

# KOHINOOR VISIT REPORT

**Brand:** RanchersCafe

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**Date of Inspection:** 02-10-2025

## I. Health, Safety, and Infirastructure Concerns

These items represent critical risks to safety, health compliance, or the structural integrity of the unit. **Immediate attention is required.**

Item	Area	Description of Issue
1.	Washing Area	<b>Exposed Electrical Wiring:</b> Electric wires are open in the washing area, posing a significant and immediate electrocution hazard.
2.	Kitchen Back Area	<b>Major Water Leak:</b> A serious water leaking problem is present in the back kitchen area, which creates a slip hazard and risks structural damage.
3.	Ground Floor	<b>Clogged AC Drain:</b> The AC pipe drain on the ground floor is closed or clogged, which can lead to flooding and water damage.
4.	Washrooms	<b>Critical Hygiene Failure:</b> The washrooms are in very bad condition. Most critically, a working water tap is unavailable after
		using the toilet, meaning customers cannot wash their hands.

5.	Kitchen Floor	<b>Damaged Flooring:</b> The kitchen floor tiles are in very bad condition, posing trip hazards and making cleaning to standard difficult.
6.	Pest Control	<b>Inoperable Insect Killer:</b> The insect killer unit is not working, compromising pest control standards and compliance.

## II. Customer Experience and Ambience

These items directly impact the unit's visual appeal, customer comfort, and overall brand perception.

Item	Area	Description of Issue
7.	Main Entrance	<b>Damaged Order Counter:</b> The main entrance/dice counter is in very bad condition, creating a poor first impression for customers.
8.	Serving Area	<b>Worn Burger Trays:</b> The Burger Block serving trays are in poor condition, which negatively affects presentation and customer perception of quality.
9.	Exterior/Signage	<b>Non-Functional Signage Lights:</b> The alphabet lights on the signage are not
		working, which significantly disturbs the restaurant's planned ambience and visibility.

10.	Dining Area	<b>Non-Functional Displays:</b> Two LCD screens in the dining area have been out of service for the last five months.
11.	Dining Area	<b>Chair Repair Needed:</b> Multiple dining area chairs require repair for stability or comfort.
12.	Dining Area	<b>Broken Curtain Roller:</b> The curtain roller mechanism is non-functional.
13.	Dining Area	<b>Furniture Polishing:</b> The dining area furniture requires polishing to restore its appearance.
14.	Dining Area	<b>Air Freshener Failure:</b> The air freshener unit is not working, impacting the interior environment quality.

Item	Area	Description of Issue
15.	Cutlery & Crockery	<b>Damaged Cutlery:</b> Forks and knives are in poor condition and require
		immediate replacement.
16.	Cutlery & Crockery	<b>Worn Crockery:</b> Crockery needs to be changed due to excessive scratches and faded color, which affects food presentation standards.

17.	Wooden Tray	<b>Broken Pizza Trays:</b> Several pizza trays are broken and must be replaced.
18.	Equipment	<b>Inoperable Weight Scale:</b> The weight scale is not working, leading to inaccurate portioning and potential food cost issues.
19.	Equipment	<b>Wings Pan Shortage:</b> The number of wings pans available is below the required operating standard.
20.	Kitchen Lighting	<b>Failed LED Lights:</b> Multiple LED lights in the kitchen area are not working, reducing visibility and impacting staff safety/efficiency.
21.	Washing Area	<b>Faulty Tap:</b> The water tap in the washing area needs to be replaced.
22.	Inventory	<b>Loose Cold Drink Bottles:</b> Gourmet cold drink bottles are stored in a loose condition, which may indicate a shelving or storage issue.

