



## Restaurant Scoring Frequently Asked Questions

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### **What ordinance contains information about the Symbol of Excellence?**

Ordinance No. 81-04 amended the [San Francisco Health Code](#) by adding a new section 456 et seq. to establish a Symbol (a score in this case) issued by Department of Public Health for inspection of food preparation and service establishment, requiring posting of Symbols and inspection reports by food preparation and service establishments, and providing penalties for lack of compliance.

### **What food facilities will be awarded the Symbol of Excellence?**

The Symbol will be issued only to a food preparation and service establishment and will include a food preparation and service establishment operating in conjunction with a food product and marketing establishment. The Symbol will be not issued to Catering facility, temporary facility, food demonstrations, commissary, and vending machines.

### **What are the criteria for awarding the Symbol of Excellence?**

The Symbol of Excellence will be issued only to establishment that receive three successive scores of ninety (90) percent or higher with no major violations as set forth in the food inspection report.

### **Is it mandatory to post the inspection report?**

Yes. The Department's policy is to post the inspection report so that the public does not have to ask to see the report. Section 456.1(C) states "... establishments

must post the inspection report on the premises so as to be clearly visible to patrons of the establishment."... ([back to top](#))

**Will the scores be posted?**

No. The inspectors will issue a score card that the establishment must make available to the general public and patrons for review upon request. A score card is being designed by the Department of Public Health. ([back to top](#))

**What other postings are required by this new ordinance?**

Section 456.1(F)states "Every food preparation and service establishment shall post a legibly lettered sign which displays the following information so as to be clearly visible to the general public and to patrons entering the establishment: Any public health concerns regarding this establishment should be directed to the City and County of San Francisco Department of Public Health, Environmental Health Section located at: (local office address and telephone number will be provided by that county's environmental health inspector)." ([back to top](#))

**Where should this sign be posted?**

The sign is posted any place that is clearly visible to the public upon entering the establishment. ([back to top](#))

**Will the Department conduct another inspection to revise the inspection score if the owner requests one?**

No, the Department will not revise the score. Reinspections will be conducted as usual and initial inspection scores will remain until the next routine inspection. In the future, the Department may develop a policy and establish reinspection fees to revise the score. ([back to top](#))

**Will the inspector write a new inspection report during a reinspection?**

Yes, but the initial inspection report still must be posted. ([back to top](#))

**How will previous inspection scores be captured?**

Previous and current scores will be noted in the route book and on the inspector's copy of the inspection notice. The total inspection score will not be written on the posted inspection report. ([back to top](#))