CONCESSIONER REVIEW PROGRAM
OPERATIONAL PERFORMANCE STANDARDS

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CONCESSIONER REVIEW PROGRAM-OPERATIONAL PERFORMANCE STANDARDS

INTRODUCTION

The following General Standard elements apply to almost all concession operations. There are, however, some instances where individual elements contained in the operating standards, include additional requirements to the general standards. In such cases, the operating standard element so states. Exhibits of the various operating standards and forms used in this program can be found at the end of this chapter.

A. GENERAL STANDARD FACILITY EXTERIOR

1. Structure Condition. The exterior of the buildings and other outdoor appurtenances must be in good physical condition, well painted or otherwise treated to protect against deterioration and kept clean and in good repair. (B)

2. Grounds. Grounds shall be well maintained, properly illuminated, uncluttered and free of litter, and debris. This will include facility entrances, stairways, parking areas, trails, driveways, walkways and other areas for which the concessioner is responsible or as outlined in the land assignment. (B)

3. Public Signs. Public signs for which the concessioner is responsible must be appropriately located, accurate, attractive and well maintained. Signs of a permanent nature shall be prepared in a professional manner, consistent with NPS standards, appropriate for the purpose they serve and, be approved by the Superintendent prior to installation. (B)or(C)

4. Garbage and Trash. The concessioner shall provide an effective system for the collection and disposal of garbage and trash within its areas of responsibility at the facilities. Waste should not accumulate in trash containers to the point of overflowing. Trash containers shall be conveniently located and in sufficient quantity to handle the needs of the area. Refuse shall be stored in receptacles which are covered, waterproof, and which comply with all relevant construction standards (such as bear and vermin proof), as specified by the National Park Service. State and/or county codes shall also be followed if applicable. (A)or(B)

B. FACILITY INTERIOR

5. Public Restrooms. Public toilet areas shall be clean, odorless, free of litter, well illuminated, ventilated, and maintained. Toilet bowls, sinks and urinals shall be clean, reasonably free of stains and in proper operating condition. Toilet tissue, towels or air drying devices and soap shall be provided. Walls, floors, ceilings, mirrors, waste receptacles, chairs and other furnishings shall be clean, and well maintained. (A)

6. Public Signs. Public signs for which the concessioner is responsible must be appropriately located, accurate, attractive and well maintained. Signs of a permanent nature shall be prepared in a professional manner consistent with NPS standards, appropriate for the purpose they serve and, be approved by the Superintendent prior to installation. (C)

7. Public and Other Areas. The lobby, offices, storerooms, workrooms, ticket booths, tackrooms, corridors and other space shall be clean, properly illuminated and well maintained. All furniture provided should be commensurate with the size of the area and its intended purpose, present a well organized and uncluttered appearance and, be in good repair. Chairs, lamps, tables, ash trays, draperies and other furnishings shall be appropriate and adequate for the visitors' comfort. Floors must be clean, free of litter and stains. Vinyl floor coverings must be clean, waxed or buffed, free of cracks, chips and worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be clean and waxed or otherwise sealed. Carpeting must be clean, reasonably free of stains and be in good repair. Walls and ceilings are to be free of breaks and stains and have a fresh appearance. Windows must be clean and free of breaks. (B)

C. OPERATIONAL

8. Employee Performance. An active training program for the development of the necessary skills and techniques must be provided for all employees.

These sessions shall stress work performance and also include product and service presentation,

cleanliness, employee attitudes and NPS philosophy and policy. Performance should be indicative of good training. (A)

9. Employee Attitude. Each employee is to project a hospitable, friendly, helpful, positive attitude and be capable and willing to answer visitors' questions (about both job and general park information). (A)

10. Employee Appearance. The concessioner may be required to have its employees who come in direct contact with the public, so far as practicable, to wear a uniform or badge by which they may be known and distinguished as the employees of the concessioner. The concessioner shall require its employees to exercise courtesy and consideration in their relations with the public and present a neat, clean and otherwise attractive personal appearance. (A)

11. Operating Hours. All facilities and services shall be operated in accordance with the hours authorized by the Superintendent or as specified in the operating plan and/or rate schedule. Hours of operation shall be prominently displayed at each facility in such a manner as to be easily visible to the public. (B)

12. Staffing. All facilities and services must be properly staffed so as to prevent undue delays, e.g., registration areas, tour and transportation services, rental services, etc. In determining what constitutes undue delay, consideration shall be given to the kinds and types of service being rendered and situations or conditions beyond the control of the concessioner such as unanticipated influxes of visitors, facility or equipment breakdowns or sudden weather changes. The reasonableness of the delay, based on the above, should be the determining factor. (A)

D. RATES

13. Authorized Rates. All rates being charged shall not exceed those approved by the Superintendent. These rates are to be verified against the specific approved service, portion size, quality, price or other such criteria. (A)

14. Posting of Rates. Rates shall be prominently posted in sales areas (point of purchase) as necessary. (B)

15. Sales Verification. Sales must be accurately and legibly recorded. Receipts shall be given for purchases when requested. (C)

E. OTHER

16. Vending. Vending and ice machines and their location shall be easily identified, adequately illuminated, conveniently located as approved by NPS, clean, properly stocked and be in good working condition. (B)

17. Beverage Container Guidelines. All of the requirements of the NPS Beverage Container Guidelines, as stated in Chapter 33 must be followed for all beverage sales including vending machines. Any State mandatory deposit law in effect must also be adhered to. (B)

FOOD SERVICE SANITATION INSPECTIONS - STD. NO. I

The goal for a system of sanitation inspections is to ensure correction of health hazards. An effective system must not only identify hazards, but also assign responsibility for correction and follow up to assure that some action is taken, in addition to rating the concessioner's performance. The correction of most of the operational and equipment deficiencies will be the concessioner's responsibility. Others, usually involving structural faults in government buildings, may be the responsibility of NPS.

INSPECTION AND RATING PROCEDURES

A. Official Inspections

Each food service facility (restaurant, snack bar, bar, etc.), is to be inspected for sanitation at least quarterly in year-round operations and at least twice during the operating period for seasonal operations. The number of periodic food service sanitation inspections of a facility may be reduced by two for year-round and one for seasonal operations if all rating scores for such facility for the previous year and the current year have been 85 (Satisfactory) or higher. The 1976 PHS (FDA) Food Service Sanitation Ordinance and the Food Service Establishment Inspection Report (Form FD 2420, 5/78) related thereto will be used as the standard as well as for recording inspection findings. All such inspections shall be made by either a PHS representative or an NPS, State or local Sanitarian.

Upon completion of an inspection, the Food Sanitation Inspection Report will be completed by the PHS representative or other Sanitarian before leaving the park. All significant deviations from the PHS standards will be identified on the PHS inspection report for each operation by circling the appropriate item number. A specific explanation of the deficiencies shall be noted on the reverse side of the report form or appended thereto and a correction period assigned (See Correction Period Section Below). A rating score for that inspection should then be calculated and recorded on the report.

The Sanitarian will discuss the report with the park concession specialist or other assigned individual who will at that time identify those deficiencies, if any, which are the responsibility of the park (NPS) to correct. The park representative will at that time also make the necessary adjustments on the front of the report on the line immediately below

the PHS rating score (See example form at end of this exhibit.) He/she will indicate on this line the corresponding item numbers of those deficiencies which are NPS's responsibility to correct. Then all deficiency points relating to NPS areas of responsibility should be totaled and added to the rating score so that the score will reflect only the concessioner's responsibilities.

The park representative will then give a copy of the adjusted report to the concessioner and point out respective responsibilities. If the unadjusted score for the establishment is less than 75 or if a severe health hazard exists regardless of the score, the Superintendent or his authorized representative shall meet with the concessioner as soon as possible following the inspection to discuss corrective action and correction dates.

The Sanitarian is to immediately notify the Regional Concessions Office and the Regional and WASO Environmental Sanitation Offices of the Unsatisfactory Rating.

Copies of all reports are also to be forwarded immediately to the Regional Concessions Office and the Regional PHS Representative by the park. Attached to this should be a statement of action taken or proposed by the park to correct NPS deficiencies, or a copy of an applicable budget request (Form 10-237, 10-238 or other submission). Once an action statement is submitted with the PHS report it need not be attached to subsequent reports for that year unless there is a change.

B. "UNOFFICIAL" OR COURTESY INSPECTIONS

The Superintendent or designated staff member may, from time to time, conduct courtesy inspections for conformity to PHS standards. Such inspections are for the purpose of assisting the concessioner in maintenance of standards and/or to aid in the identification of potential future problems. Such inspections, while beneficial, have no official standing and may not be considered in assignment of periodic or overall ratings. Courtesy inspections may be made using a locally designed form or the regular PHS form, provided that if the PHS form is used, the word "UNOFFICIAL" is printed in large letters at the top and the concessioner is made aware of its courtesy purpose.

C. CORRECTION PERIOD

The Environmental Sanitation Officer shall designate specific correction dates for each deficiency based on the severity of the item, using his/her professional knowledge. In the absence of such desig-

nation and as a general rule, all deficiencies should be assigned a correction period of 15 days of the initial sanitation inspection. Where correction of an item(s) requires a large expenditure, all responsible parties should discuss the situation and mutually agree upon correction dates. This does not preclude modifying or discontinuing parts or all of the food service until correction is completed.

D. REINSPECTION; FOLLOW-UP INSPECTIONS

Where the Rating Score of an establishment is less than 75, a comprehensive full reinspection shall be conducted within 30 days or as otherwise specified in the inspection report, to determine whether the overall status of the facility has improved. Reinspections are to be made by the person making the original inspection or where that is not possible, by another Sanitarian. A copy of the reinspection report should be sent to the Regional Concessions and Sanitation Offices and to the Environmental Sanitation Program Office in WASO.

Where the Rating is 75 or above, a follow-up inspection shall be made as soon as possible following the correction period specified by the Public Health Inspector on the back of Form 2420, to determine whether correction of the specific violations described in the report has been accomplished. Follow-up inspections shall be made by either the person making the inspection or an NPS representative designated by the Superintendent who is knowledgeable of the deficiencies noted.

E. RECORDING PERIODIC RATINGS

Numeric Periodic Rating Scores shall be entered on a Summary of Periodic Food Service Sanitation Rating Scores Form 10-622. Re-evaluation or Follow-up Inspection Scores should not be recorded on this sanitation summary form.

F. ANNUAL RATINGS

After the end of the evaluation year (not later than September 30), an Average Annual Rating Score shall be calculated for each food service establishment or operation following the instructions set forth on the Summary of Periodic Food Service Sanitation Rating Scores (Form 10-622). This resulting score shall then be transferred to the Concession Operational Performance Report (Form 10-629) using a separate line for each facility.

As previously stated, scores from reinspections or follow-up inspections are not to be included in calculation of the annual rating. An Annual Overall Average Rating Score combined for all food service establishments operated by that concessioner shall then be calculated and converted to an NPS Equivalent Rating using the following conversion table:

OVERALL AVERAGE PHS RATING SCORE	NPS EQUIVALENT RATING
85 - 100	SATISFACTORY
75 - 84	MARGINAL
< - 75	UNSATISFACTORY

The NPS Equivalent Rating so determined is to be entered on the Concession Operational Performance Report (Form 10-629).

In assigning the year-end NPS Equivalent Rating, the Superintendent shall take into account, in addition to the numeric inspection scores, the extent to which deficiencies have or have not been corrected within the time specified for correction, as well as excessive fluctuations in rating scores during the operating period. Where warranted, the Superintendent may assign an NPS equivalent rating different from the calculated Numeric Rating but such action must be fully explained in the mandatory narrative (end of the year statement) on the NPS Concessioner Annual Overall Rating (Form 10-631). The end of the year narrative must also discuss by name any facility which has received an unsatisfactory PHS rating throughout the year and give the current status of that facility's operation.

G. Less Than Satisfactory Operations: When any food service facility receives a less than Satisfactory PHS rating or if a severe health hazard exists regardless of score, the Superintendent is to take immediate action.

1. UNSATISFACTORY: When the rating score for an inspection is less than 75 or if a severe health hazard exists regardless of score, the Superintendent may:

   a. Close that facility until the deficiencies have been corrected, or

   b. Take any action listed under 2, below.

2. MARGINAL: When the rating score is from 75 to 84, the Superintendent may:

   a. Require that service be modified or, that certain activities be discontinued until the deficiencies have been corrected, and/or

   b. Closely monitor progress through additional inspections, spot checks or reports and report findings to WASO through the Regional Office.

In every case, the concessioner should be reminded that an annual overall sanitation inspection of less than satisfactory for the year may result in a less than Satisfactory Annual Overall Rating.

SAMPLE - FOOD SERVICE ESTABLISHMENT INSPECTION REPORT

U.S. PUBLIC HEALTH SERVICE
FOOD SANITATION REPORT
for the National Park Service

NPS Owns Building
Concessioner Owns Equip.

Park Anywhere National Park Region RMR Estab. No. _____
Estab. Name Blue Sky Inn Concid No. XXXX000
Date 2/20/87 Owner/operator U.S. Concessions, Inc.
Operates under NPS concession authorization: Yes X No _____
Type of Estab: Restaurant X Snack Bar _____ Bar _____ Grocery _____
Special Event (Temporary) _____ Demonstration _____ Other _____
Type of Insp: Regular X Follow-up _____ Re-insp. _____
Informal _____ Investigation _____ Other _____

ITEM NO.		DEBIT
	FOOD	
*01	Source, sound condition	5
02	Original container; properly labeled	1
	FOOD PROTECTION	
*03	Potentially hazardous food meets temperature requirements during storage, preparation, display, transportation	5
*04	Facilities to maintain product temperature	4
05	Thermometers: provided, conspicuous, accurate	1
06	Potentially hazardous food properly thawed	2
*07	Cross-contamination prevented: detained food segregated. Unwrapped and potentially hazardous food not re-served.	4
08	Food protection during storage, preparation, display, dispensing, packaging, transportation	2
09	Handling of food (ice) minimized	2
10	In use, food dispensing utensils properly stored	1
	PERSONNEL	
*11	Personnel with infections restricted	5
*12	Hands washed and clean; good hygienic practices	5
13	Clean clothes; hair restraints	1
	FOOD EQUIPMENT & UTENSILS	
14	Food-contact surfaces: designed, constructed, maintained, installed, located	2
15	Non-food-contact surfaces: designed, constructed, maintained, installed, located	1
16	Warewashing facilities: designed, constructed, maintained, installed, located, operated	2
17	Accurate thermometers and chemical test kits provided	1
18	Preflushed, prescraped, presoaked	1
19	Wash, rinse water: clean, proper temperature	2
20	Sanitization rinse: clean, temperature, concentration, time. Equipment and utensils sanitized	4
21	Wiping cloths: clean, use-restricted, stored	1
22	Food-contact surfaces of equipment and utensils: clean, free of abrasives and detergents	2
23	Non-food-contact surfaces of equipment and utensils clean	1
24	Clean equipment/utensils: storage, handling	1
25	Single-service articles: storage, handling	1
26	No re-use of single service articles	2
	WATER	
*27	Source: sufficient supply; hot & cold; under pressure	5

ITEM NO.		DEBIT
	SEWAGE	
*28	Sewage and waste water disposal	4
	PLUMBING	
29	Installed, maintained	1
*30	Cross-connection, back siphonage, backflow	5
	TOILET & HANDWASHING FACILITIES	
*31	Number, convenient, accessible, designed, installed	4
32	Toilet rooms: enclosed, self-closing doors. Fixtures: good repair, clean. Tissue, hand cleanser, sanitary towels/hand-drying devices and proper waste receptacles provided	2
	GARBAGE & REFUSE DISPOSAL	
33	Containers or receptacles: covered, adequate number, insect/rodent resistant, pick-up frequency, clean	2
34	Outside storage area and enclosures: properly constructed clean; controlled incineration	1
	INSECT, RODENT, ANIMAL CONTROL	
*35	Presence of insects/rodents; outer openings protected; no animals	4
	FLOORS, WALLS & CEILINGS	
36	Floors: constructed, drained, clean, good repair, covering, installation, dustless methods	1
37	Walls, ceilings: attached equipment, constructed, clean, good repair, surfaces, installation, dustless methods	1
	LIGHTING	
38	Lighting provided as required; fixtures shielded	1
	VENTILATION	
39	Rooms and equipment vented as required	1
	DRESSING ROOMS	
40	Rooms, area, lockers: provided, located, used	1
	OTHER OPERATIONS	
*41	Toxic items: necessary; properly stored, labeled, used	5
42	Premises maintained free of litter, unnecessary articles; cleaning maintenance equipment properly stored	1
43	Complete separation from living/sleeping quarters, laundry	1
44	Clean, soiled linen properly stored	1

Public Health Rating = 100 less weight of debits = 79 (See Back)
Person in charge of estab. _____
NPS Representative Ricky Ranger
Public Health Inspector [illegible]

*Critical health items requiring immediate attention

U.S. GOVERNMENT PRINTING OFFICE: [illegible]

SAMPLE - FOOD SERVICE ESTABLISHMENT INSPECTION REPORT

ITEM NO.	REMARKS	CORRECTED BY
3	Walk-in refrig. #1 50°F. Must be kept 45°F or less.	24 hrs.
5	Provide thermometer in walk-in #1	15 days
6	Chicken thawing at room temp. Thaw in refrig.	immediately
14	Repair or replace deeply gouged, cracked chopping block.	90 days
20	Final rinse on dishwash machine 150°F. Repair to achieve 180°F. If annot do before next meal, use chemical sanitizer or paper service.	immediately
33	Remove accumulation of grease and rotting food from inside of dumpster. Regular cleaning is needed.	15 days
36	Clean grease spillage from around stoves.	48 hrs.
STRUCTURE or EQUIPMENT		
*31	Handwashing sink needed near food prep. area.	6 mos.
35	Repair broken screens all kitchen windows	90 days
*37	Plywood walls in salad room should be painted or covered with material that is smooth, cleanable and non-absorbent.	6 mos.
*39	Install electric exhaust fan in windowless restroom. Must vent to outside. Interwire to turn on with light switch.	1 year

*NPS is responsible for items 31, 37, 39 (6 demerits)
Concessioner is responsible for all other items.

SAMPLE - SUMMARY OF PERIODIC FOOD SERVICE SANITATION RATING SCORES

FORM 10-622
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR

NATIONAL PARK SERVICE

SUMMARY OF PERIODIC FOOD SERVICE SANITATION RATING SCORES

YEAR

Establishment/ Operation: Blue Sky Inn
Concessioner: U.S. Concessions, Inc.

Region: R.M.R.
Park: Anywhere NP

PERIODIC FOOD SERVICE SANITATION RATING SCORES (Do not use Reinspection or Followup Inspections)	DATE
1. 79	1-1-82
2. 95	4-5-82
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	

174 TOTAL

87 Average Periodic Rating Score (APRS) - (Total score divided by the number of comprehensive inspections). Transfer this APRS to the Concession Operational Performance Report (Form 10-629)

SAFETY AND OCCUPATIONAL HEALTH - STD. No. II

NOTE: **THE SAFETY AND OCCUPATIONAL HEALTH STANDARD (STANDARD NO. II) HAS BEEN REVISED AND RENAMED CONCESSIONS LOSS CONTROL PROGRAM. IT HAS BEEN PUBLISHED SEPARATELY IN CHAPTER 34 BUT, IS TO REMAIN AS A PART OF THE OPERATIONAL PERFORMANCE REVIEW.**

OPERATING STANDARDS FOR FOOD AND BEVERAGE SERVICE (INCLUDING EMPLOYEE OPERATION) - No. III

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2 (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard Element No. 4 (A)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. Exclude dining rooms from this section. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Operating Hours. Refer to General Standard, Element No. 11. (B)

12. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

13. Menus. Menus should be clean, attractive and be appropriate for the facility and services provided. A sufficient number of menus shall be avail able to accommodate the customers. The menu should provide a reasonable variety and sufficient number of moderatly priced items or entrees for the type of facility. Handwritten changes on the menu are to be kept to a minimum and are only acceptable if the corrections are neatly made. Menu boards for cafeterias and snackbars should be posted and arranged so that they are easily seen. However, in cafeteria operations in lieu of a menu board, individual prices may be provided at the various stations (salad, dessert, beverage, hot food, etc.). Reduced portions and appropriately priced food items should be provided for children where complete meal service is offered. (B)

14. Authorized Rates. Refer to General Standard Element No. 13. (A)

E. FOOD AND BEVERAGE SERVICE

15. Food Availability. The items listed on the menu or menu board (for cafeterias and snackbars) should be available during the entire serving period. "Running Out" of certain food items may occur occasionally but should be kept at a minimum. Substitutions are to be comparable to the original item. (B)

16. Availability of Condiments. Where table service is utilized, condiments should either be located on the table or the usual condiments provided when the food is served. For cafeteria and snackbar operations, the condiments should be convenient and so located as not to impede the speed of service. The condiment area should be kept clean and replenished as necessary. (B)

17. Customer Attention. Where table service is provided, customers should be seated and provided a menu within a reasonable period of time upon entering the facility and be seated on a first come basis as much as possible

If reservations are accepted they are to be so scheduled, so that customers are seated at the time of their appointed reservation. High chairs or other suitable chair lifts for children shall be available and provided immediately when requested. (B)

18. Food Temperatures. Food should be served at appropriate temperatures. The evaluator should use reasonable judgment in determining this requirement. (B)

19. Food Prepared to Order. For table service operations, entrees which are customarily cooked to order, should be prepared in accordance with the diner's wishes. (B)

20. Merchandising. Foods should be attractively presented, free of discoloration and arranged on plates so that they are not intermingled. Garnish should be used as is customary and should be attractive and have a fresh appearance. Plate rims should be free of food, juices and drippings. Special attention should be given to attractively displaying food on cafeteria counters and counter tops should be appropriately decorated and clean. Glass fronts should be clean and free of condensation. (C)

21. Table Appearance. Tables should be properly set, linens and/or place mats clean and untorn. Tables should have salt, pepper, sugar, ash tray and napkins neatly and uniformally arranged. If table decorations are provided, they should have a fresh appearance and be neatly arranged. (B)

22. Tableware. Dishes, flatware and glasses are to be clean unspotted, free of discoloration, chips and cracks. (A)

23. Guest Checks. At table service restaurants, checks should be presented upon completion of the meal. They should clearly state the cost of each meal or item and be accurately totaled. Individual checks should be provided on request. (C)

24. Furniture Arrangement and Condition. Tables should be arranged so that diners are not crowded, have a feeling of privacy and can be seated without disturbing other guests. All furniture is to be clean and well maintained. Cardboard, napkins or other material used to stabilize tables and chairs is unacceptable. (C)

25. Floors, Walls, Ceilings and Windows(Dining Room). Floors and floor coverings must be clean, free of litter stains and be well maintained. Vinyl floor coverings must be reasonably polished, free of breaks, chips or worn places. Masonry tile or flagstone grouting must be in good repair and clean. Wood floors are to be waxed or otherwise sealed. Carpeting must be clean and free of stains. Walls, ceilings and windows are to be clean and free of cracks, breaks and stains, and have a fresh appearance. (B)

26. Environment. Food and beverage seating areas are to be well ventilated, free of unpleasant odors, properly decorated and illuminated for the type of facility. (B)

27. Employee Meal Hours. Employees, while on duty, should be assigned periods to eat or take coffee breaks that do not interfere with serving the pubic. A specific location is to be designated for this purpose. (C)

F. BEVERAGES

28. Beverages. Serving of drinks and other beverages shall be in accordance with what has been approved by the Superintendent. (B)

29. Drink Presentation. The proper type of glass and garnishment (lemon, lime, celery stick, etc.), is to be used as is customary in the industry. (C)

30. Liquor Laws. All applicable Federal, State and county laws concerning liquor service shall be observed. (A)

31. Vending. Refer to General Standard Element No. 16. (B)

32. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-603

Form 10-603
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
Food and Beverage Service (Including Employee Operations)
Standard No. III

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date (s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION
(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element
	A. FACILITY EXTERIOR
1.	Structure Condition (B) ____
2.	Grounds (B) ____
3.	Public Signs (C) ____
4.	Garbage and Trash (A) ____
	B. FACILITY INTERIOR
5.	Public Restrooms (A) ____
6.	Public Signs (C) ____
7.	Public and Other Areas (B) ____
	C. OPERATIONAL
8.	Employee Performance (A) ____
9.	Employee Attitude (A) ____
10.	Employee Appearance (A) ____
11.	Operating Hours (B) ____
12.	Staffing (A) ____
	D. RATES
13.	Menus (B) ____
14.	Authorized Rates (A) ____
	E. FOOD & BEVERAGE SERVICE
15.	Food Availability (B) ____
16.	Availability of Condiments (B) ____
17.	Customer Attention (B) ____
18.	Food Temperatures (B) ____
19.	Food Prepared to Order (B) ____
20.	Merchandising (C) ____
21.	Table Appearance (B) ____
22.	Tableware (A) ____
	E. (CONT'D)
23.	Guest Checks (C) ____
24.	Furniture Arrangement & Cond. (C) ____
25.	Floors, Walls & Ceilings (B) ____
26.	Environment (B) ____
27.	Employee Meal Hours (C) ____
	F. BEVERAGE
28.	Beverages (B) ____
29.	Drink Presentation (C) ____
30.	Liquor Laws (A) ____
31.	Vending (B) ____
32.	Beverage Container Guidelines (B) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR OVERNIGHT ACCOMMODATIONS - STD. NO. IV

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (A)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Public and Other Areas. Refer to General Standard, Element No. 7. This does not apply to specific lodging rooms. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Reservations and Deposit Refunds. Reservation cancellation and deposit refund policies shall be reasonable, not overly restrictive, efficiently handled and be contained in appropriate advertising material, rate schedule and/or operative agreement as approved by the

Superintendent, and in conformance with Chapter 29. (B)

12. Identification of Area. Each lodging facility must have an adequate and easily identifiable area for registration and check-out purposes. (C)

13. Operating Hours. In addition to General Standard, Element No. 11, the following will apply. When closed, instructions are to be conspicuously posted, illuminated and provide information as to contacting the management and procedures to follow in event of emergencies. (B)

14. Staffing. Refer to General Standard, Element No. 12. (A)

15. Room Availability. Rooms shall be made available to guest within a reasonable period. Guests should not be required to wait in excess of 2 hours from the established check-out time for the facility and should never be later than 4:00 p.m. If space permits, security shall be provided for visitors' luggage until their rooms become available. (B)

16. Informational Material. The registration area shall have general park and concession information available such as operating hours for park and concessioner services and activities. (C)

D. RATES

17. Authorized Rates. Refer to General Standard, Element No. 13. (A)

18. Posting of Rates. In addition to General Standard, Element No. 14, the following will apply. Rates will be posted in individual rooms or be conspicuously posted at the registration area. (B)

E. ROOM HOUSEKEEPING AND SERVICES PROVIDED

19. Room Organization. Rooms must contain adequate space for guests to move about comfortably, yet

not contain unnecessary furniture or oversized furniture that result in a congested appearance.

Furniture should be so placed as not to impede free movement within the room and result in a well organized unit. (C)

20. Furniture and Furnishings.
Each guest room is to be adequately furnished and equipped with accessories to meet visitor needs. This includes a sufficient number of chairs, tables, waste basket(s), ash tray(s), coat hangers and luggage racks. All furniture and accessories are to be clean, free of dust and stains and in good condition. All room elements should be color coordinated. (B)

21. Window Coverings. All window coverings including draperies, blinds and shades, must be cleanable and designed to provide for the guests' privacy. Such coverings must effectively shut out annoying light from outside sources. (B)

22. Floor, Walls, Ceilings and Windows. Floors and floor coverings must be clean, untorn, free of litter, stains and in good repair. Vinyl floor coverings must be highly polished, free of cracks, chips or otherwise worn, masonry tile grouting must be in good repair and clean; wood floors are to be polished or otherwise sealed. Area rugs must be treated to prevent slippage. Walls, ceilings and windows must be clean, free of defects such as cracks, breaks, torn coverings, stains, etc. (B)

23. Bedding. Each bed must be made-up with two sheets, one mattress pad, pillow(s) and pillow case(s), blanket and bedspread. All bedding must be clean, untorn and free of stains, and of the proper size for the mattress. Depending on location and climatic conditions, a second blanket for each bed should be available, preferably in the room but at a minimum, obtainable at the registration desk. (A)

24. Bed Condition. Mattresses are to be clean, ordorless, non-sagging, free of lumps and protruding tufts, and sized to fit the bed frame or springs. Springs are to be non- protruding, quiet and

unbroken. Frames are to be dust free and in good repair. (A)

25. Illumination. Sufficient lamps must be provided to properly illuminate the room. Lamps for reading or writing purposes must be provided and the bulbs be at least 75 watts. However, the bulb wattage is not to exceed the specification printed on the specific light fixture. (C)

26. Environment. Guest rooms are to be well ventilated, odorless, and free of insects and rodents or evidence thereof. Doors and windows including screens are to be sufficiently tight to preclude the entry of rodents and insects. (B)

27. Security. All doors and windows accessible to the room must have adequate, operable locking devices and changed as necessary to preclude key duplication and theft problems. Doors must have a double locking system from the inside. Entry doorways must be sufficiently illuminated to allow easy access. (A)

28. Utilities and Appliances. Heaters, air conditioners and other appliances (stoves, refrigerators, cooking and eating utensils, etc.) must be in good condition, operable, adequate, clean and reasonably quiet and available as required by the Superintendent. (B)

29. Vending. Refer to General Standard, Element No. 16. (B)

30. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

F. BATHROOM

31. Linen. Quality, clean linens, in good condition, shall be provided in each bathroom. There shall be one large bath size towel, one hand towel and one face cloth per person. Each bathroom shall also have one bath mat of adequate size. In the event baths are used in common (one bath shared by several rooms), linens are to be placed in the guest room. (A)

one face cloth per person. Each bathroom shall also have one bath mat of adequate size. In the event baths are used in common (one bath shared by several rooms), linens are to be placed in the guest room. (A)

32. Soap. There shall be at least one individually wrapped soap bar per person. In the event bathrooms are used in common (one bath shared by several rooms), the requirement remains the same and supplies shall be placed in the guest room. (B)

33. Toilet and Facial Tissue. Toilet and facial tissue must be of good quality and conveniently located. One roll or package of toilet tissue must be held in reserve and conveniently located. Facial tissue shall be provided in each unit bathroom. Toilet facilities used in common with a number of rooms must have a supply of toilet tissue in reserve and be conveniently located. (B)

34. Drinking Containers. For each person there must be one sanitized, wrapped drinking glass or single service cup. Where single service cups are used, they must be stored in a clean, properly sized enclosed dispenser that is designed for that purpose, if not wrapped. When ice is available, then each room is to contain a clean ice bucket. (B)

35. Wastebaskets. Each bathroom shall contain one clean wastebasket that is in good repair. (C)

36. Shower Enclosures. Shower or tub curtains must be untorn, clean and free of mildew. They shall be of sufficient length and width to prevent water from flowing onto the floor. Other types of enclosures (hinged and slidding doors), must meet the above criteria and, in addition, be easily moveable and free of breaks. Sliding-door tracks must be clean and in good repair. (B)

37. Tub/Shower. Showers and bath tubs shall be clean, unspotted, reasonably free of stains, inside and out, and in good condition. Tubs and showers must be equipped with either a non-slip mat or constructed with non-skid surfaces or strips that are tightly secured, clean and free of mildew and untorn. (A)

38. Fixtures. Toilets, sinks, faucets, tissue dispensers, mirrors, towel racks, light fixtures, etc., shall be clean, unpitted and free of cracks. (A)

39. Environment. Bathroom areas shall be clean, well ventilated, free of litter and offensive odors, and well maintained. Floors, walls, ceiling, doors, and windows, are to be clean and mildew free. (A)

Concessioner Review Program-Operational Performance Standards

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-604

Form 10-604
(Rev. 6/82)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Overnight Accommodations)
Standard No. IV

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. (CONT'D)		E. (CONT'D)
1.	Structure Condition (B) ____	14.	Staffing (A) ____	26.	Environment (B) ____
2.	Grounds (B) ____	15.	Room Availability (B) ____	27.	Security (A) ____
3.	Public Signs (C) ____	16.	Informational Material (C) ____	28.	Utilities & Appliances (B) ____
4.	Garbage and Trash (A) ____		D. RATES	29.	Vending (C) ____
	B. FACILITY INTERIOR	17.	Authorized Rates (A) ____	30.	Beverage Container Guidelines (B) ____
5.	Public Restrooms (A) ____	18.	Posting of Rates (B) ____		F. BATHROOM
6.	Public Signs (C) ____		ROOM HOUSEKEEPING AND	31.	Linen (A) ____
7.	Public & Other Areas (B) ____		E. SERVICES PROVIDED	32.	Soap (B) ____
	C. OPERATIONAL	19.	Room Organization (C) ____	33.	Toilet & Facial Tissue (B) ____
8.	Employee Performance (A) ____	20.	Furniture & Furnishings (B) ____	34.	Drinking Containers (B) ____
9.	Employee Attitude (A) ____	21.	Window Coverings (B) ____	35.	Wastebaskets (C) ____
10.	Employee Appearance (A) ____	22.	Floors, Walls, Ceilings & Windows (B) ____	36.	Shower Enclosures (B) ____
11.	Reservation & Deposit Refunds (B) ____	23.	Bedding (A) ____	37.	Tub/Shower (A) ____
12.	Identification of Area (C) ____	24.	Bed Condition (A) ____	38.	Fixtures (A) ____
13.	Operating Hours (B) ____	25.	Illumination (B) ____	39.	Environment (A) ____

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY

OPERATING STANDARDS FOR MERCHANDISING OPERATIONS - NO. V

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)

2. Grounds. Refer to General Standard, Element No. 2. (B)

3. Public Signs. Refer to General Standard, Element No. 3. (C)

4. Garbage and Trash. Refer to General Standard, Element No. 4. (B)

B. FACILITY INTERIOR

5. Public Restrooms. Refer to General Standard, Element No. 5. (A)

6. Public Signs. Refer to General Standard, Element No. 6. (C)

7. Display/Sales and Other Areas. In addition to General Standard, Element No. 7, the following shall apply. Display areas and aisles shall not be cluttered or crowded. Shelving and other display fixtures may be rustic, if appropriate but must be of high quality, good taste and appearance, and be suitably finished as to be easily cleaned and maintained. Professionally manufactured display equipment is recommended. Hanging or displaying of a variety of merchandise from rafters, ceilings ropes, chains, over windows, in doorways or in the aisles, etc., is not acceptable, unless normally hung that way in ordinary use. Overall, the shops shall have an uncluttered appearance. (B)

C. OPERATIONAL

8. Employee Performance. Refer to General Standard, Element No. 8. (A)

9. Employee Attitude. Refer to General Standard, Element No. 9. (A)

10. Employee Appearance. Refer to General Standard, Element No. 10. (A)

11. Operating Hours. Refer to General Standard, Element No. 11. (B)

12. Staffing. Refer to General Standard, Element No. 12. (A)

D. RATES

13. Authorized Rates and Labeling. In addition to General Standard, Elements No. 13 & 14, the following shall apply. All merchandise must be properly tagged as to selling price. Use of stickers, grease pencils, or stringed price tags are acceptable. Identical items may be marked by display area, rather than on each item. Pricing labels however, shall not conceal point of origin (if foreign made) or other identification. *Merchandise fabricated from animal skins must be labeled to indicate that skins were obtained from legally authorized sources and are not from threatened and/or endangered species. The manufacturer of such merchandise must certify in writing to the concessioner that their products meet these requirements.* Articles sold as genuine Indian/Eskimo handcraft shall be so labeled. Such items can be identified by display provided the display is exclusively native handcraft. The authenticity of each item shall be clearly stated, so as to distinguish from commercial or machine-made Indian/Eskimo merchandise. Intermingling of other items of different origin is not permissible. Such handcraft items shall be physically separated from manufactured fascimiles, from novelty items, from foreign imports, etc., to reduce purchaser confusion. Handcraft merchandise shall be clearly visible to attract visitors and promote sales. Additionally, producers or associations of producers of genuine handcraft articles must certify in writing to the concessioner that their products are produced according to production standards outlined in the Handcraft and Merchandise policy. (See Chapter 28) (A)

14. Sales Verification. Refer to General Standard, Element No. 15. OC)

E. MERCHANDISE

15. Authentic United States Handcrafts and Indian/Eskimo Handcraft. Such merchandise shall be checked to see if it is given preferred treatment in the selection, display, and sales promotion and meets the following production standards. (A)

    a. Is predominately handmade

    b. Is predominately individually produced under conditions not resembling an assembly line of the factory system; and

    c. Is produced by using only such devices or machines that allow the manual skill of the maker or makers to condition the overall shape and design of each individual product.

16. Other Preferred Merchandise. Articles or items associated with or in interpretive of the area or geographical regions in which the concession shop is located. (B)

17. Other Acceptable Merchandise. The sales of these items is permitted under the following conditions: (B)

    a. Commercially or machine manufactured Indian type merchandise, including articles which copy in design handmade jewelry and craft items, which must be labeled individually or collectively.

    b. Foreign imports must be properly labeled to indicate the origin of manufacture. They should not, however, be handled in such quantity as to exclude other merchandise.

    c. Natural merchandise symbolic or representative of those found in the area but not originating in National Park Service areas must be labeled and identified so as to indicate their origin. Plant materials or other natural materials originating in National Park Service areas cannot be sold.

d. Animal skins, fabricated into such items as leather gloves, skirts, or jackets, mukluks, etc., may be sold provided they are * obtained from legally authorized sources and are not from threatened and/or endangered species.*

e. Souvenir or novelty articles which identify the park by simple area, name, decal or by picture of the area or popular feature, such as pennants, sweatshirts, T-shirts, linens, etc.

* f. Outdated merchandise such as film and other items where spoilage is not a problem may be sold at a discount rate provided that it is properly labelled as being outdated, and is displayed separately from merchandise which has not exceeded the manufacturers "Do not sell after" date.*

18. Unacceptable Merchandise. Souvenirs or other merchandise may be sold with the exception of the following: (A)

a. All articles which persons of normal sensitivity might consider obscene, sexually oriented, suggestive, indecent, blasphemous, profane, vulgar, or in ridicule of established institutions, persons or customs. Also, merchandise that is harmful or hazardous.

b. Archeological specimens or objects of American Indian origin, such as pottery or arrowheads more than 100 years old, regardless of the place of origin.

c. Plant materials or natural plants and animals and products therefrom, including animal skins, taxidermal specimens, imported and domestic skins or parts of animals, etc., except as perpermitted in 17(d) above.

d. Merchandise * which is subject to spoilage and has * exceeded the producer's specific "Do not sell after" date.

F. OTHER

19. Vending. Refer to General Standard, Element No. 16. (B)

20. Beverage Container Guidelines. Refer to General Standard, Element No. 17. (B)

PERIODIC CONCESSION EVALUATION REPORT - FORM 10-605

Form 10-605
(Rev. 6/62)

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Merchandising Operations)
Standard No. V

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The elements checked (√) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (√) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
	A. FACILITY EXTERIOR		C. OPERATIONAL		E. MERCHANDISE
1.	Structure Condition (B) ____	8.	Employee Performance (A) ____	15.	Genuine Native & American Indian Handcraft (A) ____
2.	Grounds (B) ____	9.	Employee Attitude (A) ____	16.	Other Preferred Merchandise (B) ____
3.	Public Signs (C) ____	10.	Employee Appearance (A) ____	17.	Other Acceptable Merchandise (B) ____
4.	Garbage and Trash (B) ____	11.	Operating Hours (B) ____	18.	Unacceptable Merchandise (A) ____
	B. FACILITY INTERIOR	12.	Staffing (A) ____		F. OTHER
5.	Public Restrooms (A) ____		D. RATES	19.	Vending (B) ____
6.	Public Signs (C) ____	13.	Auth. Rates & Labeling (A) ____	20.	Beverage Container Guidelines (B) ____
7.	Display/Sales & Other Areas (B) ____	14.	Sales Verification (C) ____		

ITEM NO.	EVALUATION OBSERVATIONS	CORRECT BY (Date)	DATE CORRECTED

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION (A)	(B)	(C)	NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

REMARKS:

SUPERINTENDENT'S COPY