



## 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.