

Location:
Month:
Date:
Completed by:

		What to Look For	0	6	8	10	Action Points and Comments	Category Total
Service and Operations - Restaurants and catered meals	A	WOW factor on arrival (inviting environment)						/60
	B	Quality of food and service at the time of audit						
	C	Presentation of food staff and beverages - including adequate supply of napkins, cutlery and condiments						
	D	Customer experience						
	E	Ambience and atmosphere						
	F	Value for money experience						

Service and Operations - Commercial Business and Hospitality	A	WOW factor on arrival (inviting environment)							/60
	B	Quality of food and service at the time of audit							
	C	Presentation of food and beverages							
	D	Customer experience							
	E	Previous customer experience							
	F	Value for money experience							

--	--	--	--	--	--	--	--	--	--

Menu Content and Quality	A	Restaurant hot food choice/taste							/60
	B	restaurant healthy eating/seasonal/special diet standards							
	C	Resaurant/coffee bar product range as agreed - sufficient choice?							
	D	Overall hospitality provision - sufficient choice?							
	E	Multi-decks/counters full/neat and well presented?							
	F	All items available as described?							

Customer Satisfaction Level	A	Result of Elior's customer satisfaction survey?						/60
	B	Formal written complaints/compliments						
	C	Customer 1 feedback						
	D	Customer 2 feedback						
	E	Customer 3 feedback						
	F	Customer 4 feedback						

--	--	--	--	--	--	--	--	--

		What to Look For	0	6	8	10	Action Points and Comments	Category Total
Environment, Health and Safety	A	High level of visual cleanliness FOH and BOH						/60
	B	Star rating from EHO being maintained						
	C	Food policy and all records in place, i.e. Cleaning schedules, COSHH, pest control, etc.						
	D	All Critical Control Point daily food safety checks done?						
	E	Review of Elior monthly/annual food safety audit						
	F	Review of Elior monthly health and safety audit						

Customer Communication and Marketing	A	Marketing obvious, loud and proud and in line with the marketing plan						/60
	B	Marketing material - current/clear and visual						
	C	Staffing levels suitable for level of business FOH						
	D	Staff seen to be upselling						
	E	Menu accuracy/seplling, etc.						
	F	Promotional material current/up to date/effective						
Scope of Service (Contract compliance) and Financial Performance	A	Opening and service times as agreed?						/60
	B	Tarrif compliance - as agreed at last review meeting						
	C	Retail/restaurant sales on target?						
	D	Hospitality and conference sales on target?						
	E	Review of actions from previous audits						
	F	Staff development - training, safety and wellbeing - review of records						
Totals								/420

Signed(Elior):.....Name:.....Date:.....

Signed(Auditor):.....Name:.....Date:.....