

MEALPE DIGITAL CAFETERIA OPERATIONS

# Digital Cafeteria Audit Checklist 2026.

A comprehensive compliance audit framework for MealPe-powered cafeterias. Covering Health, Safety, Environment and Quality (HSEQ); Platform and Technology (Digital); and Food Operations (ServeRight by MealPe). Designed for print and manual completion by a qualified auditor.

**01**

## HSEQ Audit

Health | Safety | Environment | Quality

**02**

## Digital Audit

Platform | KOT | POS | Subsidy | Security

**03**

## ServeRight

by MealPe | Food Operations Audit

# Audit Information

Complete this cover sheet in full before commencing any sub-audit.

## INSTRUCTIONS FOR THE AUDITOR

1. Complete this cover sheet in full before starting any sub-audit checklist.
2. Conduct all three sub-audits (HSEQ, Digital, ServeRight) in a single visit where possible.
3. For each checklist item, circle or tick the applicable column: PASS, FAIL, or N/A.
4. For each FAIL, assign a severity rating: C (Critical), M (Major), or O (Observation).
5. Record observations in the box provided at the end of each section. Obtain dual sign-off on the Overall Audit Scorecard page and submit to MealPe Operations within 24 hours.

## AUDIT IDENTIFICATION

CAFETERIA / OUTLET NAME

ORGANISATION (CORPORATE CLIENT)

LOCATION / CAMPUS

AUDIT DATE

AUDIT START TIME

AUDIT END TIME

LEAD AUDITOR NAME

AUDITOR ID / DESIGNATION

CAFETERIA MANAGER / VENDOR REPRESENTATIVE (PRESENT)

CORPORATE ADMIN REPRESENTATIVE

DATE OF PREVIOUS AUDIT

PREVIOUS OVERALL SCORE

AUDIT TYPE (ROUTINE / FOLLOW-UP / COMPLAINT-DRIVEN / PRE-OPENING)

## SEVERITY CLASSIFICATION GUIDE

- C CRITICAL** TARGET CLOSURE: WITHIN 24 HOURS  
Immediate risk to food safety, personnel safety, or legal compliance. Service must be suspended until corrected and verified.
- M MAJOR** TARGET CLOSURE: WITHIN 7 CALENDAR DAYS  
Significant non-conformance with regulatory or MealPe operational standards. Does not require immediate suspension.
- O OBSERVATION** TARGET CLOSURE: WITHIN 30 CALENDAR DAYS  
Minor deviation or improvement opportunity. No regulatory breach. Documented for continuous improvement tracking.

## AUDIT SCOPE AT A GLANCE

### 01 HSEQ AUDIT

5 sections | 42 items  
Est. 45 min

### 02 DIGITAL AUDIT

5 sections | 32 items  
Est. 35 min

### 03 SERVERIGHT BY MEALPE

6 sections | 38 items  
Est. 40 min

AUDIT 01

# HSEQ Audit

## Health, Safety, Environment and Quality Audit

This audit assesses compliance with health, safety, environmental, and food quality requirements applicable to all MealPe-operated cafeteria facilities. Findings are classified as Critical Non-Conformance (immediate corrective action required within 24 hours), Major Non-Conformance (corrective action within 7 days), or Minor Observation (corrective action within 30 days). A Critical finding automatically triggers suspension of service until closure is verified.

This audit contains 42 checklist items across 5 sections.

### SECTION INDEX

<b>Section 01</b>	Health and Personnel Hygiene	8 items
<b>Section 02</b>	Kitchen and Equipment Hygiene	8 items
<b>Section 03</b>	Safety, Fire, and Emergency Preparedness	9 items
<b>Section 04</b>	Environment, Waste, and Pest Control	8 items
<b>Section 05</b>	Food Safety, FSSAI Compliance, and Documentation	9 items

### HOW TO SCORE THIS AUDIT

1. For each checklist item, circle or tick PASS, FAIL, or N/A in the columns provided.
2. For every FAIL, mark severity in the SEV column: C (Critical) / M (Major) / O (Observation).
3. PASS = full compliance. FAIL = non-conformance, requires corrective action. N/A = not applicable (state reason).
4. Complete the observations box and section tally at the end of each section.

**SECTION 01 HEALTH AND PERSONNEL HYGIENE** 8 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
<p><b>1.1</b> All food handlers possess valid FSSAI medical fitness certificates reviewed in the past 12 months.  <i>Note: Verify physical certificates and log dates.</i></p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>1.2</b> Food handlers are free from open cuts, wounds, skin infections, respiratory illness, or gastrointestinal symptoms prior to commencing duty.  <i>Note: Daily sign-off register to be checked.</i></p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>1.3</b> All personnel in food preparation and service zones wear complete personal protective equipment: clean uniform, head covering, apron, and slip-resistant footwear.</p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>1.4</b> Disposable gloves are worn during ready-to-eat food preparation and changed after each task, contamination event, or a minimum of every 30 minutes.</p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>1.5</b> A functional handwash station with potable running water, liquid soap, and single-use disposable towels or a HEPA hand dryer is located within 5 metres of each food preparation zone.</p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>1.6</b> The six-step WHO handwashing protocol (minimum 20 seconds) is followed: before handling food, after handling raw ingredients, after using the toilet, after handling waste, and after touching face, hair, or mobile devices.</p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>1.7</b> Jewellery, watches, false nails, and nail polish are not worn by food handlers; hair is fully restrained by a hair net or cap.</p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<p><b>1.8</b> A daily pre-shift health declaration form is signed by each food handler and retained on-site for a minimum of 30 days.</p>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 01 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 01 TALLY**   
 PASS    
 FAIL    
 N/A    
 SCORE (%)

**SECTION 02 KITCHEN AND EQUIPMENT HYGIENE** 8 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
<b>2.1</b> All food contact surfaces (worktops, cutting boards, utensils, serving trays) are cleaned with detergent and sanitised with a food-safe sanitiser at a minimum frequency of every four hours during service and immediately after handling raw proteins.	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2.2</b> A documented colour-coded chopping board system is in place and consistently applied: red for raw meat, yellow for raw poultry, blue for raw fish, green for salads and fruit, white for dairy and bakery, brown for cooked meat.	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2.3</b> All commercial equipment (combi oven, fryer, refrigeration units, display cases, exhaust hoods, filters) has a signed weekly cleaning record posted on or near the unit.	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2.4</b> Exhaust canopy and grease filters are cleaned at a minimum weekly frequency; a deep degrease is evidenced monthly. <i>Note: Request maintenance log.</i>	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2.5</b> Refrigeration units maintain a core temperature at or below 4 degrees C; separate units or clearly demarcated zones are provided for raw and cooked products; no cross-stacking is observed.	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2.6</b> Freezers maintain a core temperature at or below minus 18 degrees C; manual or automated temperature logs are completed twice per day.	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2.7</b> Hot-holding equipment maintains food at a minimum core temperature of 63 degrees C; spot temperature checks are carried out and recorded every two hours during service.	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2.8</b> A calibrated probe thermometer is available, cleaned, and sanitised between each use; calibration certificate is dated within the past six months.	<input type="text" value="C / M / O"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 02 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 02 TALLY**
 PASS 
 FAIL 
 N/A 
 SCORE (%)

**SECTION 03 SAFETY, FIRE, AND EMERGENCY PREPAREDNESS** 9 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
<b>3.1</b> A minimum of one ABC-rated dry powder or CO2 fire extinguisher is installed in the kitchen, within 10 metres of any cooking equipment, clearly signed, and within service validity.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.2</b> A fire blanket is wall-mounted adjacent to the primary cooking station and is accessible without obstruction.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.3</b> All fire exits and emergency egress routes are unobstructed, clearly signed with illuminated signage, and doors open outward and are tested monthly.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.4</b> A fire evacuation drill has been conducted and documented in the past six months; the evacuation assembly point is posted at all exit points.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.5</b> LPG cylinders are stored upright in a ventilated external or semi-external cage away from ignition sources; a valid installation certificate is on file. <i>Note: Verify regulator condition and hose integrity.</i>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.6</b> All electrical installations meet applicable BIS/IS standards; there are no trailing cables, overloaded sockets, or exposed conductors visible in any food zone.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.7</b> A fully stocked first-aid kit (minimum British Standard BS 8599-1 equivalent or IS 13498 equivalent contents) is accessible to all staff and its contents are checked and replenished monthly.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.8</b> Emergency contact numbers (fire, ambulance, police, MealPe Ops, building management) are posted in a laminated format at a minimum of two locations within the cafeteria.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.9</b> Anti-slip mats are fitted in wet work areas (dishwash, cooking line, and any other floor area subject to water or oil spillage); mats are cleaned and free from curl or damage.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SECTION 03 OBSERVATIONS AND CORRECTIVE ACTIONS**

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**SECTION 03 TALLY**    PASS     FAIL     N/A     SCORE (%)

**SECTION 04 ENVIRONMENT, WASTE, AND PEST CONTROL** 8 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
4.1 Wet, dry, and hazardous waste streams are segregated at source into colour-coded, lidded bins that are clearly labelled.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.2 Waste bins in the kitchen and service areas are emptied at a minimum of twice per service period; bins are washed and sanitised daily.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.3 Used cooking oil is stored in a sealed, labelled, non-reactive container and collected by an authorised recycler; a collection record is maintained.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.4 A licensed pest control contractor has carried out a full treatment within the past three months; a signed technician report, bait station map, and chemical data sheets are retained on-site.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.5 No evidence of pest activity (rodent droppings, insect frass, gnaw marks, fly infestation) is observed during audit in any food zone, storage area, or service counter.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.6 All drainage channels and floor drains are fitted with removable, cleanable grates; no standing water, blockage, or malodour is observed.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.7 Ventilation provides a minimum of 15 air changes per hour in the cooking zone; a commissioning or maintenance certificate is on file. <i>Note: Check date on certificate.</i>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.8 Exterior-facing windows, vents, and delivery bays are fitted with close-mesh fly screens (maximum 1.5 mm aperture) in serviceable condition.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 04 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 04 TALLY**    PASS     FAIL     N/A     SCORE (%)

**SECTION 05 FOOD SAFETY, FSSAI COMPLIANCE, AND DOCUMENTATION** 9 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
5.1 A current FSSAI licence (Basic, State, or Central as applicable to turnover) is displayed prominently in the public-facing area and is not within 60 days of its expiry.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.2 All incoming ingredients are sourced exclusively from FSSAI-licensed or FSSAI-registered suppliers; a current approved supplier list is maintained and reviewed quarterly.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.3 Goods-received records are completed for every delivery, capturing: supplier name, FSSAI licence number, delivery date, batch/lot number, best-before date, temperature at receipt for chilled and frozen goods, and the name of the receiving staff member.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.4 FIFO (First In, First Out) stock rotation is consistently applied in all storage areas; no expired, unlabelled, or past-best-before stock is present.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.5 All food items in storage are covered, stored in food-grade containers, clearly labelled with contents, date of preparation or opening, and use-by date.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.6 Allergen information for all 14 major allergens (as per FSSAI Food Safety and Standards (Labelling and Display) Regulations 2020) is documented for every menu item and available in writing at the point of service.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.7 A documented food safety management plan (HACCP-based or equivalent Codex Alimentarius-aligned plan) is in place, reviewed annually, and key control points are being actively monitored.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.8 A daily temperature log, cleaning schedule, and opening and closing checklist have been completed without gaps for each of the past seven trading days.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.9 Previous audit non-conformances and corrective actions are documented, dated, signed off by management, and verified as closed.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SECTION 05 OBSERVATIONS AND CORRECTIVE ACTIONS**

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<b>SECTION 05 TALLY</b>	PASS <input type="text"/>	FAIL <input type="text"/>	N/A <input type="text"/>	SCORE (%) <input type="text"/>
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AUDIT 02

# Digital Audit

## Platform, POS, and Technology Audit

This audit verifies that the full MealPe technology stack is operational, correctly configured, and meeting performance standards across connectivity, the ordering application, KOT routing, the Admin Module, subsidy processing, and data security. A failure in any Critical item requires immediate escalation to MealPe Technical Support before the cafeteria resumes digital ordering operations.

This audit contains 32 checklist items across 5 sections.

### SECTION INDEX

<b>Section 01</b>	Network Infrastructure and Connectivity	5 items
<b>Section 02</b>	MealPe Platform and Application	7 items
<b>Section 03</b>	KOT System and Order Routing	7 items
<b>Section 04</b>	Subsidy, Billing, and Admin Module	7 items
<b>Section 05</b>	Data Integrity, Security, and Access Control	6 items

### HOW TO SCORE THIS AUDIT

1. For each checklist item, circle or tick PASS, FAIL, or N/A in the columns provided.
2. For every FAIL, mark severity in the SEV column: C (Critical) / M (Major) / O (Observation).
3. PASS = full compliance. FAIL = non-conformance, requires corrective action. N/A = not applicable (state reason).
4. Complete the observations box and section tally at the end of each section.

**SECTION 01 NETWORK INFRASTRUCTURE AND CONNECTIVITY** 5 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
1.1 The primary internet connection delivers a minimum download speed of 10 Mbps and upload speed of 5 Mbps; a speed test result is logged and timestamped at the start of audit.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.2 A secondary or failover internet connection (mobile hotspot, secondary ISP, or SIM-based dongle) is configured, tested, and ready to activate within two minutes.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.3 Uninterruptible power supply (UPS) units cover all critical digital infrastructure including KOT display, POS terminal, router, and cashless payment devices; battery autonomy is a minimum of 30 minutes.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.4 The Wi-Fi network is password-protected; a separate guest or device-only SSID is provisioned for POS and KOT devices, segregated from general staff use.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.5 All network cables are routed through conduit or cable management trunking; no exposed or unsecured cabling is visible in public-facing or food-preparation zones.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 01 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 01 TALLY**    PASS     FAIL     N/A     SCORE (%)

**SECTION 02 MEALPE PLATFORM AND APPLICATION** 7 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
2.1 The MealPe application is accessible and fully functional for employee login on the local network; login time does not exceed 5 seconds under normal conditions.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2 The menu displayed in the application is current, complete, and accurate: item names, descriptions, prices, and photographs match the approved master menu and vendor kitchen capabilities.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.3 Veg and non-veg indicators (green dot and red dot respectively, as per FSSAI Display Regulations) are correctly and consistently applied to every item in the application.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4 Out-of-stock items are marked unavailable in the application before service begins and updated in real time during service; no orders for unavailable items are accepted.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.5 Push notifications (order confirmed, order ready for pickup, order dispatched for delivery) are received on test devices within 15 seconds of the corresponding status update.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.6 All applicable payment modes are operational: UPI, wallet top-up, debit or credit card; a test transaction is completed and confirmed with a reference number.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.7 The application version installed on employee devices and on management devices is the current production release; no devices are running a deprecated version. <i>Note: Check app version in Settings.</i>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 02 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 02 TALLY**    PASS     FAIL     N/A     SCORE (%)

**SECTION 03 KOT SYSTEM AND ORDER ROUTING** 7 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
3.1 A KOT (Kitchen Order Ticket) is generated and displayed on the kitchen screen within 10 seconds of order confirmation on the customer application; a test order is placed during audit.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2 Token numbers are generated sequentially and without duplication; the token display board (physical or digital) updates automatically when a KOT is marked Ready.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.3 The kitchen display system shows all mandatory order details: token number, items ordered, modifiers or special instructions, and time of order placement.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.4 Orders cancelled by the customer or by the operator through the platform are reflected in both the application and the KOT system within 30 seconds; no partially prepared cancelled orders are dispatched.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.5 A 60-second KOT acknowledgement alert is active; an audible or visual alert fires on the kitchen display if an order is not acknowledged within 60 seconds of receipt.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.6 Itemised receipts or order summaries are retrievable from the POS system for any order placed in the current trading day; a receipt is generated for a test transaction during audit.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.7 Failed payment transactions and disputed orders trigger a real-time alert to the assigned Corporate Admin account; the alert mechanism is verified during audit.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 03 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 03 TALLY**    PASS     FAIL     N/A     SCORE (%)

**SECTION 04 SUBSIDY, BILLING, AND ADMIN MODULE** 7 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
4.1 All active subsidy programmes are correctly configured: subsidy type (Fixed Amount, Percentage Amount, or Percentage with Cap), value, applicable employee group, and effective date are confirmed in the Admin portal.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.2 A test order is placed by an employee enrolled in a subsidy programme; the subsidy deduction is calculated correctly at checkout and matches the configured programme parameters.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.3 Subsidy utilisation data in the Admin portal matches the transaction ledger for the most recent completed billing period; no unreconciled discrepancy exceeds 1% of total subsidy spend.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.4 The selected reconciliation mode (Option A: Via MealPe, or Option B: Direct to Vendor) is documented, confirmed in the Admin portal, and the corresponding settlement process has been followed for the most recent billing period.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.5 Billing reports, GST reports (GSTIN-compliant), and the user transaction ledger are downloadable for any of the past three billing periods without error.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.6 Vendor settlement statements reconcile with POS gross sales data within an acceptable tolerance of 0.5%; any variance has a documented explanation.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.7 Role-based access permissions are enforced: an auditor-level or viewer-level account cannot edit transaction records, modify menu prices, or approve settlements.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 04 OBSERVATIONS AND CORRECTIVE ACTIONS

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<b>SECTION 04 TALLY</b>	PASS <input type="text"/>	FAIL <input type="text"/>	N/A <input type="text"/>	SCORE (%) <input type="text"/>
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**SECTION 05 DATA INTEGRITY, SECURITY, AND ACCESS CONTROL** 6 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
5.1 All admin, vendor, and management portal accounts require a password of at minimum 12 characters containing uppercase, lowercase, numeric, and special characters; default credentials are not in use on any device.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.2 Two-factor authentication is enabled for all accounts with Super Admin or Financial access roles.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.3 Transaction and configuration data is automatically backed up by the MealPe platform at minimum daily intervals; the backup status is confirmed as successful for each of the past seven days.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.4 POS terminals, KOT screens, and management devices lock automatically after a maximum of 3 minutes of inactivity and require re-authentication; no unlocked unattended device is observed during audit.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.5 No personally identifiable employee information (name, phone number, wallet balance, order history) is visible on any public-facing screen, shared dashboard, or printed report accessible to general cafeteria users.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.6 Access logs for the Admin portal are reviewed by the Corporate Admin at a minimum monthly frequency; the most recent review date and reviewer name are documented.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 05 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 05 TALLY**    PASS     FAIL     N/A     SCORE (%)

AUDIT 03

# ServeRight by MealPe

## Food Operations Audit

ServeRight is MealPe's proprietary food operations audit standard. It measures operational readiness, recipe and portion integrity, order fulfilment performance, packaging standards, customer experience quality, and post-service discipline. ServeRight is the customer-facing quality benchmark for every MealPe-powered cafeteria and forms 35% of the overall cafeteria quality score.

This audit contains 38 checklist items across 6 sections.

### SECTION INDEX

<b>Section 01</b>	Pre-Service Readiness and Mise en Place	7 items
<b>Section 02</b>	Recipe Integrity and Portion Standards	6 items
<b>Section 03</b>	Order Fulfilment Speed and Accuracy	7 items
<b>Section 04</b>	Packaging, Labelling, and Presentation Standards	6 items
<b>Section 05</b>	Customer Experience, Service Standards, and Feedback	6 items
<b>Section 06</b>	Post-Service, Closing Procedures, and Reporting	6 items

### HOW TO SCORE THIS AUDIT

1. For each checklist item, circle or tick PASS, FAIL, or N/A in the columns provided.
2. For every FAIL, mark severity in the SEV column: C (Critical) / M (Major) / O (Observation).
3. PASS = full compliance. FAIL = non-conformance, requires corrective action. N/A = not applicable (state reason).
4. Complete the observations box and section tally at the end of each section.

**SECTION 01 PRE-SERVICE READINESS AND MISE EN PLACE** 7 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
1.1 A complete kitchen opening checklist has been signed off by the duty manager or shift leader prior to serving the first customer; the checklist includes equipment status, temperature verification, stock availability, and staff count.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.2 A full stock count has been completed and documented; raw material quantities are sufficient to meet the forecasted demand based on historical consumption data for that day and time slot.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.3 All cold preparations (sauces, salads, dairy components, marinated proteins) have been prepared, labelled with production date and time, and stored at correct temperatures prior to service.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.4 All hot preparations are held at the correct temperature and mise en place for each station is complete; no station begins service with incomplete prep.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.5 The menu of the day is published on the MealPe application and on all physical menu boards before the first order window opens; any item unavailability is marked in the system and posted at the counter.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.6 Staff briefing has been conducted covering: menu of the day, allergen updates, any staffing changes, expected footfall, and any operational or quality issues from the previous service period.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1.7 Counter and dining areas have been cleaned, tables set or reset, condiment stations stocked, and waste bins emptied prior to service commencement.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 01 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 01 TALLY**    PASS     FAIL     N/A     SCORE (%)

**SECTION 02 RECIPE INTEGRITY AND PORTION STANDARDS** 6 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
2.1 A printed or digital Standard Recipe Card (SRC) is accessible at every active cooking station; staff are observed preparing food in accordance with the SRC without improvisation of recipe, method, or presentation.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.2 A portion control tool (ladle, scoop, weight scale, or standardised container) is in use for each recipe where a controlled portion yield is specified in the SRC.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.3 A random taste and temperature check of a minimum of two cooked items is conducted during audit; items meet the documented flavour profile, are served at the correct temperature, and achieve a pass score by the auditor.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.4 Plating and presentation of selected items match the approved food photography or plating guide on file; garnish, sauce, and accompaniments are applied as specified.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.5 Batch production quantities are based on forecasted demand and are not exceed more than 20% above forecast in any 90-minute service window to control food waste and maintain freshness.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.6 A production waste log is completed for each batch, recording the quantity prepared, quantity sold, and quantity discarded at end of service period.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 02 OBSERVATIONS AND CORRECTIVE ACTIONS

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<b>SECTION 02 TALLY</b>	PASS <input type="text"/>	FAIL <input type="text"/>	N/A <input type="text"/>	SCORE (%) <input type="text"/>
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**SECTION 03 ORDER FULFILMENT SPEED AND ACCURACY** 7 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
<b>3.1</b> A test order is placed for a standard item during audit; the KOT is acknowledged within 60 seconds, and the order is ready for collection within the documented SLA for that category (beverages: 3 minutes, snacks: 5 minutes, full meals: 12 minutes).	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.2</b> The average order fulfilment time, as recorded in the MealPe platform analytics for the current week, does not exceed the category SLA for more than 10% of orders. <i>Note: Check Analytics dashboard.</i>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.3</b> All special instructions entered by the customer (no onion, extra sauce, allergy modification) are reflected in the KOT printout and are correctly executed in the prepared item.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.4</b> Token verification (visual token number match or app confirmation) is performed before every order is handed to a customer; no order is released without this verification step.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.5</b> Uncollected orders are held in a designated covered, labelled holding area for a maximum of 10 minutes, after which they are logged (item, token number, reason, time of discard) and discarded.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.6</b> Order accuracy is verified by a spot audit of five consecutive orders during the audit period; all five are dispatched with the correct items, quantities, modifiers, and packaging.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3.7</b> Customer complaints recorded in the MealPe platform for the current calendar month are reviewed; each complaint has a documented root cause analysis and corrective action with a resolution date.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 03 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 03 TALLY**
 PASS 
 FAIL 
 N/A 
 SCORE (%)

**SECTION 04 PACKAGING, LABELLING, AND PRESENTATION STANDARDS** 6 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
4.1 Primary packaging (box, bowl, container) is appropriate for the food type, temperature-resistant as required, and prevents spillage, sogginess, or structural collapse during the expected handling period.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.2 Each packed order carries an order label or token sticker confirming: token number, item name, and veg or non-veg indicator.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.3 Veg and non-veg indicators on packaging comply with FSSAI Display Regulations: green filled circle for vegetarian, brown or red filled circle for non-vegetarian.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.4 Appropriate condiments, cutlery, napkins, and accompaniments are included with each order as per the itemised standard set for that menu item.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.5 Where MealPe-branded packaging is specified by the client agreement, it is in use, in adequate stock, and in undamaged condition.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.6 No single-use plastic items prohibited under the Plastic Waste Management Amendment Rules 2022 (including plates, cups, cutlery, straws, wrapping films under 75 micron thickness) are present in the cafeteria.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 04 OBSERVATIONS AND CORRECTIVE ACTIONS

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SECTION 04 TALLY    PASS     FAIL     N/A     SCORE (%)

**SECTION 05 CUSTOMER EXPERIENCE, SERVICE STANDARDS, AND FEEDBACK** 6 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
<b>5.1</b> Counter service staff are identifiable by name badge and uniform; they greet customers, make eye contact, and acknowledge each customer within 30 seconds of their approach to the counter.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5.2</b> Staff are able to answer allergen queries accurately by referencing the allergen matrix; at least one member of staff on duty per service period has completed a recognised food allergen awareness programme.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5.3</b> The in-app average rating for the cafeteria outlet over the most recent 30-day period is 4.0 out of 5.0 or above; if below 4.0, a documented improvement plan is in place. <i>Note: Check MealPe Admin dashboard.</i>	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5.4</b> Customer complaints or negative ratings submitted through the MealPe platform are reviewed by the Corporate Admin at a minimum weekly frequency; each requires a logged acknowledgement and a resolution update.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5.5</b> A physical or digital feedback mechanism (comment card, QR code to feedback form) is available and visible at the point of service for customers who prefer not to use the app.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>5.6</b> Queuing at the collection counter does not exceed 5 customers at any point during peak service; where queuing is observed to exceed this threshold, an additional staff member is deployed to the counter.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 05 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 05 TALLY**    PASS     FAIL     N/A     SCORE (%)

**SECTION 06 POST-SERVICE, CLOSING PROCEDURES, AND REPORTING** 6 items

CHECKLIST ITEM	SEV	PASS	FAIL	N/A
6.1 An end-of-service closing checklist is completed and signed by the duty manager within 30 minutes of service close; checklist covers cleaning, equipment shutdown, stock count, and waste logging.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.2 End-of-day waste is classified, weighed, and recorded: food waste (cooked), food waste (raw), packaging waste, and general waste; this data feeds into the monthly sustainability summary.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.3 All refrigerated and frozen storage units are verified at correct temperatures after restocking at end of service; temperature logs are completed before the duty manager signs off.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.4 A daily MIS (Management Information Summary) covering total orders, total revenue, top-selling items, average ticket size, number of subsidy transactions, and total subsidy value is generated from the MealPe platform and shared with MealPe Ops by the agreed daily deadline.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.5 The next-day preparation list (items to prep, quantities, special requirements, estimated footfall) is compiled and handed to the opening team before the closing team departs.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.6 All opening and closing financial reconciliation (cash float if applicable, digital transaction summary, petty cash log) is completed, signed, and filed for a minimum retention period of 90 days.	C / M / O	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 06 OBSERVATIONS AND CORRECTIVE ACTIONS

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**SECTION 06 TALLY**    PASS     FAIL     N/A     SCORE (%)

# Overall Audit Scorecard

Consolidate the three sub-audit scores below and record the overall rating.

CODE	AUDIT NAME	ITEMS	PASS	FAIL	N/A	SCORE (%)	WEIGHT
HSEQ	HSEQ Audit	42	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	35%
DIG	Digital Audit	32	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	30%
SR	ServeRight by MealPe	38	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	35%
<b>OVERALL WEIGHTED SCORE</b>						$(HSEQ \times 0.35) + (Digital \times 0.30) + (ServeRight \times 0.35)$	<input type="text"/>

**OVERALL CAFETERIA RATING (circle one):**

<b>A+</b> <b>EXCELLENT</b> 90 to 100%	<b>A</b> <b>GOOD</b> 75 to 89%	<b>B</b> <b>ACCEPTABLE</b> 60 to 74%	<b>C</b> <b>IMPROVEMENT NEEDED</b> 40 to 59%	<b>D</b> <b>CRITICAL FAILURE</b> Below 40%
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**KEY CORRECTIVE ACTIONS AND FOLLOW-UP ITEMS**

TARGET CLOSE-OUT DATE	NEXT SCHEDULED AUDIT DATE	ESCALATION REQUIRED (YES / NO)

**SIGN-OFF**

**LEAD AUDITOR**  
 MealPe Audit Team / Authorised Auditor

Signature

**FULL NAME**

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**DATE** **STAMP / SEAL (if applicable)**

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**CAFETERIA REPRESENTATIVE**  
 Vendor / Cafeteria Manager

Signature

**FULL NAME**

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**DATE** **STAMP / SEAL (if applicable)**

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