable of maintaining proper temperature and appears to be in good repair. Seals in good condition.
24	Fudge Warmer(s) / Dip Warmer	Pump in working condition. Spacer in bottom of fudge warmer. No rust or holes in warmer <u>or spacer</u> . Dip warmer has proper lid. Cords not frayed. No missing parts.
25	<i>Blizzard</i> [®] Machine(s) / Multi-mixer (Includes foot pedal)	On/Off switch and speed control operational. Properly labeled and not damaged. No missing knobs. Spindle not cracked or broken.
26	<i>Arctic Rush</i> [®] Freezer (Includes back up flavor bottles).	No spigot leakage and/or drip pan leakage. Maintains proper product consistency automatically. Lid not cracked or broken. No missing parts and in good working condition. Using proper flavor dispensers and storage containers. Dispensers working properly.
27	Coffee / Tea Dispenser	Equipment working and in good repair. No missing parts.
28	Drive-Thru Area	Slide window is operational, opens and closes easily and completely. Counter and shelves in good repair.
29	Waste Receptacles	Container must not be damaged. Use appropriate container. Boxes not approved.
30	Hand Sinks	Fresh water. Drains properly and in good repair. Unit properly and securely mounted and caulking in good repair. Soap and towel dispensers available and in good repair.
31	Waffle Making Equipment	Working. In good repair.
32	Overrun Scale / Refractometer	Full functional scale available. Calibrated and in use. Refractometer available (for OJ), properly calibrated and in use. Refractometer prism guard in place and unit is operable.

E - Orange Julius® Prep Equipment

Standards Of Performance

1	Juice / Fruit Bowl Display Bin	No rust. Ice covered (if applicable). In good repair.
2	Juicer Machine	No cracks, scratches or dents. Working and has correct reamers. Dome lid is not cracked. Cord not frayed.
3	Blender Motors	Switches and electrical cord in good condition. Rubber clutch plate or drive socket not worn/broken. Cord not frayed.
4	Blender Bowls	Properly labeled. Lids fit properly, not cracked, chipped, or hazy. Clutch transfer mechanism fully operable.
5	OJ Prep Station	Free of chipped edges. Not worn. Free of dents and scratches. Exposed inventory should be neat, orderly, not and packed in clean ice ¾ high if appropriate. Bin operable and free of leaks. Appropriate number of back up containers available. Correct Ladles in use.
6	Powder / Nutrition Boost Station	Containers must be labeled with tight fitting lids. Correct spoons and scoops. Not cracked or broken.
7	Cold Wells	No dents or leaks. Unit is operable and sealed to counter.
8	Ice Cups	Approved and has handle. Using 8 oz and 16 oz only. Cups are stored properly when not in use.
9	OJ Yogurt Freezer	No cracked or damaged seals. Unit maintains proper temperature and functions properly. Free of dents and scratches. Lid in good repair. No frost build up.
10	Sneeze Guard	No cracks, chips or worn surfaces. In good repair. Plexiglas as a replacement not acceptable.
11	Water line Filter (soda and ice machine) - OJ	Water filter system in place and working. Filters changed every 6 to 12 months with date changed marked on filter with permanent marker.

F. Food, Equipment and Production Area

Standards Of Performance

1	Floor / Base Boards	No broken or missing tiles. Must not be shopworn or discolored. No missing grout. No cracks or worn areas on solid surface floors.
2	Walls	No chipped paint, broken tiles or torn wall covering. No holes, cracks or graffiti. In good repair.
3	Ceiling / Ceiling Grids / Vents	No broken, cracked or missing tiles. Not discolored / mismatched. No rust or peeling paint. No water stains.
4	Lights and Fixtures	All light fixtures working, not damaged, and no bulbs or shields missing. No bare wires. No burned out light bulbs. No cracks. No rust or water stains. Proper number of bulbs installed for fixture.
5	Deep Fryers / Fry Baskets (includes transfer and filter systems)	Counter-top fryers appear to be securely mounted to stable base. Fryer not leaking and in good repair. Baskets not damaged. Transfer and filter system appear to be well maintained and in good repair.
6	Dump Stand Pan & Lamp	Appears to be in good repair. All heating elements are working. Proper bulbs in place.
7	Upright, Counter, Reach-in Coolers	No rust. Seals are not torn or worn. In good repair. No missing covers or panels. No missing covers or panels. Able to hold proper temperature.
8	Upright, Counter, Reach-in Freezers, Spot Merchandisers	No rust. Seals are not torn or worn. In good repair. No missing covers or panels. No missing covers or panels. Able to hold proper temperature.
9	Flat Griddle	Knobs and panels in place. Securely mounted to a stable base. Unit in good repair <u>and securely mounted</u> .
10	Char grill	Grates level, not warped or broken. Control knobs and panels in place. Securely mounted to a stable base. Ur good repair.
11	Chain Broiler	Appears to be in good repair <u>and securely mounted</u> . No missing parts. Bun platen not excessively warped.
12	Exhaust System	<u>In good repair</u> , cleaned by an outside contractor a minimum of two times per year (every 6 months). Current cleaning tag posted. No burned-out mesh or missing filters. Lights properly shielded <u>and working</u> .
13	Duke / Carter Hoffman	Seals not cracked or torn. Pans in good repair. Handles not broken. Timers working. Trivets not cracked or missing. Product covers in good repair and in use. No missing parts. In good repair. Able to hold proper temperature.
14	Heated Holding Pan	Properly covered. Not missing trivet (if applicable). In good working condition. Commercial Grade unit. Able to hold proper temperature.
15	Preparation Table & <u>cutting boards</u>	Has an NSF approved surface. Cutting surface not excessively chipped <u>or worn</u> . In good repair.
16	Steam Table	Heat elements and switches appear to be in good working condition. Lids available for all wells and used during slow periods. Able to hold proper temperature.
17	Warmer Drawers/Henny Penny	Unit in good repair. No missing parts. Able to hold proper temperature.
18	Hot Dog Roller Grill	Thermostat / switch functions properly. No missing parts. Unit in good repair. Able to hold proper temperature.
19	Food Warmer(s)	Elements and switches working. Unit in good repair. No missing parts. Commercial grade with proper fitting lids. Able to hold proper temperature.
20	Flash Steamer	Operational. Unit in good repair. No missing parts.
21	Boosting Unit	Approved. <u>In good repair</u> . Appears to be in good working condition and wattage properly calibrated.
22	Pass-Thru	Heat elements and switches working. Unit in good repair.
23	Bun Toaster / Butter Wheel	In good working condition. Teflon sheet in good repair. No missing parts or panels.
24	Iron Grill Sandwich Equipment	Unit in good repair. No missing handles. Grill surfaces not rusted or cracked. Timers functioning properly.
25	Convection Oven	No broken glass. Appears to be in good repair.
26	Waste Receptacles	Container must not be damaged. Use appropriate container. Boxes not approved.

G. Storeroom/Rear of House (includes remote storage areas)

Standards Of Performance

1	Floor & Baseboards	No broken and/or missing tiles. Must not be shopworn or discolored. No missing grout. No cracks or worn areas on solid surface floors.
2	Walls / Doors	No chipped or faded paint, broken tiles or torn wall covering. No holes or graffiti. Exit doors are properly sealed. In good repair. Door hardware / lock in good repair.
3	Ceiling / Ceiling Grids / Vents	No broken, cracked or missing tiles. Not discolored / mismatched. No rust or peeling paint. No water stains.
4	Lights and Fixtures	All lights working, properly shielded and no bulbs missing. No bare wires. Fixtures in good repair. No rust. No water stains. Proper number of bulbs installed for fixture.
5	Walk-In, Chest, Upright, Flash Freezers	<u>Unit in good repair.</u> Lights working and properly shielded. No rust. Seals and hanging barriers (thermal curtains) not torn, worn or damaged. Door hardware in good repair. Able to hold proper temperature. <u>Exposed wood must be sealed, painted or covered.</u>
6	Walk-In, Upright, Mix Cooler (Floors, Walls, Ceiling, Doors.)	<u>Unit in good repair.</u> Lights working and properly shielded. No rust. Seals and hanging barriers (thermal curtains) not torn, worn or damaged. Mix stored under NSF and sanitary conditions. Door hardware in good repair. Able to hold proper temperature. <u>Exposed wood must be sealed, painted or covered.</u>
7	Three Compartment Sink, Cleaning Area, <u>Grease Trap.</u>	Must have three compartments. Faucets working. No leaks, chips, cracks, corrosion or rust. Working drain stops available and in use. Verify hot & cold water is working & available. <u>No odors coming from grease trap to indicate not working. Cleaned on a regular basis.</u>
8	Mop Sink / Mop Buckets	No chipped, cracked or broken surfaces. Faucets working, no leaks and in good repair. Mops properly stored. Mop buckets in good repair. Not damaged.
9	Ice Machine (<u>Includes Transfer Container and Ice Scoop.</u>)	Has door to keep ice covered. Seals and lid in good condition. No rust or leaks. <u>No damaged or missing parts.</u>
10	Shelves / Inventory / Cabinets / Exhaust Fan / Dry Rack / Cambro Bun trays	No chipped or worn paint. No chipped or worn laminate. No rust. Not damaged. <u>Exposed wood must be sealed, painted or covered.</u>
11	CO ₂ Tanks	Chained securely.
12	Fire Extinguisher / Ansul System	Available and Inspected annually with valid tag showing last service date. <u>Extinguishers</u> properly mounted off floor.
13	MSDS Sheets and Labor Laws Available	Current and approved materials. Readily available and displayed / stored in accessible location.
14	Approved Chemical Program/Chemical Equipment	Approved chemical program in place, equipment working properly and mounting racks in good repair. Using all of the approved core chemicals.
15	Cake Deco Area & Equipment	Equipment, counters and cabinets in good working condition. Not damaged. No missing parts.

Updated: January 1, 2010

Dairy Queen® Brand Integrity
Cleanliness PRIDE Check - 2010 - Standard Of Performance

A. Exterior

Standards of Performance

1	Lighting , Signage & Reader Boards	No visible dirt, cobwebs or insects prevalent. Includes all directional signage.
2	Parking Lot & <u>Drive Thru Lane</u>	Hosed down on a regular schedule. Minimum of once per day litter collection. No dirt, spills, stains, litter, gum, or excessive leaves. Snow and ice removed as needed.
3	Side Walks	No dirt, spills, stains, litter, gum or. Swept and washed as needed. Snow and ice removed as needed. Includes outdoor rugs, mats, <u>deck, and patio.</u>
4	Outdoor Seating	No dirt, spills, litter, stains, or product buildup on or around seating. Includes umbrellas.
5	Playground / Newspaper Vending	No dirt, spills, litter, stains, or product buildup on or around equipment.
6	Waste Receptacles	No deposit buildup. Not dirty. No unpleasant odors. Less than 75% capacity. Must use plastic liners. Free of insects.
7	Landscaping	No litter, debris, or excessive leaves. Includes areas adjacent to property line.
8	Back of Building and Storage Buildings	No visible storage of crates, supplies, debris, or equipment. Enclosed area next to building should be checked for dirt, spills, clutter and litter. Includes storage buildings.
9	Dumpster Area	Surrounding area, dumpster & grease barrel clean. No dirt, spills, stains or litter. Emptied as needed per business cycle and lid closed. Includes enclosure.
10	Drive-Thru Menu Board	No visible dirt, insects, streaks, smudges or tape on face of can.
11	Drive-Thru Window	Not streaked, smudged, tape, dirt, or film. Includes window ledges and frames.
12	Building Walls	No grease, dirt, mold, or cobwebs.
13	Roof	Roof should not have built up grease, dirt, mold, cobwebs, or mildew. Snow and ice removed as needed. Includes soffit and fascia
14	Doors and Windows	No dirt, streaks, smudges, tape or film. To include frame, threshold, and awnings.
15	Exterior P.O.P.	No dirt or sticky residue. Includes stanchions, window clings and banners.

B. Customer Service & Dining Area

Standards of Performance

1.	Seating / Tables / Child Seat & Décor / Vending and Video Machines	No dirt, smudges, stains, sticky residue, streaks, gum, or buildup. Includes table tops, underside, bases, frames, legs, dividers & seats. Décor includes planters, lattice work, decorative railings, and glass. Also includes table tents and condiment set-ups
2	Floors & Base Boards (Includes Rugs & Mats)	Streaks, dirt, spills, stains. Trash or product buildup.
3	Walls	No product spills, stains, product build up or dirt. Including under and behind equipment and/or booths.
4	Ceiling / Ceiling Fans / Ventilation Grills and <u>Light Fixtures</u>	No cobwebs, dust, dirt, insects, or grease buildup.
5	Interior POP	Free of residue, dust, tape, and dirt. Includes CMN collection containers, cake merchandising units, product display units, counter mats and non menu board POP displayed.
6	Waste Receptacles	No dirt or deposit buildup. No unpleasant odors. Less than 75% capacity. Must use plastic liners. Free of insects.
7	Front Counter / <u>Drive Thru Counter</u>	No spillage, dirt, stains, trash, gum, or product build up. Includes face of counter. Free of clutter (items on counter should be limited to items such as; registers, manager specials, cake display, waffle display, counter mats, approved water bottle display, CMN and single use/self serve items).
8	Menu Boards	No dirt, streaks, tape or smudges.
9	Employees / Uniform	Not clean or unkempt.
10	Juice / Fruit Bowl Display Bin	No streaks, dirt, smudges, debris, or film
11	Condiment Station	No stains, dirt, or product build up. Free of spills and sticky residue. Pumps and pans must be clean and all containers filled. Includes dispensers and holding bins.
12	Glass or Sneeze Guard	No streaks, smudges, tape, or film.
13	EPOS and Credit Card Equipment	No dirt, stains, dust, product build up or sticky residue. Includes registers, card readers, printers and monitors.
14	Napkin / Straw Dispensers/ Wrapper Bins	No dirt, sticky residue or product build up. All items properly stocked. Wrapper bin clean and not more than 75% full.
15	Drink Station(s)	No stains or product build up. No mold/ mildew in ice chute or dispensers. Includes tea, coffee, and lid dispensers and soda fountain nozzles.
16	Display Freezers	No streaks, smudges, frost, dirt, tape, deposit build up. Exterior and interior including vent screen clean.

Dairy Queen® Brand Integrity
Cleanliness PRIDE Check - 2010 - Standard Of Performance

C. Rest Rooms Including Employee Only

Standards of Performance

1.	Doors	No dirt, streaks, smudges or film. To include frame and threshold. No tape. Includes hallway if applicable.
	Floors & Base Boards	No dirt, spills, trash, stains, streaks or build up. Includes corners, baseboards, under sink, stool and behind doors. Includes hallway if applicable
3.	Walls & Mirrors	No dirt, streaks, stains or product build up. Includes hallway if applicable.
4.	Ceiling / Ventilation Grills and <u>Light Fixtures</u>	No cobwebs, dust, dirt, <u>insects</u> , or grease buildup. No strong odors present. Includes hallway if applicable
5.	Restroom Partitions	No dirt, streaks, stains or product build up.
6.	Sink, Urinal, Toilet, Changing Tables, Soap and Towel Dispensers, <u>Hand dryers</u> .	All fixtures and dispensers to be free of dirt, stains, film, smudges, sticky residue and build up.
7.	Stocked with supplies	Adequately stocked with soap, towels / hand dryer, toilet paper and changing table liners.
8.	Waste Receptacles	No deposit buildup or dirt. No unpleasant odors. Less than 75% capacity. Must use plastic liners. Free of insects.

D. Behind the Counter

Standards of Performance

1.	Floors / Baseboards / Walls / Floor Drains / Doors	Corners, baseboards and under equipment clean. Free of mop streaks or stains. Floor mats clean. Drains free of build-up or odors. No product or grease buildup. No deposit build-up or sticky residue behind equipment.
2.	Chill Prep Area / Soft serve machines / Blizzard machines and dispensers / Topping cabinets and wells / Fudge Pumps and Warmers/ Dip Warmers / Waffle Treat Equipment / Arctic Rush® freezer / Cone racks, etc.	Inside and out clean and free of food soil, mold, and mildew. No stains, sticky residue or product build up. No visible soil in cracks, crevices or screw heads. <u>Casters clean</u> . Soft serve drip pans not over 50% full and rear seal area free of product spills. No dust. Not cleaned per SB 266.
3.	OJ Prep Area / Prep Station / Juicer / Blender Bowls and Motors / Juice and Fruit Bowl Display Bins / Powder and Nutrition Boost Containers / Cold Wells / Ice Cups / etc.	Clean and free of food soil, mold/ mildew, and sticky residue. <u>Casters clean</u> . No stains or product build up. No visible soil in cracks, crevices, or screw heads.
4.	Ceiling & Ventilation Grills / Lighting / <u>Fans / Portable AC units</u>	Free of grease, soil, dust, stains, and insects.
5.	Shelving / Storage / Dry Racks / <u>Storage Bins</u>	Free of dirt, dust, and grime. Free of clutter. Includes under front & <u>Drive Thru</u> counter storage.
6.	Cooler(s) / Freezer(s) / Spot Merchandiser	Inside and out clean and free of mold, mildew and food soil. Frost not to exceed 1/4". Shelves free of food, soil and dirt. Evaporator/ condenser free of build-up.
7.	Fryer / Fryer Hood	Free of carbon and grease build-up. Filter clean. <u>Casters clean</u> . Includes interior case, transfer and filter system.
	Grills / Grill Hood	Free of carbon and grease build-up. Filter clean. <u>Casters clean</u> . Includes grill drip pans and <u>utensils</u> .
9.	OJ Hot Dog / Food Prep Area and Equipment	No dirt, product, grease or carbon build up. <u>Casters clean</u> .
10.	Food Equipment - Duke / Carter Hoffman/Prince Castle / Pass-thru/Warmers / Dump stand/ Boost Ovens / Iron grilled sandwich equipment / <u>Warmer drawers / Cambro Bun Trays / Toaster</u>	Free of grease, carbon, dirt, food soil, or lime build-up.
11.	Sinks	Sinks free of metal discoloration or mineral build-up. All sinks clean and free of build up. Mops clean, without sour smell. Mop bucket clean and free of build up. Includes hand sinks, 3-compartment sink, grease trap, mop sink, prep sink, mop bucket and mop.
12.	DQ Cake Prep Area & Cake Equipment.	Clean, neat and organized. Free of product build-up. Utensils clean.
13.	Ice Machine and Ice transfer container	Clean and free of dirt, mold, mildew, <u>mineral deposits</u> , and dust. Includes interior of ice bin and <u>ice scoops</u> .
14.	Waste Receptacles	No deposit buildup. No unpleasant odors. Less than 75% capacity. Must use plastic liners.
15.	Mix Hoses / Mix Pumps	Clean, free of product build up, mold, and <u>milkstone buildup</u> .
16.	Bag in Box / Syrup Lines / Carbonators / Pumps	No dust, dirt, or sticky residue on syrup lines or containers. Storage racks/ shelves, carbonators, and pumps clean.
17.	Food Prep Area / Sandwich Unit / Cutting Boards / Tables / Can Opener	Clean, free of product/food build-up and debris. Neat and organized. Blade and base of can opener free of dirt or product build up.

Revision Date: January 1, 2010

Brand Integrity
2010 Food Safety PRIDE Check Standards Of Performance

A.	Personal Hygiene - Each Unsatisfactory = 5 points	Standard Of Performance
1	Hand Washing Procedures	Active and visible behaviors include using soap, washing (20 seconds) and water at proper temperature. Employees are washing hands after all potentially contaminating activities and/or at a minimum of once per hour. If gloves are used they are changed after all potentially contaminating activities and/or at a minimum of once per hour. Wash hands before putting on new gloves.
2	Hand Washing Station	Sink and fixtures fully functional including hot water at a minimum of 100°F (38°C). Wash stations adequately stocked with soap and paper towels and are dedicated to hand washing only.
3	Open Sores/ Illness	Open wounds covered by bandage and gloves worn in product production areas. All employees free of illness symptoms (diarrhea, fever, vomiting, jaundice, lesions containing pus or blood on the hand, wrist, or other exposed body part).

B.	Cooked Product Minimum Temperatures - Each Unsatisfactory = 5 points	Standard Of Performance
1	Meat Patties 160° F (71° C)	Minimum cooking temperature of 160° F (71° C) *(NA only applies to non food locations)
2	Grilled Chicken 165° F (74° C)	Minimum cooking temperature of 165° F (74° C)
3	Fried Chicken 165° F (74° C)	Minimum cooking temperature of 165° F (74° C)
4	Chicken Strips 165° F (74° C)	Minimum cooking temperature of 165° F (74° C)
5	Fish 160° F (71° C)	Minimum cooking temperature of 160° F (71° C)
6	Hot Dogs 150° F (66° C)	Minimum cooking temperature of 150° F (66° C)
7	Other Proteins 160° F (71° C)	Minimum cooking temperature of 160° F (71° C)
8	Sausage 155° F (68° C)	Minimum cooking temperature of 155° F (68° C)
9	Eggs 155° F (68° C)	Minimum cooking temperature of 155° F (68° C)
10	Steak Fingers 160° F (71° C)	Minimum cooking temperature of 160° F (71° C)
11	Dude 160° F (71° C)	Minimum cooking temperature of 160° F (71° C)
12	<u>Taco Meat 160° F (71° C)</u>	<u>Minimum cooking temperature of 160° F (71° C)</u>

C.	Held Product Minimum Temperatures - Each unsatisfactory = 5 points	Standard Of Performance
1	Meat Patties 140° F (60° C)	Minimum held temperature of 140° F (60° C)
2	Grilled Chicken 140° F (60° C)	Minimum held temperature of 140° F (60° C)
3	Fried Chicken 140° F (60° C)	Minimum held temperature of 140° F (60° C)
4	Chicken Strips 140° F (60° C)	Minimum held temperature of 140° F (60° C)
5	Fish 140° F (60° C)	Minimum held temperature of 140° F (60° C)
6	Hot Dogs 140° F (60° C)	Minimum held temperature of 140° F (60° C)
7	Other Proteins 140° F (60° C)	Minimum held temperature of 140° F (60° C)
8	BBQ 140° F (60° C)	Minimum held temperature of 140° F (60° C)
9	Chili 140° F (60° C)	Minimum held temperature of 140° F (60° C)
10	Mushroom Sauce 140° F (60° C)	Minimum held temperature of 140° F (60° C)
11	Gravy 140° F (60° C)	Minimum held temperature of 140° F (60° C)
12	Eggs 140° F (60° C)	Minimum held temperature of 140° F (60° C)
13	Sausage 140° F (60° C)	Minimum held temperature of 140° F (60° C)
14	Steak Fingers 140° F (60° C)	Minimum held temperature of 140° F (60° C)
15	Dude 140° F (60° C)	Minimum held temperature of 140° F (60° C)
16	<u>Taco Meat 140° F (60° C)</u>	<u>Minimum held temperature of 140° F (60° C)</u>

D.	Cooled Product Maximum Temperatures - Each Unsatisfactory = 5 points	Standard Of Performance
1	DQ® Mix 40° F (4° C)	Maximum held temperature of 40° F (4° C) *(NA only applies to OJ® only locations)
2	Milk 40° F (4° C)	Maximum held temperature of 40° F (4° C)
3	Cheese 40° F (4° C)	Maximum held temperature of 40° F (4° C)
4	<u>Deli Meats 40° F (4° C)</u>	<u>Maximum held temperature of 40° F (4° C)</u>
5	Walk-in Cooler 40° F (4° C)	Maximum held temperature of 40° F (4° C)
6	Reach in Cooler 40° F (4° C)	Maximum held temperature of 40° F (4° C)
7	Upright Cooler 40° F (4° C)	Maximum held temperature of 40° F (4° C)
8	Mix Cooler 40° F (4° C)	Maximum held temperature of 40° F (4° C)
9	<u>Topping Cabinet/Additional Coolers 40° F (4° C)</u>	<u>Maximum held temperature of 40° F (4° C)</u>

E.	Other - Each Unsatisfactory = 5 points	Standard Of Performance
1	Pest Control	No evidence of pests present including bugs, roaches, rodents, birds, flies, or other pests.
2	Chemical Storage	Chemicals stored separately from food and packaging in original containers. Containers properly labeled.

F.	Cross-Contamination - Each Unsatisfactory = 2 points	Standard Of Performance
1	Cleaning / Sanitizing Containers (including spray bottles) and towels	Containers are clean and properly labeled (wash and sanitize). Clean water and sanitizer at 200 ppm in use. Water changed as needed. Towels stored in containers and not on counter. Appropriate containers for both cleaning and sanitizing are in use. No reuse of single service containers.
2	Three Compartment Sink	Sinks are clean and if set up include wash, rinse, sanitize, and air dry. Clean water and sanitizer at 200 ppm in use. Water changed as needed. Set up instructions posted.
3	Product Cold Storage (<u>includes all Cold Storage - under counter, upright, reach in, walk-in, ect</u>)	All food items properly stored and covered ; produce, ready to eat products on top shelf, reheats and deli meats on middle shelves, and raw meat items on bottom. Food Items must be stored in original container, ADQ® or OJ® approved, or NSF® approved container. No reuse of single service containers. Materials stored minimum 6" off floor.
4	<u>Product Dry Storage (includes: bulk Arctic Rush® flavor containers, nut and Blizzard® candy storage / dispensing units, Cake ingredients, OJ® powder dispensers, ect)</u>	All food items properly stored and covered. All food items must be stored in original container, ADQ® or OJ® approved, or NSF® approved container. No reuse of single service containers. Materials stored minimum 6" off floor.
5	Ice Machine / Bins	Scoops properly stored outside of ice. NSF® approved container available to transfer ice.

G.	Monitoring & Job Aides - Each Unsatisfactory = 1 point	Standard Of Performance
1	Hygiene and Grooming (Hand washing posters and hair restraints)	Hand washing instructions prominently posted near employee hand sink. Hair restraints (hats, visors, or hair nets) in use by all personnel (manager and employees) stationed in product production areas.
2	Temperature Monitoring (Working and calibrated thermocouple, thermometers, and cold storage thermometers)	Thermocouple required in all food locations (defined as any location where protein is cooked or reheated) and a Bi-metallic stem thermometer required in all treat only locations (DQ® Soft Serve or OJ® Juice Only). Thermocouple is accurate to within 2°F (1°C) and the thermometer is accurate to within 3°F (2°C). They are in use and stored in areas of restaurant that is readily accessible to staff. Thermometers are present in all coolers and are accurate to within 3°F (2°C). Temperature logs are updated twice daily and on file for at least 60 days.
3	Sanitizing & Cleaning (test strips and containers)	Sanitizer test kits available to verify proper sanitizer levels in towel containers, three compartment sink and soft serve freezer sanitizer solutions.
4	Other (ServSafe® and Allergy Stickers)	Current ServSafe® certification or ADQ® approved alternative certificate, relevant to unit management and available for review at time of Food Safety PRIDE Check. Allergy sticker current and displayed in clear customer view.

Update: January 1, 2010