

QUICK SERVICE F&B STANDARDS (10-FBQ)

Description - Quick Service F&B facilities provide grab-and-go or counter services. Menu items are usually limited. Seating may be available.

In general, the following definitions apply to these terms throughout the standards:

Appropriate: Suitable to the level of service or as specified in the operating plan

Clean: Free from dirt, marks, stains, or unwanted matter

Neat: Arranged in an orderly, tidy manner

Operational: In use or ready for use

Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking	Primary Focus Area
	Facility Exterior		
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B	CC
2	Rodent Exclusion - Facilities are inspected for rodent access according to the park approved schedule, and rodent exclusion is implemented.	A	LS
3	Landscaping/Grounds - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.	B	CC
4	Parking - Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B	CC
5	Pathways, Sidewalks, Ramps, Steps and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A	LS
6	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky requirements.	A	LS
7	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B	VS
8	Entrance - Entrances are clearly identified, clean, and well-maintained.	B	VS
9	Site Utilities and Equipment - Service areas are neat and well-maintained. Utilities are hidden from public view as much as possible.	C	CC
10	Loading Docks/Delivery Area - Loading docks and delivery areas are neat, well-maintained and screened from public view.	C	CC
11	Trash/Recycling/Composting - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is	B	RP

	stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Compost collection areas are clean and orderly. Central refuse collection sites are screened from public view.		
12	Fences and Walls - Fences and walls are cleared of overgrowth and well-maintained.	C	CC
13	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C	VS
	Facility Interior		
14	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B	CC
15	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	A	CC
16	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B	VS
17	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort. Thermostats and HVAC systems are operational, and vent coverings are clean and well-maintained. Temperatures may vary between guest seating and food preparation areas.	B	VS
18	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B	RP
	Safety		
19	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A	LS
20	Fire Extinguishers - Fire extinguishers are accessible, signed and correctly located, with operating instructions and current inspection tags.	A	LS
21	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A	LS
22	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A	LS
23	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B	LS
24	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are present in areas with oil heaters in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A	LS

Food and Beverage Service Areas			
25	Queuing Areas - Adequate space is provided for queuing in front of service counters.	B	VS
26	Self-Service Beverage Areas - Self-serve beverage areas are located in an area that does not hinder the flow of customers. Self-serve beverage equipment is operational, stocked, neat, clean, and well-maintained.	B	VS
27	Guards - Public facing prep counters have surface guards. Guards are clean and well-maintained.	B	CC
28	Menu Boards - Menu boards are appropriate, accurate, legible, and unobstructed.	B	VS
29	Promotion Boards/Specials - Promotion boards are legible and thematically appropriate. Chalk or dry erase promotion/specials boards are acceptable if neatly designed, and hand writing is legible.	B	VS
30	Beverage Displays - Beverage displays are appropriate, neat, clean, and secured.	C	VS
31	Trays - Adequate trays are clean, and well-maintained.	B	VS
32	Tableware/Drinkware - Tableware and drinkware are disposable. Recyclable/compostable/ bio-degradable materials are preferred. Styrofoam is not permitted.	B	VS
33	Payment Stations - Adequate Point of Sale (POS) stations are clean and operational.	B	VS
34	Condiments - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B	VS
35	Ice Machine - Ice machines are operational, clean, and well-maintained. Serving utensils are clean and appropriately located.	A	VS
Dining Areas			
36	Noise Level - Background music and PA systems are operational. Music is played at an appropriate level for customers and cannot be heard in adjoining areas. Live music or entertainment is appropriate and approved by the park.	C	VS
37	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned out bulbs.	B	VS
38	Furniture - Furniture is appropriate, adequate and well-maintained. Table configurations provide sufficient passage for guests. Seating capacity does not exceed state or local fire code maximum occupancy limits. Highchairs and booster seats for children are available on request, and are clean, secure, and well-maintained.	B	LS
39	Interpretive Messaging - Park interpretive themes are incorporated in printed materials (receipts, menus, comment cards, etc.) and table settings (placemats, decorations, etc.), and interpretive messaging is approved by the park.	C	VS
40	Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind.	B	VS
41	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.	A	AL
Food Preparation Areas			
42	Hand Washing Stations - Hand washing sinks are operational and well-maintained, with	A	LS

	hot and cold running water, soap, and towels or hand driers. Required signage is posted.		
43	Food Preparation Area - Food preparation areas are clean and neat. A cleaning inspection log is posted and completed. Traces of insects, rodents or other animals are not found in food preparation areas.	A	LS
44	Food Storage - Foods are stored at appropriate temperatures, and are properly labeled and covered.	A	LS
45	Food Refrigeration and Heating/Cooking Equipment - Equipment in storage and food preparation areas and display cases are clean, operational, and well-maintained. Thermometers are present, calibrated, and accurate.	A	CC
46	Beverage Equipment - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup. A logbook with flushing and treatment dates is available upon request.	B	CC
47	Ware-Washing Sinks - Three-compartment ware-washing sinks are adequate, clean, operational, and well-maintained. Sink compartments are correctly marked (wash, rinse, sanitize).	A	CC
48	Grease Traps/Grill Hoods - Grease traps and grill hoods are clean, operational, and well-maintained. Grill hoods are tested according to state and local fire codes and have current inspection certificates or tags. Inspection and cleaning logs are available upon request.	A	CC
49	Cleaning Supplies - Cleaning supplies and other chemicals are stored in properly marked containers, and beneath or away from consumables. Current Safety Data Sheets (SDS) are accessible and employees know where they are kept.	A	LS
50	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit. First aid kits are stored away from food or food contact areas.	A	LS
51	Regulatory Postings - Employment regulation signage (e.g. OSHA job safety and health posters) are displayed in a high-traffic employee area.	C	AL
52	Certificates - Current public health and food safety inspection certificates are displayed.	C	AL
OPERATIONAL STANDARDS			
Accessibility			
53	Accessibility - Restaurant facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and other applicable laws related to accessibility.	A	AL
Services			
54	Hours of Operation - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.	B	VS
55	Order Management - Food delivery is timely and organized. Made-to-order items take no more than 5 minutes to prepare. Notification systems are appropriate and operational.	B	VS
56	Bus Service - Adequate trash receptacles are appropriate, marked, clean, and well-maintained. Adequate staff is available to clean tables, chairs, and floors as necessary.	B	VS
57	Cleanliness - Spills are cleared immediately, and floors and tables are cleaned regularly.	B	CC

58	Outside Dining - Spills are cleaned and tables are cleared promptly to prevent attracting wildlife or pests. Trash receptacles are emptied regularly. Appropriate interpretive wildlife feeding prohibitions are posted.	A	RP
59	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal visitor checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B	VS
Food and Beverage			
60	Presentation - Foods are neatly and appropriately packaged. Recyclable/ compostable/ bio-degradable materials are preferred; Styrofoam is not permitted.	B	VS
61	Temperature - Food is maintained at the appropriate temperature.	A	VS
62	Food Availability - Food listings reflect an appropriate variety of dishes and prices. Core menu items are present and correctly priced. Healthy items are marked.	B	VS
63	Condiments - Condiment stations are appropriately located, stocked, clean, and well-maintained. Condiments are maintained at appropriate temperatures.	B	VS
64	Beverage Selection - At least one diet and one non-carbonated drink is available. Core menu items are present and correctly priced.	C	VS
65	Alcohol - Alcoholic beverage sales are in accordance with applicable federal, state and local laws. A 'carding' policy for purchasing alcohol is enforced. Alcoholic beverages are consumed on site. Packaged alcohol sales are not permitted.	A	AL
66	Healthy Foods - Appropriate food and beverage items are available that meet NPS Healthy Foods requirements.	B	VS
Personnel			
67	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service. Staff proactively informs guests of anticipated delays and explains unanticipated delays.	A	VS
68	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B	VS
69	Employee Appearance - Employees wear a uniform or name tag identifying them as concession staff. Uniforms are commensurate with the type of service provided and approved by the park. Employees present a neat, clean, and professional appearance.	B	VS
70	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B	VS
71	Management Availability - A manager is available during operating hours, and is food-safety certified by an appropriate state or nationally accredited training program.	B	VS
72	Staff Meal Hours - Staff meals and breaks do not interfere with serving the public. An employee break area is designated, which may be located within the public dining area, provided that the break area is discreet and is located away from the public seating area.	B	VS
Rates			

73	Approved Rates - Rates do not exceed those approved by the superintendent.	A	VS
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Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Focus Area Acronyms

- LS Life Safety/Health
- RP Resource Protection
- VS Visitor Satisfaction
- CC Cleanliness/Condition
- AL Accessibility/Legal Requirements