

Chapter 11 – Reporting and Store Revs

Low Stock Levels

As a Shift Leader you are responsible for reporting low stock levels to your Store Manager. If you notice a certain product is low you should tell the Store Manager as soon as you notice. It is then the responsibility of the Store Manager to decide if more of that item needs to be ordered and if so they should delegate Stock ordering. The Weekly Inventory count should highlight if any product is running low and then be placed in the next order.

Moreover, when you working and you notice the bread levels are low it is your responsibility to organise next bake as soon as possible to adjust hourly bread usage chart and to prepare the bread that should be in the retarder getting ready for the next bake.

Reporting external media interest

If you are working in the store and you receive media interest from a reporter or a phone call, simply take the caller's details and state you will pass this on to Head Office. Do not provide any information. An example of the media contact card is below:

Media Contact Card

If you receive any media or press contact, please politely inform the caller that you are not able to discuss the issue in detail but are able to take some information down and you will need to have another person within the business contact them at a later point. Please ensure you take down these important details:

The caller's details:

Surname _____

Forename _____

Telephone# _____

Name of Media Agency calling _____

Pass this information on to your Manager/ Franchisee

Store Revs

The Subway® brand has partnered with a third party to execute Brand Standards and Food Safety evaluations to maintain public food safety and enhance our guest's experience. The use of a third party will help to effectively evaluate restaurant-level performance and drive improvement in operations. The visit can occur any time the restaurant is open. The visit is broken down into Brand Standards and Food Safety, each with an individual score. A passing score begins at 61 or higher.

Although the number of possible points for the Brand Standard section and the Food Safety section may total more than 100, a restaurant begins each section with 100 points. Points are deducted from each section's 100-point total when the minimum standard(s) are not met

- Brand Standards – evaluate 4 key areas: Guest Experience, Food Quality, Shift Management, Cleanliness & Maintenance.

Under Food Quality, line item 2.1.6 evaluates the sandwich build and visual presentation. This line item will not be included in the overall REV score. Instead, it will receive a separate score used as a quality check to identify training needs to improve product standards and team performance.

- Food Safety – based on and references the US Food Code and applies globally to all Subway® restaurants.
- Automatic Fails – occurrences that result in automatic failures of the REV – Automatic failures cost the business £200 per failure
- Informational – questions are not scored and does not impact overall score



Overview

REV SCORED SECTIONS

LEGEND FOR SCORING METHODOLOGY

Critical: 10 points

Major: 5 points

Minor: 2 points

	BRAND STANDARDS PLATFORMS	STANDARDS	TOTAL
BS	GUEST EXPERIENCE	6	24
BS	FOOD QUALITY	11	34
BS	SHIFT MANAGEMENT	4	22
BS	CLEANLINESS & MAINTENANCE	34	101
	FOOD SAFETY PLATFORM	STANDARDS	TOTAL
FS	FOOD SAFETY	10	100

BRAND STANDARDS / FOOD SAFETY		CERTIFICATES	SCORE
PASS	61 - 100	STAR	90 - 94
FAIL	≤ 60	DOUBLE STAR	95 - 100
		TRI-STAR*	95 - 100

Applicable to Brand Standards

**Two consecutive Double Stars*

2.1.6 PRODUCT EVALUATION

CATEGORY	POSSIBLE POINTS	POINTS AWARDED	LETTER GRADE
WRAPPING	2	15	A
BREAD	4	14	B
NEATNESS/ PRESENTATION	4	12/13	C
BUILD	5	10/11	D
TOTAL	15	9 AND UNDER	F

The Product Evaluation score has NO impact on your overall REV score. This score is used to determine where additional training is needed.