

FOOD SERVICE OPERATIONAL AUDIT

practical food service specific - audit tool

A comprehensive audit tool based on industry and international best practice, combined with New Zealand legislation and relevant industry regulations and guidelines.

Managing a food service business is a complex undertaking, from designing menus and service style to employing staff purchasing cooking and serving food on to cleaning up and balancing the financial undertaking. Add marketing great service style and flair you literally have a whole enterprise model. There are many things that can go wrong and many small things that can add up to a large improvement in performance. Our tool identifies those things and allows you to benefit from improvements. It can be used to give you peace of mind that all is well and reduce your risk, to fix an operation that isn't performing at its best or to keep a contractor honest

menu

- structure
- costing
- presentation
- nutritional analysis (optional)

management

- purchasing
- finance goals and forecasting
- management and supervisory processes

food production

- ordering and receiving goods
- storage
- preparation and cooking
- records
- equipment

quality standards

- taste testing
- recipes
- portions

personnel

- organisation chart and job descriptions
- personnel policies
- appraisals and files
- conduct, training and development
- appearance
- labour costs reporting

service

- menu display
- service
- counter or table service
- dining area
- condiments and cutlery
- beverage areas and vending
- market analysis
- customer interaction

hygiene & maintenance

- premises
- dish washing
- food handling
- food safety control plans
- cleaning equipment and chemicals safety
- cleaning schedules
- hand washing
- pest control
- fixed equipment
- health and safety
- maintenance programs
- energy conservation
- environmental recycling

administration

- reporting
- administrative processes
- emergency procedures

Each audit area heading, is followed up with a detailed action plan for remedial work, risk analysis and change recommendations..

