

# Appendix B: Audit questionnaire

## Data

Question	Shopper guidance	Answer set	Format
Date of visit	-	-	[dd/mm/yyyy]
Time of visit	-	-	[hh:mm]
Organisation visited	-	[verbatim comment box]	-
Establishment type	-	-	-
Region	-	-	England/Northern Ireland/Wales
Standing facing the outlet, what was on the left of the outlet?	Record the name and type of establishment – for example, White Horse pub or Marks and Spencer	[verbatim comment box]	-
Standing facing the outlet, what was on the right of the outlet?	Record the name and type of establishment – for example, White Horse pub or Marks and Spencer	[verbatim comment box]	-
Please upload an image of the outlet	(the picture must show the signage of the outlet, please refer to the briefing notes for examples)	-	-

## Outlet type

Question	Shopper guidance	Answer set	Format
Did this premises have its own entrance(s)?	-	Yes/No	-
How many public entrances did the outlet have?	-	1/2/3 or more	-
Was the outlet on an external road or street or within a larger establishment?	-	<ul style="list-style-type: none"> <li>on a road/street</li> <li>in a larger establishment</li> <li>somewhere else (please explain)</li> </ul>	compulsory comment for 'somewhere else' please explain
Was the outlet open at the time of your visit?	If no, please detail any further information about the closure	<ul style="list-style-type: none"> <li>yes</li> <li>no - stopped trading</li> <li>no - does not exist</li> <li>no - closed at time of visit</li> <li>yes but I was unable to gain access to the outlet please comment</li> <li>No - other reason please comment</li> </ul>	If no, remainder of form to close (apart from Please specify whether the site has stopped trading/didn't exist or was closed at the time of the visit:) and compulsory comment box for further details
If it is closed at the time of visit, please revisit during trading hours. If it is permanently closed, go back to MSL so that they can provide a replacement like-for-like business.	-	-	-
Did you see an FHRS sticker at this outlet?	Please note, if you could not locate a sticker please describe where you looked, including whether you were able to enter outlet.	Yes/No (please comment)	-

Question	Shopper guidance	Answer set	Format
Was the sticker displayed on one or more entrances?	Please explain which entrances were not displaying	One entrance only - please comment Some of the entrances - please comment All entrances	Only visible if more than 1 entrance selected
Did you check the following outlets inside the outlet for a sticker	-	-	-
In the area just inside the customer access point of the internal outlet	-	Yes/No (please explain)	Only applicable to no own entrance
On the inside of the door(s) or window(s)	-	Yes/No (please explain)	Only applicable to no own entrance
On the inside of the door(s) or window(s)	-	Yes/No (please explain)	Only applicable to no own entrance
On the walls in the main service area	-	Yes/No (please explain)	Applicable to all
At the counter or till	-	Yes/No (please explain)	Applicable to all
At the entrances to any non-public areas. for example, the kitchen	-	Yes/No (please explain)	Applicable to all
Somewhere else (please state where)	-	Yes/No (please explain)	Applicable to all compulsory comment for somewhere else

## Food Hygiene Rating Scheme stickers

Question	Shopper guidance	Answer set	Format
Did this premises have its own entrance(s)?	-	Yes/No	-
How many public entrances did the outlet have?	-	1/2/3 or more	-

## Other observations

Question	Shopper guidance	Answer set	Format
How many FHRS stickers did you see at the outlet?	-	1/2/3/4/5/more than 5	-
If "more than 5" is selected, then prior to the start of the first loop, we need a instruction on screen saying "YOU WILL ONLY BE ASKED TO RECORD DETAILS ABOUT THE FIRST FIVE FHRS STICKERS THAT YOU SAW AT THE OUTLET IN THE NEXT FEW QUESTIONS"	-	-	-
Sticker 1: Was the food hygiene rating sticker visible from the outside of the premises?	For example, could you see the sticker without entering the premises?	Yes/No	-
Sticker 1: Was the FHRS sticker clearly visible?	By clearly visible we mean not obscured by any other stickers or posters and not blocked from view by any furniture or objects for example, plant pot	Yes/No	-
Sticker 1: Where was the sticker located? (for outlets with their own entrance)	-	<ul style="list-style-type: none"> <li>on the inside of the door(s) or window(s) so that it is visible from outside of the outlet</li> <li>on the inside of the door(s) or window(s) so that it is visible from inside the outlet only</li> <li>in the area just inside the entrance?</li> <li>on the walls in the main service area</li> <li>at the counter or till</li> <li>at the entrances to any non-public areas e.g. the kitchen</li> <li>somewhere else - please comment</li> </ul>	Only visible for outlets with their own entrance

Question	Shopper guidance	Answer set	Format
Sticker 1: Where was the sticker located? (for outlets without their own entrance)	-	<ul style="list-style-type: none"> <li>• in the area just inside the entrance?</li> <li>• on the walls in the main service area</li> <li>• at the counter or till</li> <li>• at the entrances to any non-public areas for example, the kitchen</li> <li>• somewhere else - please comment</li> </ul>	Only visible for outlets without their own entrance
Sticker 1: What rating was on the sticker?	-	<ul style="list-style-type: none"> <li>• awaiting inspection(for England and NI)</li> <li>• rating Awaited (for Wales)</li> <li>• 0 – (Urgent Improvement Necessary)</li> <li>• 1 – (Major Improvement Necessary)</li> <li>• 2 – (Improvement Necessary)</li> <li>• 3 – (Generally satisfactory)</li> <li>• 4 – (Good)</li> <li>• 5 – (Very Good)</li> </ul>	-
Sticker 1: Please upload a photo of the front of sticker 1.	Please do this discreetly and in context of the surroundings. If it is not possible to take a photo discreetly, please do not take a photo.	[UPLOAD]	-
Sticker 2: Was the food hygiene rating sticker visible from the outside of the premises?	For example, could you see the sticker without entering the premises?	Yes/No	-
Sticker 2: Was the FHRS sticker clearly visible?	By "clearly visible" we mean not obscured by any other stickers or posters and not blocked from view by any furniture or objects for example, plant plot.	Yes/No	-
Sticker 2: Where was the sticker located? (for outlets with their own entrance)	-	<ul style="list-style-type: none"> <li>• on the inside of the door(s) or window(s) so that it is visible from outside of the outlet</li> <li>• on the inside of the door(s) or window(s) so that it is visible from inside the outlet only</li> <li>• in the area just inside the entrance?</li> <li>• on the walls in the main service area</li> <li>• at the counter or till</li> <li>• at the entrances to any non-public areas e.g. the kitchen</li> <li>• somewhere else - please comment</li> </ul>	Only visible for outlets with their own entrance
Sticker 2: Where was the sticker located? (for outlets without their own entrance)	-	<ul style="list-style-type: none"> <li>• in the area just inside the entrance?</li> <li>• on the walls in the main service area</li> <li>• at the counter or till</li> <li>• at the entrances to any non-public areas for example, the kitchen</li> <li>• somewhere else - please comment</li> </ul>	Only visible for outlets with their own entrance
Sticker 2: What rating was on the sticker?	-	<ul style="list-style-type: none"> <li>• awaiting inspection(for England and NI)</li> <li>• rating Awaited (for Wales)</li> <li>• 0 – (Urgent Improvement Necessary)</li> <li>• 1 – (Major Improvement Necessary)</li> <li>• 2 – (Improvement Necessary)</li> <li>• 3 – (Generally satisfactory)</li> <li>• 4 – (Good)</li> <li>• 5 – (Very Good)</li> </ul>	-
Sticker 2: Please upload a photo of the front of sticker 2.	Please do this discreetly and in context of the surroundings. If it is not possible to take a photo discreetly, please do not take a photo.	[UPLOAD]	-
Sticker 3: Was the food hygiene rating sticker visible from the outside of the premises?	For example, could you see the sticker without entering the premises?	Yes/No	-

Question	Shopper guidance	Answer set	Format
Sticker 3: Was the FHRS sticker clearly visible?	By "clearly visible" we mean not obscured by any other stickers or posters and not blocked from view by any furniture or objects for example, plant plot.	Yes/No	-
Sticker 3: Where was the sticker located?	-	<ul style="list-style-type: none"> <li>on the inside of the door(s) or window(s) so that it is visible from outside of the outlet</li> <li>on the inside of the door(s) or window(s) so that it is visible from inside the outlet only</li> <li>in the area just inside the entrance?</li> <li>on the walls in the main service area</li> <li>at the counter or till</li> <li>at the entrances to any non-public areas e.g. the kitchen</li> <li>somewhere else - please comment</li> </ul>	Only visible for outlets without their own entrance.
Sticker 3: Where was the sticker located? (for outlets with their own entrance)	-	<ul style="list-style-type: none"> <li>in the area just inside the entrance?</li> <li>on the walls in the main service area</li> <li>at the counter or till</li> <li>at the entrances to any non-public areas for example, the kitchen</li> <li>somewhere else - please comment</li> </ul>	Only visible for outlets without their own entrance.
Sticker 3: What rating was on the sticker? (for outlets without their own entrance)	-	<ul style="list-style-type: none"> <li>awaiting inspection(for England and NI)</li> <li>rating Awaited (for Wales)</li> <li>0 – (Urgent Improvement Necessary)</li> <li>1 – (Major Improvement Necessary)</li> <li>2 – (Improvement Necessary)</li> <li>3 – (Generally satisfactory)</li> <li>4 – (Good)</li> <li>5 – (Very Good)</li> </ul>	-
Sticker 3: Please upload a photo of the front of sticker 3.	Please do this discreetly and in context of the surroundings. If it is not possible to take a photo discreetly, please do not take a photo.	[UPLOAD]	-
Sticker 4: Was the food hygiene rating sticker visible from the outside of the premises?	For example, could you see the sticker without entering the premises?	Yes/No	-
Sticker 4: Was the FHRS sticker clearly visible?	By "clearly visible" we mean not obscured by any other stickers or posters and not blocked from view by any furniture or objects for example, plant plot.	Yes/No	-
Sticker 4: Where was the sticker located? (for outlets with their own entrance)	-	<ul style="list-style-type: none"> <li>on the inside of the door(s) or window(s) so that it is visible from outside of the outlet</li> <li>on the inside of the door(s) or window(s) so that it is visible from inside the outlet only</li> <li>in the area just inside the entrance?</li> <li>on the walls in the main service area</li> <li>at the counter or till</li> <li>at the entrances to any non-public areas e.g. the kitchen</li> <li>somewhere else - please comment</li> </ul>	Only visible for outlets without their own entrance.
Sticker 4: Where was the sticker located? (for outlets without their own entrance)	-	<ul style="list-style-type: none"> <li>in the area just inside the entrance?</li> <li>on the walls in the main service area</li> <li>at the counter or till</li> <li>at the entrances to any non-public areas for example, the kitchen</li> <li>somewhere else - please comment</li> </ul>	Only visible for outlets without their own entrance.

Question	Shopper guidance	Answer set	Format
Sticker 4: What rating was on the sticker?	-	<ul style="list-style-type: none"> <li>• awaiting inspection(for England and NI)</li> <li>• rating Awaited (for Wales)</li> <li>• 0 – (Urgent Improvement Necessary)</li> <li>• 1 – (Major Improvement Necessary)</li> <li>• 2 – (Improvement Necessary)</li> <li>• 3 – (Generally satisfactory)</li> <li>• 4 – (Good)</li> <li>• 5 – (Very Good)</li> </ul>	-
Sticker 4: Please upload a photo of the front of sticker 4.	Please do this discreetly and in context of the surroundings. If it is not possible to take a photo discreetly, please do not take a photo.	[UPLOAD]	-
Sticker 5: Was the food hygiene rating sticker visible from the outside of the premises?	For example, could you see the sticker without entering the premises?	Yes/No	-
Sticker 5: Was the FHRS sticker clearly visible?	By "clearly visible" we mean not obscured by any other stickers or posters and not blocked from view by any furniture or objects for example, plant plot.	Yes/No	-
Sticker 5: Where was the sticker located? (for outlets with their own entrance)	-	<ul style="list-style-type: none"> <li>• on the inside of the door(s) or window(s) so that it is visible from outside of the outlet</li> <li>• on the inside of the door(s) or window(s) so that it is visible from inside the outlet only</li> <li>• in the area just inside the entrance?</li> <li>• on the walls in the main service area</li> <li>• at the counter or till</li> <li>• at the entrances to any non-public areas e.g. the kitchen</li> <li>• somewhere else - please comment</li> </ul>	Only visible for outlets with own entrance
Sticker 5: Where was the sticker located? (for outlets without their own entrance)	-	<ul style="list-style-type: none"> <li>• in the area just inside the entrance?</li> <li>• on the walls in the main service area</li> <li>• at the counter or till</li> <li>• at the entrances to any non-public areas for example, the kitchen</li> <li>• somewhere else - please comment</li> </ul>	Only visible for outlets with own entrance
Sticker 5: What rating was on the sticker?	-	<ul style="list-style-type: none"> <li>• awaiting inspection(for England and NI)</li> <li>• rating Awaited (for Wales)</li> <li>• 0 – (Urgent Improvement Necessary)</li> <li>• 1 – (Major Improvement Necessary)</li> <li>• 2 – (Improvement Necessary)</li> <li>• 3 – (Generally satisfactory)</li> <li>• 4 – (Good)</li> <li>• 5 – (Very Good)</li> </ul>	-
Sticker 5: Please upload a photo of the front of sticker 5.	Please do this discreetly and in context of the surroundings. If it is not possible to take a photo discreetly, please do not take a photo.	[UPLOAD]	-