

Audit Report for Audit ID - AU00422-1

VA- KST


Audit Score

59/100

Details

Audit	AU00422
Scheduled Audit	AU00422-1
Location	Hyderabad
Hotel	Marigold Hotel
Department	KST
Checklist	VA- KST
Audit Type	External
Auditor	Saritha C
Start Date	14-02-2019
End Date	21-02-2019
Submitted Date	22-02-2019
Status	Completed
Assigned By	Administrator Account
Non-Compliance	17
Chronic Issues	0

Comparison

MARIGOLD HOTEL VA- KST				
VA- KST		Feb 2019	VARIANCE	% of Increase / Decrease (-/+)
S.No	Sections	SCORE OBTAINED		
1	Kitchen Stewarding	59	-	-
Audit Score		 59	-	-

	80-100 = Green	Good / Excellent
	61-79 = Yellow	Average
	60 below is Red	Poor / Fair

Non-Compliance

Section: Kitchen Stewarding

Subsection: Crockery, Cutlery & Glassware - Stock Levels

1: "Whether the stock register maintained are updated with opening stock, receipts, issues and closing stock on a daily basis for cutlery, crockery, chinaware, glassware etc. and whether the same are updated with the breakages and lost cutlery, crockery and glassware as and when there are breakages or losses and are approved?? Whether the breakages and losses are recovered or expensed off as per SOP?" **NC**

Rating: 0

Attachments :

Book1-

TRENDANALYSISOFAMOUNTOFBREAKAGESVSPAX_20190215_171733.xls

x

Observation Text :

1. Stock register maintaining at KST Main Stores. Further observed that KST items were not matching with the IDS closing stock. 2. Stock register not available at Mystique Bar. It was observed that breakages were high in the month of Nov '18, amounting to Rs. 0.53 Lakhs, due to plates broken at Mekong. Pax decreased for the months Jul '18, Sept '18 & Nov '18, but the breakages were increased. Response:- as per discussion, plates were discarded, no approval was available for the same

2: Whether the issues / indents are approved by the person as per DOP? **NC**

Rating: 0

Observation Text :

KST items were directly issuing to outlets without routing through KST Main Stores

3: Whether 100% physical verification is done every month and variance if any are approved for adjustments as per SOP? Whether old non-moving items of crockery, cutlery, chinaware, glassware etc are physically verified for their existence? **NC**

Rating: 0

Attachments :

Book2-PHYSICALVERIFICATIONOFKSTITEMSATMAINSTORESASON22-JAN-19&23-JAN-19_20190215_171812.xlsx

Book3-PHYSICALVERIFICATIONOFKSTITEMSATMEKONGASON29-JAN-19_20190215_171815.xlsx

Book4-PHYSICALVERIFICATIONOFKSTITEMSATMYSTIQUEASON29-JAN-19_20190215_171819.xlsx

Book5-NON-MOVINGSTOCKOFKSTITEMSATMAINSTORESASON12-FEB-19_20190215_171824.xlsx

Observation Text :

1. Physical verifications of KST stores done at KST Main Stores, Mekong and Mystique as on 22-Jan'19, 23-Jan-19 and 29-Jan-19 and the variances were observed, amounting to Net Short Variance of Rs.0.52 Lakhs. 2. Delay of ranging from 190 to 1900 days of Non-Moving KST items as on 12-Feb-19. Despite of item being non-moving the same was procured by the unit and has not been issued to

user department as on 12-Feb-19. Additional Procurement value of Rs.12,045/-.

4: Whether stock levels are maintained as per SOP? **NC**

Rating: 7

Observation Text :

No PAR stock has been defined for Crockery, Cutlery & Glassware items maintained at the outlets which is not as per SOP. Response:- 1.5 par stock for outlets defined crockery

Section: Kitchen Stewarding

Subsection: Hygiene

1: Whether all foods in fridges and freezers, cold storages are covered and date tagged and utilized before the expiry of USE BY date? **NC**

Rating: 7

Attachments :

Book6-ITEMSWEREEXPIRED_20190215_171912.xlsx

QUE6_IMG_20190219_131520.jpg

QUE6_IMG_20190219_131533.jpg

QUE6_IMG_20190219_131544.jpg

QUE6_IMG_20190219_131606.jpg

QUE6_IMG_20190219_131708.jpg

Observation Text :

Verified as on 25-Jan-19 A. Mekong - Chinese items Freezer : 1. USE BY Date not entered on many of the Raw Food and Prepared food items. 2. Chilly basil sauce - expired on 20-01-19 3. Cut Vegetable USE BY Date upto 28.02.19 but the same not in usable. B. Ice Cream Freezer : 1. USE BY Date not entered on 2 Nos of Ice Cream Packs which was opened and not sealed. C. Continental Freezer : 1. USE BY Date not entered on many items and few items which may not be usable. B. Non-veg Freezer : 1. 1 No. Chicken Packet - USE BY Date not visible and water formed in Sea Food and Meat food.

2: Whether work surfaces, wall, floors and behind equipment are clean without risk of contamination? **NC**

Rating: 7

Attachments :

QUE7_IMG_20190219_131317.jpg

QUE7_IMG_20190219_131333.jpg

QUE7_IMG_20190219_131346.jpg

Observation Text :

Flooring not good, tiles are broken at Butchery Area which may risk of contamination

3: Whether refrigerators are displaying standard temperatures? **NC**

Rating: 7

Observation Text :

As per Basic Hygiene Standard Temperature for Walk in Cold Temperature Should be 1 to 5°C, Observed that 11°C displaying at Bakery & Confectionary, 9°C displaying at Veg. Preparation As Per Basic Hygiene Standard Temperature for Deep Freezer

Temperature Should be -18 to 22'c, Observed that 24'c displaying at Mekong Nonveg storage.

- 4: Whether color coding is followed for segregation of waste at the source itself? **NC**

Rating: 7

Observation Text :

As per solid Waste : GREEN COLOUR: BIO-DEGRADABLE Flower Waste, Food Waste, & Edible Waste. YELLOW COLOUR : NON BIO-DEGRADABLE & RE CYLCLABLE : Paper,Wood,Plastic, Metal. RED COLOUR: NON BIO-DEGRADABLE & NON RE CYLCLABLE : Glass, China Ware, & Others Followed at Peacock Hall and not followed at other Restaurants.

- 5: Whether defrosting of fridges are done periodically and documented? **NC**

Rating: 0

Observation Text :

No document is available with KST / Kitchen / Engineering for defrosting of fridges

- 6: Whether All equipment (i.e.) stoves, grill, refrigerators, tables, sinks, ect. cleaned and well maintained and wherever there are any inoperable equipment, the same has been repaired, replaced, or removed from facility? **NC**

Rating: 7

Attachments :

Book7-ASPERSCHEDULE,FREEZERSNOTCLEANED_20190215_171949.xlsx

Observation Text :

1. Mekong Nov-Veg Frozen Freezer to be defrost manually on weekly basis but the same not done. 2. Stone broken in the Oven for Bread making equipment 3. Roti maker machine not working at Staff cafeteria kitchen. 4. As per schedule, Deep Freezers to be cleaned the same verified for 15 days and not followed.

- 7: Whether the Lab Technician is conducting the sample tests on daily basis for Hygiene of food / utensils and etc. and documented ? **NC**

Rating: 7

Attachments :

Book8-DEFINEDPARAMETERSWERECROSSED_20190215_172028.xlsx

Observation Text :

Sample tests were verified from Oct '18 to Dec '18, and observed that defined parameters were crossing in a few sample tests.

- 8: Whether Dishwasher is clean internally and externally and when was it last clean and documented? **NC**

Rating: 7

Observation Text :

No document was available

Section: Kitchen Stewarding

Subsection: Fuel consumption and Utilization

- 1: Whether the SOP mentioned registers are updated as required for receipt quantity,

issues, utilization and closing quantity and variance if any are documented and acted upon? **NC**

Rating: 0

Observation Text :

Gas Receipts / Consumption should be mentioned in log book on a daily basis by Kitchen Stewarding Supervisor / shift in-charge, further observed that receipts were updating but consumption was not updated.

2: Whether the unit has taken license under Explosives Act, 1884 and Gas cylinders rules, 2004? **NC**

Rating: 0

Observation Text :

Licence not available

3: Whether the SOP mentioned registers are updated as required for receipt quantity, issues, utilization and closing quantity of Charcoal? **NC**

Rating: 0

Observation Text :

Charcoal Receipts / Consumption should be mentioned in log book on a daily basis by Kitchen Stewarding Supervisor / shift in-charge, further observed that receipts were updating but consumption was not updated Response:- Char coal is direct consumption based on events and chef requirement we will put charcoal in tandoors

Section: Kitchen Stewarding

Subsection: Others

1: Comparison of Budgeted Vs actual expenses to be done and commented upon **NC**

Rating: 7

Attachments :

Book9-

EXPENSESAMOUNTXCEEDEDBUDGETAMOUNT_20190215_172110.xlsx

Observation Text :

Overall total expenses for the audit period Apr'18 to Dec'18 exceeded the budget amount by Rs.1.48 Lakhs for Hollow ware and Rs.1.37 Lakhs for Kitchen Gas.

2: Analysis of Gas, Charcoal and Fuel Consumption with Pax to be done and commented upon **NC**

Rating: 7

Attachments :

Book10-TrendAnalysisofFuel,GasandCharcoalVsPax_20190215_172127.xlsx

Observation Text :

It was observed that Pax was decreased for the month Sept '18 & Nov '18, but the kitchen fuel consumption amount of Rs. 12,845/- & 23,091/- was increased.

Chronic

No chronic issues found

Audit Questionnaire

Section: Kitchen Stewarding

Subsection: Crockery, Cutlery & Glassware - Stock Levels

1: "Whether the stock register maintained are updated with opening stock, receipts, issues and closing stock on a daily basis for cutlery, crockery, chinaware, glassware etc. and whether the same are updated with the breakages and lost cutlery, crockery and glassware as and when there are breakages or losses and are approved?? Whether the breakages and losses are recovered or expensed off as per SOP?" **NC**

Rating: 0

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Observation Text :

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2: Whether the issues / indents are approved by the person as per DOP? **NC**

Rating: 0

Observation Text :

KST items were directly issuing to outlets without routing through KST Main Stores

3: Whether the MIS data and the various registers data are tallied?

Rating: 8

Observation Text :

Satisfactory

4: Whether 100% physical verification is done every month and variance if any are approved for adjustments as per SOP? Whether old non-moving items of crockery, cutlery, chinaware, glassware etc are physically verified for their existence? **NC**

Rating: 0

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5: Whether stock levels are maintained as per SOP? **NC**

Rating: 7

Observation Text :

No PAR stock has been defined for Crockery, Cutlery & Glassware items maintained at the outlets which is not as per SOP. Response:- 1.5 par stock for outlets defined crockery

Section: Kitchen Stewarding**Subsection:** Hygiene

1: Whether all foods in fridges and freezers, cold storages are covered and date tagged and utilized before the expiry of USE BY date? **NC**

Rating: 7

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2: Whether work surfaces, wall, floors and behind equipment are clean without risk of contamination? **NC**

Rating: 7

Attachments :

QUE7_IMG_20190219_131317.jpg

QUE7_IMG_20190219_131333.jpg

QUE7_IMG_20190219_131346.jpg

Observation Text :

Flooring not good, tiles are broken at Butchery Area which may risk of contamination

3: Are there any build up of grease, carbon or dirt on any equipment, structure or floor?

Rating: 8

Observation Text :
Satisfactory

- 4: Whether refrigerators are displaying standard temperatures? **NC**

Rating: 7

Observation Text :

As per Basic Hygiene Standard Temperature for Walk in Cold Temperature Should be 1 to 5°C, Observed that 11°C displaying at Bakery & Confectionary, 9°C displaying at Veg. Preparation As Per Basic Hygiene Standard Temperature for Deep Freezer Temperature Should be -18 to 22°C, Observed that 24°C displaying at Mekong Nonveg storage.

- 5: Whether all meat and sea food items are stored at standard temperatures?

Rating: 8

Observation Text :
Satisfactory

- 6: Whether color coding is followed for segregation of waste at the source itself? **NC**

Rating: 7

Observation Text :

As per solid Waste : GREEN COLOUR: BIO-DEGRADABLE Flower Waste, Food Waste, & Edible Waste. YELLOW COLOUR : NON BIO-DEGRADABLE & RECYCLABLE : Paper, Wood, Plastic, Metal. RED COLOUR: NON BIO-DEGRADABLE & NON RECYCLABLE : Glass, China Ware, & Others Followed at Peacock Hall and not followed at other Restaurants.

- 7: Whether the raw food and cooked food are segregated and kept separately?

Rating: 8

Observation Text :
Satisfactory

- 8: Whether defrosting of fridges are done periodically and documented? **NC**

Rating: 0

Observation Text :

No document is available with KST / Kitchen / Engineering for defrosting of fridges

- 9: Whether All equipment (i.e.) stoves, grills, refrigerators, tables, sinks, etc. cleaned and well maintained and wherever there are any inoperable equipment, the same has been repaired, replaced, or removed from facility? **NC**

Rating: 7

Attachments :

Book7-ASPERSCHEDULE,FREEZERSNOTCLEANED_20190215_171949.xlsx

Observation Text :

1. Mekong Nov-Veg Frozen Freezer to be defrost manually on weekly basis but the same not done. 2. Stone broken in the Oven for Bread making equipment 3. Roti

maker machine not working at Staff cafeteria kitchen. 4. As per schedule, Deep Freezers to be cleaned the same verified for 15 days and not followed.

10: Whether the Lab Technician is conducting the sample tests on daily basis for Hygiene of food / utensils and etc. and documented ? **NC**

Rating: 7

Attachments :

Book8-DEFINEDPARAMETERSWERECROSSED_20190215_172028.xlsx

Observation Text :

Sample tests were verified from Oct '18 to Dec '18, and observed that defined parameters were crossing in a few sample tests.

11: Whether personal hygiene of the kitchen staff are as per standard set as per SOP?

Rating: 8

Observation Text :

Satisfactory

12: Whether adequate protection is made against the entrance of insects, vermin, rodents, dust and fumes.?

Rating: 8

Observation Text :

Satisfactory

13: Whether Dishwasher is clean internally and externally and when was it last clean and documented? **NC**

Rating: 7

Observation Text :

No document was available

14: Whether the temperature of hot Holding foods are at a minimum 60°C and cold foods at a maximum 5°C?

Rating: 8

Observation Text :

Equipment not available for the cold foods which has to be maintained at a Maximum 5 C

Section: Kitchen Stewarding

Subsection: Wastage

1: Whether the wastages generated are screened to ensure no utensils / cutlery are dumped in the wastage bins?

Rating: 8

Observation Text :

Register will be maintained

2: Whether wastages are recorded every day at every outlets and actioned?

Rating: 8

Observation Text :

Satisfactory

Section: Kitchen Stewarding

Subsection: Fuel consumption and Utilization

1: Whether proper weighment is done before unloading and receiving the gas cylinders?

Rating: 8

Observation Text :

Satisfactory

2: Whether the SOP mentioned registers are updated as required for receipt quantity, issues, utilization and closing quantity and variance if any are documented and acted upon? **NC**

Rating: 0

Observation Text :

Gas Receipts / Consumption should be mentioned in log book on a daily basis by Kitchen Stewarding Supervisor / shift in-charge, further observed that receipts were updating but consumption was not updated.

3: Whether the unit has taken license under Explosives Act, 1884 and Gas cylinders rules, 2004? **NC**

Rating: 0

Observation Text :

Licence not available

4: Whether the gas cylinders are checked / weighed after usage to ensure LPG is not wasted?

Rating: 8

Observation Text :

Satisfactory

5: Whether proper weighment is done before unloading and receiving the charcoal?

Rating: 8

Observation Text :

Satisfactory

6: Whether the SOP mentioned registers are updated as required for receipt quantity, issues, utilization and closing quantity of Charcoal? **NC**

Rating: 0

Observation Text :

Charcoal Receipts / Consumption should be mentioned in log book on a daily basis by Kitchen Stewarding Supervisor / shift in-charge, further observed that receipts were updating but consumption was not updated Response:- Char coal is direct consumption based on events and chef requirement we will put charcoal in tandoors

7: Whether the charcoal are stored safely?

Rating: 8

Observation Text :

Satisfactory

8: Whether the SOP mentioned registers are updated as required for receipt of solid fuel quantity, issues, utilization and closing quantity and discrepancies are noted and acted upon?

Rating: 8

Observation Text :

Satisfactory

Section: Kitchen Stewarding

Subsection: Others

1: Comparison of Budgeted Vs actual expenses to be done and commented upon **NC**

Rating: 7

Attachments :

Book9-

EXPENSESAMOUNTEXCEEDEDBUDGETAMOUNT_20190215_172110.xlsx

Observation Text :

Overall total expenses for the audit period Apr'18 to Dec'18 exceeded the budget amount by Rs.1.48 Lakhs for Hollow ware and Rs.1.37 Lakhs for Kitchen Gas.

2: Analysis of Gas, Charcoal and Fuel Consumption with pax to be done and commented upon **NC**

Rating: 7

Attachments :

Book10-TrendAnalysisofFuel,GasandCharcoalVsPax_20190215_172127.xlsx

Observation Text :

It was observed that Pax was decreased for the month Sept '18 & Nov '18, but the kitchen fuel consumption amount of Rs. 12,845/- & 23,091/- was increased.

3: Controls on Job order to be verified and discrepancies to be noted

Rating: 8

Attachments :

Book11-

DELAYINACCOUNTINGTHEEXPENSES&THREECOPIESOFJOBORDERSWE
REAVAILABLE,REASONSNOTUPDATED_20190215_172142.xlsx

Observation Text :

Delay of 144 to 222 days were observed in accounting the expenses in the concerned ledger for the services rendered, in 2 instances. Job orders of 3 copies were available but the reasons were not updated, whether cancelled or pending, in 9 instances.