

GASTRONOMY AUDIT SUMMARY 2011

| AREAS CHKD | DESCRIPTION OF AREA | ACTUAL RATING | LAST RATING | COMMENT |
|------------------------------|-------------------------------|------------------|----------------|---------|
| <input type="checkbox"/> | Room Service Order Taker | 0.0% | 0.0% | |
| <input type="checkbox"/> | Room Service | 0.0% | 0.0% | |
| <input type="checkbox"/> | Bar / Lounges / Ent. Center 1 | 0.0% | 0.0% | |
| <input type="checkbox"/> | Bar / Lounges / Ent. Center 2 | 0.0% | 0.0% | |
| <input type="checkbox"/> | General Maintenance | 0.0% | 0.0% | |
| <input type="checkbox"/> | Restaurants 1 | 0.0% | 0.0% | |
| <input type="checkbox"/> | Restaurants 2 | 0.0% | 0.0% | |
| <input type="checkbox"/> | Mövenpick Restaurant | 0.0% | 0.0% | |
| <input type="checkbox"/> | Employee Restaurant | 0.0% | 0.0% | |
| <input type="checkbox"/> | F&B Administration | 0.0% | 0.0% | |
| <input type="checkbox"/> | Storerooms | 0.0% | 0.0% | |
| <input type="checkbox"/> | Catering Sales | 0.0% | 0.0% | |
| <input type="checkbox"/> | Catering Service | 0.0% | 0.0% | |
| <input type="checkbox"/> | | | | |
| <input type="checkbox"/> | Stewarding | 0.0% | 0.0% | |
| <input type="checkbox"/> | Kitchen Standards | 0.0% | 0.0% | |
| <input type="checkbox"/> | Kitchen Hygiene | 0.0% | 0.0% | |
| <input type="checkbox"/> | Kitchen Organisation | 0.0% | 0.0% | |
| <input type="checkbox"/> | | | | |
| <input type="checkbox"/> | Comment | | | |
| OVERALL RATING CHECKED AREAS | | 0.0% | 0.0% | |

General Comment:

Date of Audit: _____

Auditor's Name/Signature: _____

GM's Name/Signature: _____

Copies to:

Head Office

General Manager

Other: _____

AREA CHECKED: ROOM SERVICE ORDERTAKER

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|---|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| must answer calls within 5 rings | 1 | 0 | 0 | |
| greeting to incl department/empl name and offer assistance | 1 | 0 | 0 | |
| request / verify room number | 1 | 0 | 0 | |
| assist with menu suggestions | 1 | 0 | 0 | |
| know room service menu & specials | 1 | 0 | 0 | |
| ask preparation mode e.g. eggs/meat/condiments/sauce on side | 1 | 0 | 0 | |
| repeat order entirely | 1 | 0 | 0 | |
| quote approximate delivery time | 1 | 0 | 0 | |
| accommodate off menu requests | 1 | 0 | 0 | |
| upsell beverages | 1 | 0 | 0 | |
| upsell appetizers/side dish/dessert etc | 1 | 0 | 0 | |
| suggest alternatives to unavailable on the menu | 1 | 0 | 0 | |
| wish the guest an enjoyable meal | 1 | 0 | 0 | |
| quote tray removal system/time | 1 | 0 | 0 | |
| able to provide information about rest of hotel facilities | 1 | 0 | 0 | |
| are trays /tables attractively set (standards) | 1 | 0 | 0 | |
| are condiments presented attractively | 1 | 0 | 0 | |
| are tray mat /table cloth / napkin clean and crisp | 1 | 0 | 0 | |
| are dish- / glass- & silverware clean and acc to standards | 1 | 0 | 0 | |
| are trays / trolley legs clean | 1 | 0 | 0 | |
| are trays /tables prepared at night for the following morning | 1 | 0 | 0 | |
| are amenities stored & replenished / changed properly | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 22 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: ROOM SERVICE

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| is delivery time to room no more than 30 minutes | 1 | 0 | 0 | |
| does server address guest by name | 1 | 0 | 0 | |
| does server offer assistance to guest | 1 | 0 | 0 | |
| are hot items left in heater/under cover | 1 | 0 | 0 | |
| does server go over order with guest | 1 | 0 | 0 | |
| are grooming standards satisfactory (shoes polished/hair neat/hygiene) | 1 | 0 | 0 | |
| are uniforms fresh & clean | 1 | 0 | 0 | |
| are nametags worn | 1 | 1 | 0 | |
| are menus in good condition | 1 | 0 | 0 | |
| are doorknobs collected | 1 | 1 | 0 | |
| is there a VIP special attention list available | 1 | 0 | 0 | |
| is there a VIP special amenity rotation/replenishment/removal | 1 | 0 | 0 | |
| is room service area neatly organized and functional | 1 | 0 | 0 | |
| are butter/jam and juices properly stored in the refridgerator | 1 | 1 | 0 | |
| is minibar set up acc to established brand specs/par stocks | 1 | 0 | 0 | |
| is glassware clean | 1 | 0 | 0 | |
| is minibar clean inside and defrosted recently | 1 | 0 | 0 | |
| is minibar procedure established for replenishment and billing | 1 | 0 | 0 | |
| is minibar free of epired items | 1 | 0 | 0 | |
| is there a minibar sales analysis | 1 | 0 | 0 | |
| is there a room service menu sales analysis | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 22 | 3 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 13.6% | 0.0% | 80% |

AREA CHECKED: B A R S / L O U N G E S / E N T . C E N T R E S

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| ensure that guest receives all items ordered | 1 | 0 | 0 | |
| handle service ware hygienically (glass rims) | 1 | 0 | 0 | |
| offer to take order and serve ladies first | 1 | 0 | 0 | |
| remember which guest ordered what | 1 | 0 | 0 | |
| restate name of each item ordered | 1 | 0 | 0 | |
| accommodate special requests with a smile | 1 | 0 | 0 | |
| serve drinks on napkin/coaster | 1 | 0 | 0 | |
| ensure snack containers are full upon service to table | 1 | 0 | 0 | |
| acknowledge guest and take order within 3 minutes of arrival | 1 | 0 | 0 | |
| serve drinks within 5 minutes after taking order | 1 | 0 | 0 | |
| offer guest a refill before glass empty | 1 | 0 | 0 | |
| offer guest snack within 5 minutes of guest being seated | 1 | 0 | 0 | |
| attend promptly to ashtrays (no more than 4 cigarette butts) | 1 | 0 | 0 | |
| be knowledgeable of drinklist and specials / promotions | 1 | 0 | 0 | |
| bus table after 5 minutes of guest vacating table | 1 | 0 | 0 | |
| ensure tables are uniformly set | 1 | 0 | 0 | |
| deliver food 15 minutes after taking order | 1 | 0 | 0 | |
| enter order promptly into cash register | 1 | 0 | 0 | |
| keep chairs/tables and barstools wiped | 1 | 0 | 0 | |
| ashtrays must be set on tables | 1 | 0 | 0 | |
| matches must be available in lounge | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 21 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: B A R S / L O U N G E S / E N T . C E N T R E S

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|---|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| bartender must serve waitstaff promptly | 1 | 0 | 0 | |
| must suggest speciality drinks in appropriate situations | 1 | 0 | 0 | |
| are standard bar & drink recipes respected | 1 | 0 | 0 | |
| serve drinks in appropriate glassware | 1 | 0 | 0 | |
| ensure drinks have a good eye appeal | 1 | 0 | 0 | |
| consistently pour controlled portions | 1 | 0 | 0 | |
| use a scoop when using ice | 1 | 0 | 0 | |
| use appropriate garnishes for drinks acc to standards set | 1 | 0 | 0 | |
| are ice bins clear and only used for storage | 1 | 0 | 0 | |
| is the back bar counter clean | 1 | 0 | 0 | |
| are refridgerators clean and orderly | 1 | 0 | 0 | |
| is glass washing machine working properly | 1 | 0 | 0 | |
| is bar/service area free of odour | 1 | 0 | 0 | |
| is regular pestcontrol adhered to | 1 | 0 | 0 | |
| are working tools (blenders, pourers and corks) clean | 1 | 0 | 0 | |
| is bar securely locked when closed | 1 | 0 | 0 | |
| are pars on all brands correct and checked daily | 1 | 0 | 0 | |
| is mise en place attractively set up | 1 | 0 | 0 | |
| is uniform clean & fresh | 1 | 0 | 0 | |
| are name tags worn | 1 | 0 | 0 | |
| is general grooming satisfactory (shoes / hair / hygiene) | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 21 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |



EXCELLENCE IN HOTEL OPERATIONS

AREA CHECKED: G E N E R A L / M A I N T E N A N C E

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| is outlet attractive and inviting | 1 | 0 | 0 | |
| is temperature within outlet comfortable | 1 | 0 | 0 | |
| is lighting in outlet appropriate | 1 | 0 | 0 | |
| is there a source of entertainment present | 1 | 0 | 0 | |
| are chairs comfortable | 1 | 0 | 0 | |
| are tables sturdy | 1 | 0 | 0 | |
| does table top fit the overall concept | 1 | 0 | 0 | |
| does menu and drink list meet the concept | 1 | 0 | 0 | |
| are floor and carpets in good condition and clean | 1 | 0 | 0 | |
| are walls and ceilings clean and maintained | 1 | 0 | 0 | |
| are upholstery and finishes clean | 1 | 0 | 0 | |
| are table and chair bases clean | 1 | 0 | 0 | |
| are light fittings maintained (clean, polished , bulbs replaced) | 1 | 0 | 0 | |
| are fire exits clearly marked | 1 | 0 | 0 | |
| are fire extinguishers/stations easy accessible | 1 | 0 | 0 | |
| is there a cleaning schedule of the outlet and adhered to | 1 | 0 | 0 | |
| are there clearly appointed furniture/material storage points | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 17 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |



AREA CHECKED: R E S T A U R A N T S

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|-------------|-------------------------------|
| | | YES | NO | |
| is host stand clean and organized | 1 | 0 | 0 | |
| is guest acknowledged within 30 seconds of arrival | 1 | 0 | 0 | |
| is guest seated and offered smoking/non smoking section | 1 | 0 | 0 | |
| are guest reservations handled properly | 1 | 0 | 0 | |
| is there a policy for guest waiting for table/reservation | 1 | 0 | 0 | |
| are tables always set before guest is seated | 1 | 0 | 0 | |
| are kids offered high/booster chairs | 1 | 0 | 0 | |
| are menus presented open to guest / kids & ladies first | 1 | 0 | 0 | |
| is drink offer to guest made upon seating | 1 | 0 | 0 | |
| are service employees knowledgeable of menu and specials | 1 | 0 | 0 | |
| do service employees actively upsell | 1 | 0 | 0 | |
| are extra place settings removed | 1 | 0 | 0 | |
| is order / service first to kids / ladies respected | 1 | 0 | 0 | |
| is order stated when placed on the table in front of guest | 1 | 0 | 0 | |
| does service employee remember which guest ordered what | 1 | 0 | 0 | |
| is service ware (dish-glas-silver ware) in good condition | 1 | 0 | 0 | |
| is table cleared before dessert service | 1 | 0 | 0 | |
| is first course delivered within 15 minutes | 1 | 0 | 0 | |
| are dishes cleared within 5 minutes of finishing | 1 | 0 | 0 | |
| are drink refills offered before glass is empty | 1 | 0 | 0 | |
| are ashtrays emptied routinely (not more than 4 cigarette butts) | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 21 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: R E S T A U R A N T S

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|-------------|-------------------------------|
| | | YES | NO | |
| is check presented within 5 minutes of guest request | 1 | 0 | 0 | |
| is children's menu offered (or half orders and options) | 1 | 0 | 0 | |
| is wine service according to MP Standards | 1 | 0 | 0 | |
| is a dessert menu or coffee offered upon finishing main course | 1 | 0 | 0 | |
| are coffee/tea or juices offered right away for breakfast on arrival | 1 | 0 | 0 | |
| is the executive chef's presence evident in the outlet | 1 | 0 | 0 | |
| is there a senior food & beverage staff on the floor | 1 | 0 | 0 | |
| are menus in good condition | 1 | 0 | 0 | |
| does menu fit outlet concept | 1 | 0 | 0 | |
| do beverage/wine lists fit the outlet concept | 1 | 0 | 0 | |
| are local wines/housewine offered when grown in the country | 1 | 0 | 0 | |
| are there a minimum of 3 wines available by the glass | 1 | 0 | 0 | |
| is an after dinner drink offered | 1 | 0 | 0 | |
| are table tops attractive and uniformly set | 1 | 0 | 0 | |
| are table linens clean | 1 | 0 | 0 | |
| are table lamps/candle holders clean /free of wax | 1 | 0 | 0 | |
| are condiments clean and full | 1 | 0 | 0 | |
| are smoking sections set up with ashtrays | 1 | 0 | 0 | |
| are outlet briefings held pre-meal periods | 1 | 0 | 0 | |
| are side/service stations clean and organized | 1 | 0 | 0 | |
| are food/beverage merchandizing used | 1 | 0 | 0 | |
| is the operating equipment adequate for the business level & concept | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 22 | 0 | 0 | Minimum to be reached: 80% |
| Performance in % in this Area | 100% | 0.0% | 0.0% | |

AREA CHECKED: ALL DAY RESTAURANT

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|-------------|-------------------------------|
| | | YES | NO | |
| is the standard menu implemented | 1 | 0 | 0 | |
| is the standard wine list implemented | 1 | 0 | 0 | |
| is the standard beverage list implemented | 1 | 0 | 0 | |
| is the standard breakfast menu implemented | 1 | 0 | 0 | |
| is the standard room service menu implemented | 1 | 0 | 0 | |
| is the standard ice cream menu implemented | 1 | 0 | 0 | |
| are the classics featured | 1 | 0 | 0 | |
| are the specials highlighted and do they include local fair | 1 | 0 | 0 | |
| is the pricing policy adequate and competitive | 1 | 0 | 0 | |
| are there sales analysis of each dish/drink/wine | 1 | 0 | 0 | |
| is the menu offered in the local language | 1 | 0 | 0 | |
| is guest offered menu or choice of buffet | 1 | 0 | 0 | |
| is tea service standard | 1 | 0 | 0 | |
| is fresh orange juice served when ordered a la carte | 1 | 0 | 0 | |
| is brunch buffet available on sundays | 1 | 0 | 0 | |
| is breakfast available all day | 1 | 0 | 0 | |
| are childrens give aways according to standards or available | 1 | 0 | 0 | |
| are joint promotions or internal ones adhered to | 1 | 0 | 0 | |
| is kids menu or half portions offered | 1 | 0 | 0 | |
| is USP of restaurant marketed as such | 1 | 0 | 0 | |
| is bill presented in folder (micros slips) | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 21 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: EMPLOYEE RESTAURANT

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|---|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| is employee restaurant bright and cheerfull | 1 | 0 | 0 | |
| is the food selection diversified (incl ethnic cuisine) | 1 | 0 | 0 | |
| are a choice of entrees offered | 1 | 0 | 0 | |
| is the food fresh , does it taste good | 1 | 0 | 0 | |
| is food kept at appropriate temperatures (30' before closing) | 1 | 0 | 0 | |
| is a weekly menu available | 1 | 0 | 0 | |
| is a restaurant committee appointed | 1 | 0 | 0 | |
| are table tops attractive | 1 | 0 | 0 | |
| do executives & DHs eat in employee restaurant | 1 | 0 | 0 | |
| are the service ware (china/cutlery/glass) clean & good condition | 1 | 0 | 0 | |
| are there pictures/posters/employee plaques/info board | 1 | 0 | 0 | |
| are table/chairs/floors/walls/carpet clean & in good condition | 1 | 0 | 0 | |
| are ducts/light bulbs/fridges/freezers/vents/fixtures/shelves ok | 1 | 0 | 0 | |
| are trays clean and enough supply | 1 | 0 | 0 | |
| is there a wall mounted clock visible | 1 | 0 | 0 | |
| | 0 | 0 | 0 | |
| TOTAL Points reached in this Area: | 15 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: FOOD & BEVERAGE ADMINISTRATION

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|------|--|
| | | YES | NO | |
| is there a revenue forecasting method in place & carried out | 1 | 0 | 0 | |
| is employees scheduling planned by it | 1 | 0 | 0 | |
| do department heads/outlet managers know monthly budget | 1 | 0 | 0 | |
| are figures reviewed in food & beverage meeting | 1 | 0 | 0 | |
| is actual payroll versus forecasted compared each month | 1 | 0 | 0 | |
| are bulletin boards current | 1 | 0 | 0 | |
| are regular departmental meetings held | 1 | 0 | 0 | |
| does F&B mgr and Chef work with yearly objectives & action plans | 1 | 0 | 0 | |
| are position changes and career profiles advised and updated regularly | 1 | 0 | 0 | |
| are existing concepts in line with headoffice approval process | 1 | 0 | 0 | |
| is there a concept statement for each outlet in the hotel available | 1 | 0 | 0 | |
| are there uniform / grooming specifications available to all | 1 | 0 | 0 | |
| is there a coordinated cleaning schedule p. outlet w. housekeeping | 1 | 0 | 0 | |
| is there a preventive maintenance program in place p. outlet | 1 | 0 | 0 | |
| is there a f&b marketing plan done yearly | 1 | 0 | 0 | |
| are f & b departmental profit measured against set benchmarks | 1 | 0 | 0 | |
| is training an integral part of f&b mgmt; needs/sessions/progress | 1 | 0 | 0 | |
| are there candidates on the MAP program for future growth | 1 | 0 | 0 | (if no possible candidate keep this point on zero) |
| has f & b manager attended yearly f&b conference | 1 | 0 | 0 | |
| has exec chef attended yearly f&b meeting or cooking seminar | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 20 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: **S T O R E R O O M S**

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|---|--------------------|--------------|------|-------------------------------|
| | | YES | NO | |
| is shelving/racking appropriate for the storage of wines | 1 | 0 | 0 | |
| is white wine / beer and champagne stored at the proper temperature | 1 | 0 | 0 | |
| is the beverage store clean and organized | 1 | 0 | 0 | |
| is there a cleaning schedule for the store | 1 | 0 | 0 | |
| is inventory taken with a member of accounting | 1 | 0 | 0 | |
| is storeroom opened after hours and is there a procedure for it | 1 | 0 | 0 | |
| are storeroom items recorded properly (computerized/bin card) | 1 | 0 | 0 | |
| is there a slow moving list and is it distributed | 1 | 0 | 0 | |
| is there an empty bottle procedure | 1 | 0 | 0 | |
| are par stocks utilised | 1 | 0 | 0 | |
| are bottles stamped by the hotel | 1 | 0 | 0 | |
| are there printed grocery & market lists | 1 | 0 | 0 | |
| are items unpacked from boxes to allow for easy counting | 1 | 0 | 0 | |
| are storeroom issue hours posted | 1 | 0 | 0 | |
| are refrigerators working properly | 1 | 0 | 0 | |
| does the weighing scale work and recently been inspected | 1 | 0 | 0 | |
| is produce and food dated (any outdated) | 1 | 0 | 0 | |
| is there an authorized signatory list available | 1 | 0 | 0 | |
| is there min/max parstocks for dry goods | 1 | 0 | 0 | |
| are storerooms free of expired items | 1 | 0 | 0 | |
| is there a temperature control system in place | 1 | 0 | 0 | |
| | 0 | 0 | 0 | |
| TOTAL Points reached in this Area: | 21 | 0 | 0 | Minimum to be reached: 80% |
| Performance in % in this Area | 100% | 0.0% | 0.0% | |

AREA CHECKED: CATERING SALES

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|---|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| is there a procedure for receiving potential customer | 1 | 0 | 0 | |
| is there a banquet marketing and sales plan avbl w. timetable | 1 | 0 | 0 | |
| are activities as outlined in the plan on target | 1 | 0 | 0 | |
| is there a direct mailing list available | 1 | 0 | 0 | |
| is sales kit/video/food tasting (big functions)/foto albums available | 1 | 0 | 0 | |
| is the wedding /seminar /outside catering market captured | 1 | 0 | 0 | |
| is there a sales representative allocated purely to secure local bus | 1 | 0 | 0 | |
| are daily briefings held | 1 | 0 | 0 | |
| is there a policy on minimum public room rentals | 1 | 0 | 0 | |
| are menus & pricelist of competitors available | 1 | 0 | 0 | |
| are menus in line with CI | 1 | 0 | 0 | |
| do banquet sales team have thorough knowledge of F&B | 1 | 0 | 0 | |
| is there an upselling approach to maximise revenues | 1 | 0 | 0 | |
| does banquet sales pax introduce guest to banquet service pax | 1 | 0 | 0 | |
| are Meet&Dine standards implemented & followed up | 1 | 0 | 0 | |
| do catering files contain; orig corr/fct sheet/quote/th you/trace | 1 | 0 | 0 | |
| is meeting space booked more than 50% two months out | 1 | 0 | 0 | |
| are banquet menus/sales kit changed regularly | 1 | 0 | 0 | |
| is present banquet kit an effective sales tool with visual aids | 1 | 0 | 0 | |
| are there custom written menus by banquet sales or exec chef | 1 | 0 | 0 | |
| is desk top publishing utilised for special menus | 1 | 0 | 0 | |
| is banquet sales staff able to provide accurate gen hotel info | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 22 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: CATERING

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| are the coffee break set-ups according MHR guidelines | 1 | 0 | 0 | |
| are there specifications for table tops and do they match décor | 1 | 0 | 0 | |
| are table linen clean and in good appearance | 1 | 0 | 0 | |
| are table lamps/candle holders clean and free of wax | 1 | 0 | 0 | |
| is food and presentation of quality & creativity at banquet | 1 | 0 | 0 | |
| are buffet set-ups complemented by use of artwork,décor,plates | 1 | 0 | 0 | |
| is banquet bar setup attentive, friendly and fits the bqt room | 1 | 0 | 0 | |
| is timing of wine/bread service appropriate | 1 | 0 | 0 | |
| are tables cleared in the correct manner and sequence | 1 | 0 | 0 | |
| are service employees courteous, unobtrusive and attentive | 1 | 0 | 0 | |
| is senior f&b management or exec chef present | 1 | 0 | 0 | |
| do banquet operations mgmt get involved in service | 1 | 0 | 0 | |
| are banquet props / equipment stored in a methodical way | 1 | 0 | 0 | |
| are the banquet flowers charged to the client | 1 | 0 | 0 | |
| are all setups and offers documented with photos in MHR forms | 1 | 0 | 0 | |
| are briefings held | 1 | 0 | 0 | |
| does Operating Equipment appear to be adequate and clean | 1 | 0 | 0 | |
| is there a system to monitor parttime /casual labour | 1 | 0 | 0 | |
| do the supervisors use a checklist before functions | 1 | 0 | 0 | |
| is a repair & maintenance list in effect for banquets | 1 | 0 | 0 | |
| are floors/carpet/walls/woodwork/upholstery/curtains clean IO | 1 | 0 | 0 | |
| are chairs/tables/bars/AV/light bulbs/air vents/podiums/doors IO | 1 | 0 | 0 | checked at: |
| TOTAL Points reached in this Area: | 22 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: STEWARDING

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|-------------|------------------------|
| | | YES | NO | |
| are china / glass / silver ware dirty , spotted or tarnished | 1 | 0 | 0 | |
| are china or glassware free of chips | 1 | 0 | 0 | |
| are glasses properly racked and off the floor | 1 | 0 | 0 | |
| are walls, floors , drains, and ceilings clean | 1 | 0 | 0 | |
| are walk in fridges and freezers clean | 1 | 0 | 0 | |
| are shelves, stainless steel tables, cupboards & drawers clean & I.O | 1 | 0 | 0 | |
| is ventilation good and lighting adequate | 1 | 0 | 0 | |
| are plumbing fixtures free of leaks and in good condition | 1 | 0 | 0 | |
| is electrical & mechanical kitchen eqpt clean & in good repair | 1 | 0 | 0 | |
| are mixers/grinders/can openers clean & free of corrosion | 1 | 0 | 0 | |
| are fans , filters, hoods and ducts free of grease & dirt | 1 | 0 | 0 | |
| are kitchen utensils and carts clean & free of grease or residue | 1 | 0 | 0 | |
| are dishwashers in good working condition & lime free | 1 | 0 | 0 | |
| are ductboards used around dishwash & potwash machines | 1 | 0 | 0 | |
| are proper shoes worn by stewards | 1 | 0 | 0 | |
| is there a garbage system for collection & proper storage | 1 | 0 | 0 | |
| are outlet parstocks set up | 1 | 0 | 0 | |
| is a monthly breakage report compiled | 1 | 0 | 0 | |
| are breakage & loss charts available | 1 | 0 | 0 | |
| is there a general cleaning schedule | 1 | 0 | 0 | |
| are all aspects of kitchen/stewarding within health regulations | 1 | 0 | 0 | |
| is there a pest control system in place | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 22 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: KITCHEN STANDARDS

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|-------------|-------------------------------|
| | | YES | NO | |
| does served plate match recipe & photo according | 1 | 0 | 0 | |
| is serving temperature of dish correct and plate hot/cold | 1 | 0 | 0 | |
| is presentation in dish creative and in appropriate dish | 1 | 0 | 0 | |
| are the various standard recipes & fotos posted for staff | 1 | 0 | 0 | |
| are pre-cooked items stored properly and regenerated correctly | 1 | 0 | 0 | |
| are all compulsory products in use | 1 | 0 | 0 | |
| are ice cream recipes posted clearly | 1 | 0 | 0 | |
| are the special icecream & dessert dishes available | 1 | 0 | 0 | |
| does coffee taste good and is it freshly brewed (procedure) | 1 | 0 | 0 | |
| are bread rolls & croissants freshly presented | 1 | 0 | 0 | |
| is salad bar attractively presented (enough service gear) | 1 | 0 | 0 | |
| are there min of 3 salad dressings available | 1 | 0 | 0 | |
| is the buffet being attended too (bowls refilled, ice stocked etc) | 1 | 0 | 0 | |
| does the food on the buffet stand out and look fresh/pleasing | 1 | 0 | 0 | |
| is there a buffet menu cycle implemented | 1 | 0 | 0 | |
| are there buffet set up specifications | 1 | 0 | 0 | |
| are dishes named on the buffet | 1 | 0 | 0 | |
| is breakfast buffet set up acc. to standards (eggstation) | 1 | 0 | 0 | |
| are premium products featured | 1 | 0 | 0 | |
| is breadstation consisting of min 2 cut breads (dark & white) | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 20 | 0 | 0 | Minimum to be reached: 80% |
| Performance in % in this Area | 100% | 0.0% | 0.0% | |

AREA CHECKED: KITCHEN HYGIENE

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|-------------|-------------------------------|
| | | YES | NO | |
| are cooking stoves clean (without grease residue) | 1 | 0 | 0 | |
| is grill/griddle/salamandre/deep fryer clean (no residue) | 1 | 0 | 0 | |
| are fridges and drawers clean inside & outside | 1 | 0 | 0 | |
| are cutting boards in good condition | 1 | 0 | 0 | |
| are other equipments such as slicer/steamer/trolleys clean | 1 | 0 | 0 | |
| are hoods and ventilation ducts clean | 1 | 0 | 0 | |
| are garbage containers properly distributed & stored | 1 | 0 | 0 | |
| are lighting levels adequate | 1 | 0 | 0 | |
| is the fire fighting equipment easy accessible & ready to use | 1 | 0 | 0 | |
| are there signs of slippery floors (drains, covers, boards, mats) | 1 | 0 | 0 | |
| is a first aid kit available | 1 | 0 | 0 | |
| is there a fire blanket available | 1 | 0 | 0 | |
| are there instructions/fotos in work areas that require safety | 1 | 0 | 0 | |
| is the schedule of fire & safety adequate & staff trained in proced. | 1 | 0 | 0 | |
| are the fire exits marked clearly and unobstructed of hazards | 1 | 0 | 0 | |
| is there a preventive maintenance program in operation | 1 | 0 | 0 | |
| are all FFE items in good conditions | 1 | 0 | 0 | |
| is all neede equipment available | 1 | 0 | 0 | |
| are there handwashing sinks/soap & towel dispensers in kitchen | 1 | 0 | 0 | |
| are proper shoes worn by kitchen staff (safety shoes) | 1 | 0 | 0 | |
| do all kitchen employees wear some type of hat/cap | 1 | 0 | 0 | |
| | 0 | 0 | 0 | |
| TOTAL Points reached in this Area: | 21 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

AREA CHECKED: KITCHEN ORGANISATION

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|---|--------------------|--------------|------|------------------------|
| | | YES | NO | |
| does kitchen make overall organized impression | 1 | 0 | 0 | |
| is the executive chefs office organized | 1 | 0 | 0 | |
| are there bulletin boards / daily function sheets posted | 1 | 0 | 0 | |
| are the standard recipes accessible on PC | 1 | 0 | 0 | |
| are plating guides made and in use | 1 | 0 | 0 | |
| are recipees kept up to date by executive chef | 1 | 0 | 0 | |
| do the chefs have magazines & books available | 1 | 0 | 0 | |
| does the exec. chef act as a PR person to the guest (visible) | 1 | 0 | 0 | |
| do the frontline chefs present well and are involved | 1 | 0 | 0 | |
| is every oport. used to have chefs actively participate in front | 1 | 0 | 0 | |
| are mise en place and working spaces in front kept clean & attractive | 1 | 0 | 0 | |
| is show element (frontline or kitchen in outlet) used fully | 1 | 0 | 0 | |
| does executive chef tailor make menus & meet clients (events) | 1 | 0 | 0 | |
| do outlet chefs & outlet managers work closely together (brief) | 1 | 0 | 0 | |
| are products stored properly in fridges (meat, fish, vegetables) | 1 | 0 | 0 | |
| are frozen products stored at appropriate temp. and dated | 1 | 0 | 0 | |
| are ready prepared products covered accordingly | 1 | 0 | 0 | |
| is pastry fridge clean & hygienic | 1 | 0 | 0 | |
| is Mövenpick ice cream available | 1 | 0 | 0 | |
| is ececutive chef involved in setting buying & quality specs | 1 | 0 | 0 | |
| are chefs involved in checking quality on receiving goods | 1 | 0 | 0 | |
| is exec. chef going to the market regularly w. purch/f&b mgr | 1 | 0 | 0 | |
| TOTAL Points reached in this Area: | 22 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | 0.0% | 0.0% | 80% |

EXCELLENCE IN HOTEL OPERATIONS

AREA CHECKED: Rating / Legend / Explanation

| STANDARD / TOPIC CHECKED | STANDARD AVAILABLE | STANDARD MET | | ACTION / COMMENT |
|--|--------------------|--------------|--------------|--------------------------|
| | | YES | NO | |
| 1 Friendly welcome by Reception Employee | 1 | 1 | 0 | culture - no value |
| 2 Welcome Drink offered | 1 | 1 | 0 | |
| 3 Registration Form prepared, filled out correctly | 1 | 0 | 1 | |
| 4 Eye Contact with Employee | 0 | 0 | 0 | |
| TOTAL Points reached in this Area: | 3 | 2 | 1 | Minimum to reach: 80% |
| Performance in % in this Area | 100% | 66.7% | 33.3% | |

Explanation:

Status "Standard Available": 1 = Standard available / 0 = not available
 Status "Standard Met - Yes" 1 = Standard met / 0 = not met
 Status "Standard Met - No" 1 = Standard not met / 0 = met

Standard 1 to 3 above are available to be checked, 1 and 2 are met, 3 is not met, 4 was not available due to culture reasons and not checked. Rating is 66.7% met, which is in this example not sufficient. Action has to be planned and scheduled.

Explanation

General Overall Rating: 80% to be reached

Rating

| | | |
|------------------------|----------------|---|
| Less than 75 % reached | unsatisfactory | * |
| 75-85 % reached | good | |
| 85-90% reached | very good | |
| 90-100% reached | excellent | |

* For each section in which the 80% were not reached, a detailed action plan has to be submitted within 10 days to cover the standards. Within 1 month Head Office has to be informed about the actual status reached by then.

Action when failed

OSM - Operational Standards Manual

Info OSM

The base to all standards is mentioned or highlighted in detail within the OSM - Operational Standards Manual. The OSM should be familiar to all department heads. The OSM should also be the fundamental basis for departmental training purposes.