PROTECH FACILITY SERVICES

FACILITY HEALTH CHECK™
HC-2026-0000

Helping Businesses Protect Their First Impression

Sample Grocery Store

SITE ADDRESS
123 Example Street, Barrie, ON L4M 0A0

FACILITY TYPE
Grocery Store

ASSESSED BY
Angela Nardella

CLIENT REPRESENTATIVE
Jordan Sample

STARTED
October 14, 2026 at 9:30 a.m.

COMPLETED
October 14, 2026 at 11:05 a.m.

FACILITY HEALTH SCORE

44.5 / 50

Excellent

HOW THE SCORE ADDS UP

Four sections **34.5 / 40**
+ Improvement Opportunities **10** = **44.5 / 50**

IMPROVEMENT OPPORTUNITIES

4 recommended · 1 item N/A

SECTION SCORES

First Impression	9 / 10
Cleanliness & Hygiene	8.5 / 10
Facility Presentation	8 / 10
Walkthrough Observations	9 / 10
Improvement Opportunities *always counts in full*	10 / 10

OVERALL OBSERVATIONS

Sample Grocery Store presents very well. Floors, glass, checkouts and washrooms were clean at the time of the visit, and the sales floor is bright and well organized. The score reflects a handful of detail items: worn entrance mats, high-level dust above the produce department and some minor wall and ceiling damage.

1. First Impression — 9 / 10

What does a customer see within the first 30 seconds?

EXTERIOR

Parking lot clean *Lot swept; cart corrals tidy.*	Yes
No litter	Yes

SAMPLE REPORT

Sidewalks clean	Yes
Landscaping maintained	Yes
Exterior lighting clean	Yes
Building exterior clean	Yes
Windows clean	Yes
Entrance doors clean	Yes
Shopping carts organized (if applicable)	Yes
Garbage containers clean *Lids on the two exterior bins by the main entrance are sticky and stained.*	No
No overflowing waste	Yes
Exterior signage clean	Yes
Entrance mats clean *Vestibule mats are worn through at the centre and curling at the edges.*	No
Exterior walls free of stains *Rust staining on the block wall below the downspout beside the cart corral.*	No
Seasonal maintenance completed	Yes

INTERIOR ENTRANCE

Clean smell *Fresh, neutral smell on entry; bakery aroma noticeable.*	Yes
Bright lighting	Yes
Floors clean	Yes
Glass spotless	Yes
Reception tidy	Yes
Displays organized	Yes
No clutter	Yes
No cobwebs	Yes
No fingerprints	Yes
Professional appearance	Yes

SECTION NOTES

A strong first impression overall: bright, clean entrance and spotless glass. The mats and exterior bins are the only items holding it back.

SAMPLE REPORT

2. Cleanliness & Hygiene — 8.5 / 10

Is the facility visibly clean and sanitary?

Floors vacuumed *No carpeted areas on the sales floor.*	N/A
Floors swept	Yes
Floors mopped	Yes
Floors free of stains	Yes
No floor buildup *Light buildup along the edges of the main aisles, against the shelving bases.*	No
Corners clean *Grout in the washroom floor corners is darkening.*	No
Baseboards clean	Yes
Toilets clean	Yes
Urinals clean	Yes
Sinks clean	Yes
Mirrors clean	Yes
Fixtures polished	Yes
Soap stocked	Yes
Paper products stocked	Yes
Garbage emptied	Yes
Washrooms odour free *Both washrooms fresh and fully stocked at time of visit.*	Yes
Door handles clean	Yes
Push plates clean	Yes
Railings clean	Yes
Light switches clean	Yes
Counters clean	Yes
POS areas clean	Yes
Touch screens clean *Self-checkout screens wiped and smudge free.*	Yes
Shelving dust free	Yes

SAMPLE REPORT

Displays dust free	Yes
Ledges dust free *Dust on the tops of the produce cases.*	No
Vents clean *Return vents above the produce department are dusty.*	No
Ceiling corners dust free *Cobwebs and dust in the high corners above produce and the bakery.*	No
Windowsills clean	Yes



Customer washroom: fixtures, mirrors and partitions clean and stocked.

3. Facility Presentation — 8 / 10

Does the facility present a professional, organized, and well-maintained appearance?

Facility appears professional	Yes
Facility is organized and clutter free	Yes
Merchandise or displays are neat and well stocked (if applicable) *Shelves well faced; seasonal display at the front is very well presented.*	Yes
Reception or customer service area is welcoming	Yes
Furniture is clean and in good condition	Yes
Fixtures and shelving are clean and damage free	Yes
Walls are free of noticeable damage *Scuffed and chipped wall corners in the entrance vestibule, likely from carts.*	No
Ceilings are free of stains or missing tiles *Two water-stained ceiling tiles near the receiving door.*	No
Lighting is bright and consistent throughout	Yes
Light fixtures are clean and functioning *One fixture out above aisle 7; fixture lenses above produce are dusty.*	No

SAMPLE REPORT

Signage is current, clean, and easy to read	Yes
Décor and branding are consistent throughout the facility	Yes
Equipment is clean and well maintained	Yes
Customer areas are inviting and comfortable	Yes
Employee work areas appear organized	Yes
Storage areas are neat and organized (if applicable) *Backroom pallets are crowding the walkway to the receiving door.*	No
Overall presentation reflects a well-managed business	Yes

4. Walkthrough Observations — 9 / 10

Areas that are commonly overlooked but significantly impact the customer experience.

Cobwebs absent	Yes
Dust accumulation absent *Dust building up on top of the produce cases and wall-mounted signage.*	No
Dirty vents absent	Yes
Baseboard buildup absent	Yes
Dirty corners absent	Yes
Fingerprints absent	Yes
Garbage not overflowing *All sales-floor bins under half full.*	Yes
Kick plates clean *Kick plates on the washroom and staff doors clean.*	Yes
Door frames clean	Yes
Floor edges clean	Yes
Behind doors clean	Yes
Under shelving clean *Spot-checked the bottom shelves in aisles 3 and 5: clean.*	Yes
Behind equipment clean *Behind the bakery racks and the scrubber charging area clean.*	Yes
Ceiling dust absent *High dusting needed above the produce department.*	No
Air vents clean	Yes
Walls free of buildup	Yes

SAMPLE REPORT

Hidden stains absent	Yes
No unpleasant odours	Yes
Safety concerns absent *Loose floor transition strip at the receiving door is a trip hazard.*	No

GROCERY STORE

Aisles clean and free of spills *All aisles clear and dry during the walkthrough.*	Yes
Shelf edges and price rails dust free	Yes
Produce area floors clean and free of debris *Floors around the produce tables swept and dry.*	Yes
Cooler and freezer doors clean and streak free *Glass doors streak free throughout the frozen aisle.*	Yes
Cooler and freezer floors and kick plates clean	Yes
Checkout belts and bagging areas clean *All lanes wiped down; bagging areas tidy.*	Yes
Receiving area clean and organized *Floor swept; only the walkway to the door is crowded (see section 3).*	Yes
Staff-only areas clean and organized *Lunchroom and staff washroom clean and stocked.*	Yes

SECTION NOTES

Grocery-specific areas (aisles, coolers, checkouts) are in very good condition. The remaining items are high-level dust and one safety repair.



Centre aisles well faced and clear; shelf edges dust free.

SAMPLE REPORT

5. Improvement Opportunities 10 / 10

Recommendations that help improve the overall appearance, cleanliness, and long-term maintenance of the facility.

This section always counts as a full 10 out of 10. The recommendations below do not change the score.

RECOMMENDATION	PRIORITY	IMPACT
Preventive maintenance recommended *Secure the loose floor transition strip at the receiving door. Staff move carts and pallets over it all day.*	High	Safety, Employee Experience
High dusting recommended *High dust above the produce cases, ceiling corners, return vents and light fixtures.*	Medium	Appearance
Improve first impression *Replace the worn, curling entrance mats at both vestibule doors.*	Medium	Customer Experience, Brand Image
Tile & grout cleaning recommended *Deep clean the washroom floor grout, which is darkening along the edges and corners.*	Low	Employee Experience, Appearance



Tile & grout cleaning: deep scrub of the washroom floor grout.



Back corridor to receiving: floors clean; the transition strip at the door needs securing.

Final Summary

FACILITY STRENGTHS

Spotless entrance glass and doors. Clean, dry aisles and streak-free cooler doors. Well-stocked, odour-free washrooms. Friendly, well-presented checkout area.

AREAS REQUIRING IMMEDIATE ATTENTION

Secure the loose floor transition strip at the receiving door (trip hazard).

RECOMMENDED NEXT STEPS

Schedule high dusting of the produce department and replacement entrance mats. Add washroom grout cleaning to the next periodic deep clean. Follow-up Health Check recommended in 90 days.

ADDITIONAL COMMENTS

Thank you to Jordan and the team for the walkthrough.

SAMPLE REPORT

Sign-off

ASSESSED BY

Angela Nardella

October 14, 2026 at 11:05 a.m.

CLIENT REPRESENTATIVE

Jordan Sample

Jordan Sample

SIGNATURE

SAMPLE REPORT