Food safety

# Retail Outlet Inspection and Store Auditing

One day to inspect a food retail store methodically: a checklist suited to the banner, visit sequence, cold chain, dates, service counters, cleaning, pests, consumer information. Intended for retail banners and their quality teams, it draws on ACG's experience in store inspections and ends with a real visit followed by writing the report.

**Duration : 1 day**

## Objectives

1. Build an inspection checklist suited to a store format and to the banner's policy
2. Conduct a visit in a logical order, from receiving to the sales floor and the stockrooms
3. Check the cold chain, date management, hygiene at service counters and allergen information in assisted sales
4. Write factual findings, score them and propose actions to the store manager
5. Track network results through indicators and organise follow-up visits

## Programme

**Day 1 — morning**

• Role of store inspection: protecting the consumer, the banner and its own brands

• Inspection checklist: themes, criteria, weighting, automatic-fail points

• Receiving and stockrooms: receiving temperatures, rotation, returned products, waste

• Self-service shelves: cold chain, use-by dates, damaged products, in-store withdrawals and recalls

**Day 1 — afternoon (workshop)**

• Service counters and store workshops: butcher, fishmonger, cheese counter, bakery, delicatessen

• Cleaning, pests, personal hygiene, allergen information in assisted sales

• Inspection visit of a store with the checklist

• Writing the report, feedback to the store manager, follow-up of actions

## Teaching methods

• Anonymised examples of store inspection checklists and reports

• Real visit to one of the banner's stores, in pairs

• Role play: feedback to the store manager

• Scoring and calibration exercise between inspectors

• Final test and cross-review of the visit reports

## Assessment and documents

Knowledge test and assessment of the inspection report written after the visit, reaction survey at D+1. Numbered certificate verifiable online for each participant; training report handed to the banner.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

**Good to know**

For managing the withdrawals and recalls decided by the banner, see “Traceability, Withdrawal, Recall and Crisis Management”. Approval of own-brand suppliers is covered in “Supplier Evaluation and Auditing”.

## Practical information

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| **Duration** | 1 day |
| **Audience** | Banner quality managers, internal auditors, regional coordinators, store managers |
| **Prerequisites** | No prerequisites |
| **Group size** | Groups of 6 to 12 participants, in-company |
| **Format** | In-company, face to face on your site |
| **Language** | French, Darija or English; bilingual materials |
| **Funding** | OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost. |
| **Programme customisation** | Programme adapted to your procedures, your equipment and your audience |

## Frequently asked questions

**Who is this training for?**

Food retail banners: network quality managers, internal auditors, regional coordinators and store managers. It applies to hypermarkets, supermarkets and convenience stores.

**Does a store inspection replace the official inspection?**

No. It is an internal check by the banner, or carried out on its behalf. It helps stores stay compliant between two inspections by the authorities, without replacing them.

**Can we use our own checklist?**

Yes, and that is preferable. Your checklist is reviewed during the morning, then used during the visit. If you do not have one, the day produces a first version.

**How do we harmonise scores between inspectors?**

By scoring the same situations together and comparing the differences. The afternoon’s calibration exercise serves this purpose, and it can be repeated each year with your team.