



Inspector's Eye: Internal Audit Observation Activity

Manager Introduction Script

(Managers may read or adapt this)

"Today we're going to do an activity called Inspector's Eye. One person will quietly observe our operation the way a health inspector might—but this is NOT about calling people out or getting in trouble.

The purpose is to help all of us see our kitchen through a different set of eyes and identify opportunities to improve.

We're focusing on systems, not individuals. Mistakes are learning moments, and strong food safety starts with awareness."

Directions for the "Health Inspector"

(Print and hand directly to the employee)

Your Role:

You are acting as an internal health inspector. Your job is to observe, not interrupt. This is a learning activity—not an inspection and not a write-up.

How to Observe:

- Watch quietly for 5–10 minutes
- Do not correct employees during the observation
- Focus on what you see, not who you see
- Take brief notes if helpful

What to Look For:

- Practices that are being done correctly
- Practices that may need improvement
- Small details that could become problems during a real inspection

When Reporting Back:

- Start with what went well
- Describe observations using facts, not names
- Offer solutions, not criticism
- Remember: the goal is improvement, not blame

Observation Categories

(Provide this list to the employee acting as the “health inspector”)

The inspector should quietly observe the following areas during normal operations:

Personal Hygiene

- Handwashing frequency and technique
- Glove use and glove changes
- Hair restraints, jewelry, clean uniforms

Time & Temperature Control

- Hot and cold holding practices
- Use of thermometers
- Cooling or reheating behaviors

Cross-Contamination Prevention

- Separation of raw and ready-to-eat foods
- Proper storage order
- Clean and sanitized surfaces and utensils

Cleaning & Sanitizing

- Sanitizer use and concentration awareness
- Wiping cloth storage
- Cleanliness of workstations

Food Storage & Labeling

- Proper covering of food
- Date marking and rotation
- Storage off the floor

Facility & Equipment

- Hand sinks accessible and stocked
- Equipment in good repair
- Thermometers present and working

Employee Behaviors

- Eating, drinking, or cell phone use in prep areas
- Awareness of food safety procedures
- Communication between front and back of house



Manager Debrief & Follow-Up Talking Points

After the observation, the manager may guide discussion using the following:

Opening the Discussion

“What were some things you noticed that we’re doing well?”

“What areas could become problems if an inspector walked in today?”

Focusing on Solutions

“What’s one easy fix we could start doing immediately?”

“Is there a process we need to adjust to make this easier for everyone?”

Reinforcing the Culture

“Remember, inspectors don’t just look at food—they look at habits.”

“Food safety is everyone’s responsibility, every shift.”

Follow-Up Actions

“We’ll revisit these observations in our next shift huddle.”

“If we noticed the same issue more than once, we’ll address it with training—not blame.”

“Let’s challenge ourselves to self-correct before someone else has to.”

Trainer Tip

Rotate the Inspector’s Eye role weekly so everyone gains confidence seeing food safety from a management perspective. This builds ownership and reduces anxiety during real inspections.