

# Sample audit – Dining room/restaurant breakfast

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Business: \_\_\_\_\_

Date: \_\_\_\_\_

Category: Dining room/restaurant breakfast

Time of visit: \_\_\_\_\_

Dining room/restaurant breakfast	Yes	No	Comments/Recommendations
<b>Arrival/Seating</b>			
→ Was there a podium at the entrance of the restaurant?			
→ Was it clean and sanitised with appropriate signage?			
→ Was the guest acknowledged within one minute of arrival with a greeting and an enquiry (i.e. 'Good morning, how may I help you')?			
→ If there was a queue, was the guest greeted within a reasonable time?			
→ Was the guest given accurate information on waiting time?			
→ Was the guest greeted with a smile?			
→ Did the employee use good eye contact?			

## Sample audit – Dining room/restaurant breakfast (continued)

Breakfast in the dining room/restaurant	Yes	No	Comments/Recommendations
→ Was the guest asked for their room number?			
→ Did the employee ascertain the guest's name and use it at least once during the conversation to personalise the interaction?			
→ Did the employee ask the guest to follow him/her to the table?			
→ Did the employee seat the guest at a fully laid table within one minute of arrival and was there a sign to indicate that the table had been sanitised?			
→ Did the employee offer chair assistance and the menu, if applicable?			
→ Did the employee offer orientation to breakfast procedure (i.e. flow of service, wearing of masks etc)?			
<b>Service</b>			
→ Did the employee offer tea/coffee within three minutes of seating with guest's preference (e.g. cappuccino) ascertained?			
→ Was tea/coffee served within three minutes of order?			
→ Was tea/coffee replenished as required?			

## Sample audit – Dining room/restaurant breakfast (continued)

Breakfast in the dining room/restaurant	Yes	No	Comments/Recommendations
→ Were beverages served and cleared from the right?			
→ If toast was requested, did the waiter/waitress ascertain guest's toast preference?			
→ Did the employee replace cutlery as required?			
→ Were dishes cleared within three minutes of guests finishing their meals?			
→ Was correct protocol of service adhered to (ladies before gents, old before young, etc.)?			
→ Did the employee make every effort to serve food from the left and clear from the right?			
→ Were carrying and clearing techniques demonstrated competently?			
→ Did an employee visit the table to ascertain at any point if service was satisfactory?			
→ Upon leaving the restaurant was the guest thanked and acknowledged?			

## Sample audit – Dining room/restaurant breakfast (continued)

Breakfast in the dining room/restaurant	Yes	No	Comments/Recommendations
→ Was the guest encouraged to come back?			
<b>Employees</b>			
→ Did employees appear organised and did they work as a team?			
→ Were employees immaculately presented (i.e. well-groomed and wearing clean and complete uniform and appropriate PPE)?			
→ Did employees adhere to physical distancing guidelines?			
→ Did the employee maintain eye contact, smile and exhibit a friendly manner when dealing with the guest?			
→ Did the employee demonstrate a good command of the English language?			
→ Did the employee respect guest's presence when interacting with other colleagues?			
→ Was the employee attentive to the guest's needs at all times?			

## Sample audit – Dining room/restaurant breakfast (continued)

Breakfast in the dining room/restaurant	Yes	No	Comments/Recommendations
<b>Product – Menu and Food</b>			
→ Was the menu clean and sanitised?			
→ Was there sufficient choice on the menu to cater for common dietary requirements, healthy eating options etc?			
→ Were all menu items available?			
→ Was the food presented in an attractive manner?			
→ Was the food fresh and of good flavour?			
→ Was the food served at the correct temperature?			
→ Was the texture and colour of the food acceptable?			
→ Were juices chilled and freshly squeezed if applicable?			

## Sample audit – Dining room/restaurant breakfast (continued)

Breakfast in the dining room/restaurant	Yes	No	Comments/Recommendations
<b>Product – Table Layout</b>			
→ Were all tables in the restaurant consistently laid out?			
→ Was the table, table cloth, place mat and napkins clean, pressed and free of any stains/tears (if applicable)?			
→ Were cutlery, crockery and glassware clean and matching in pattern?			
→ Were salt and pepper cruets available, and if so, were they clean, matching and full?			
→ Did the sugar selection include white, brown and sweetener?			
→ Was there a selection of preserves available and if so, were they presented in individually sealed containers or open dishes?			
→ Was there a dish of butter or butter portions available?			
→ Was there a low fat alternative to butter available?			

## Sample audit – Dining room/restaurant breakfast (continued)

Breakfast in the dining room/restaurant	Yes	No	Comments/Recommendations
<b>Product – Physical Condition of Restaurant</b>			
→ Was the carpet/floor/tiles free of stains and debris?			
→ Was the flow/direction of movement clearly indicated with good signage?			
→ Were all light fixtures fully illuminated?			
→ Were all walls clean and free from any chips, scuffs or marks?			
→ Was the interior and exterior of the windows clean (i.e. free of any dirt, dust and smears)?			
→ Was the table steady and were the table/chair legs free of any scuffs/scratches and the upholstery clean and in good repair?			
→ Were tables/chairs and equipment cleaned and sanitised regularly as per government recommendations?			

## Sample audit – Dining room/restaurant breakfast (continued)

Breakfast in the dining room/restaurant	Yes	No	Comments/Recommendations
<b>Ambience</b>			
→ Was the restaurant kept at a comfortable temperature?			
→ Was background music played and was it suitable to the environment and played at an appropriate level?			
→ Was lighting adjusted to an appropriate level for the time of day?			



## Additional Comments