

VEINI HOSPITALITY ADVISORY

Audit Report & Findings Review

Internal food safety audit

KAEN

Dubai Mall / UAE

STORE IN CHARGE

Not supplied

AUDITOR

Ghadi Ghaoui

INSPECTION DATE

01 July 2026

REPORT REFERENCE

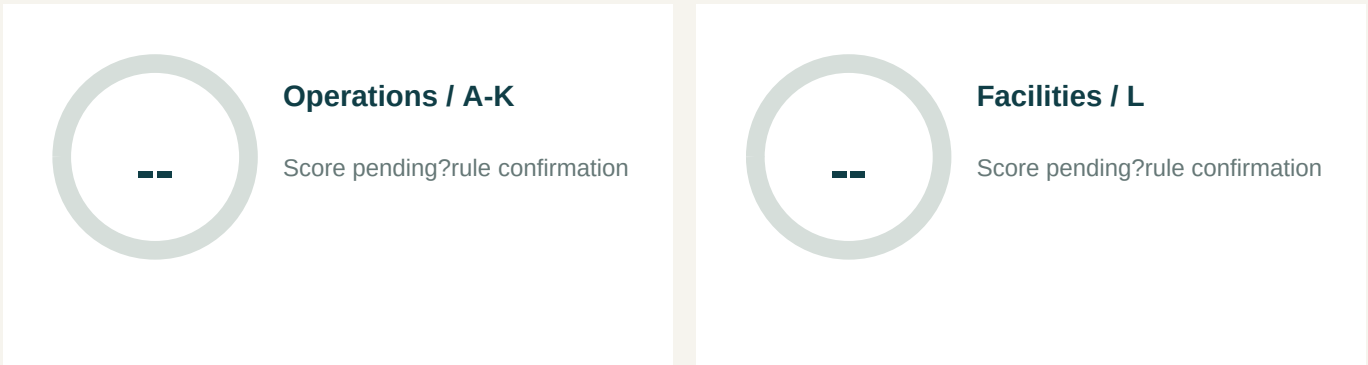
VEINI-KAEN-20260701 / R4

Feedback draft: category structure, compact evidence and green action panels are ready for review. Final scores and prescribed corrective actions remain subject to Ghadi's confirmation.

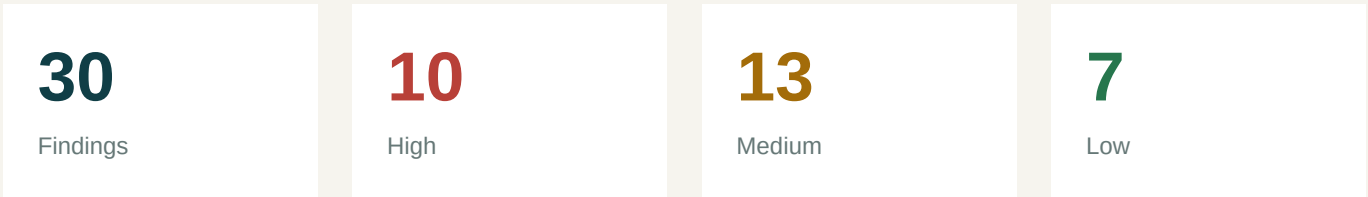
Actual findings and selected photographs from the supplied July 2026 KAEN report. Reorganised for feedback, not a new inspection. Actions remain proposed; checklist responses and recalculable section scores are not supplied.

01 / EXECUTIVE SUMMARY

Executive summary



FINDINGS AT A GLANCE



The source report records storage segregation, ice-machine hygiene, gas storage and electrical access concerns. This feedback draft retains all 30 listed findings, assigns them provisionally to the Excel section structure and keeps the original High / Medium / Low classifications.

The report now uses all 12 Excel audit sections. Category scores cannot be derived reliably from the former six-category KAEN summary. No substitute scores are invented.

WORKBOOK GRADING COLOURS



02 / SCORING METHOD

How the audit will be scored

Points

The workbook groups checks into audit points, generally worth 5 or 1 points. The supplied scoring reference says a failed check fails its parent point and N/A removes that point from the denominator.

Two separate scores

Operations covers sections A-K. Facilities is section L, reported separately. No single combined overall score is shown.

Deduction rules / pending

Super-critical failures are described as 10 percentage points each. Critical failures are unresolved: the workbook summary says 5, while most individual formulas and the slide reference use 3.

Approval needed before calculation

Confirm the deduction values, duplicate or inconsistent formula references, N/A handling, and the rule for counting critical failures before any score is calculated.

The 98.3% in the supplied slide reference is not imported as a KAEN result. All score circles and section score fields remain pending in this feedback draft.

03 / SCOPE & METHODOLOGY

Scope & methodology

Scope

Source walkthrough: cold and dry storage, preparation, pastry production, chemical and gas storage, receiving/documentation and bar service. Findings are reorganised under the Excel audit framework; this does not establish checklist completion.

Inspection method

Record explicit Pass / Fail / N/A answers, observations and linked photographs against the checklist. Review finding severity and corrective actions before submission and report issue.

Evidence presentation

Each finding row is immediately followed by its own photographs and captions. Images are smaller than the previous draft; two short findings may share a page.

Review boundary

Actual findings and selected photographs from the supplied July 2026 KAEN report. Reorganised for feedback, not a new inspection. Actions remain proposed; checklist responses and recalculable section scores are not supplied.

04 / IMMEDIATE ATTENTION

Immediate attention required

F-001 / B / HIGH**Raw protein stored with ready-to-eat food (mango purée)**

Separate raw protein from ready-to-eat food and verify the revised storage arrangement.

F-002 / B / HIGH**Undercounter storage / items stored directly on the floor**

Reorganise undercounter storage and move items off the floor into designated storage.

F-003 / B / HIGH**Equipment stored on a grease trap**

Move equipment away from the grease trap to a designated clean storage location.

F-004 / B / HIGH**Overloaded containers used without lids**

Reduce container loading and introduce suitable lids and protected storage.

F-005 / B / HIGH**Multiple items combined in a single unlabelled container**

Separate different items into suitable containers and identify their contents clearly.

F-010 / L / HIGH**Butane gas cylinders stored beside flammable materials**

Relocate gas cylinders away from flammable materials, as specified in the source action plan.

04 / IMMEDIATE ATTENTION / CONTINUED

High severity findings

F-011 / H / HIGH

Cleaning chemicals not segregated from food items

Provide designated chemical storage separated from food items.

F-012 / L / HIGH

Items blocking access to the electrical panel

Clear electrical-panel access and keep the area free of stored items.

F-015 / H / HIGH

Mould build-up inside the ice machine

Deep-clean and sanitise the ice machine, as specified in the source action plan.

F-020 / G / HIGH

Staff eating in the pastry production area

Reinforce staff-conduct rules and keep eating outside food-production areas.

05 / FINDINGS OVERVIEW

Results by Excel section

SECTION	HIGH	MED	LOW	SCORE
A / Supply & delivery	0	0	1	Pending
B / Storage	5	3	1	Pending
C / Labelling & expiry	0	1	2	Pending
D / Preparation	0	0	0	Pending
E / Processing	0	1	0	Pending
F / Foreign body control	0	1	0	Pending
G / Personal hygiene	1	2	1	Pending
H / Cleaning	2	2	1	Pending
I / Fundamentals	0	1	1	Pending
J / Retail / merchandise	0	0	0	Pending
K / Licences	0	0	0	Pending
L / Facilities	2	2	0	Pending

Provisional mapping for Ghadi: findings have been reorganised into the Excel sections. Gas/electrical observations are retained under Facilities as supplementary observations; they do not automatically deduct points. Sections without mapped findings are not declared compliant.

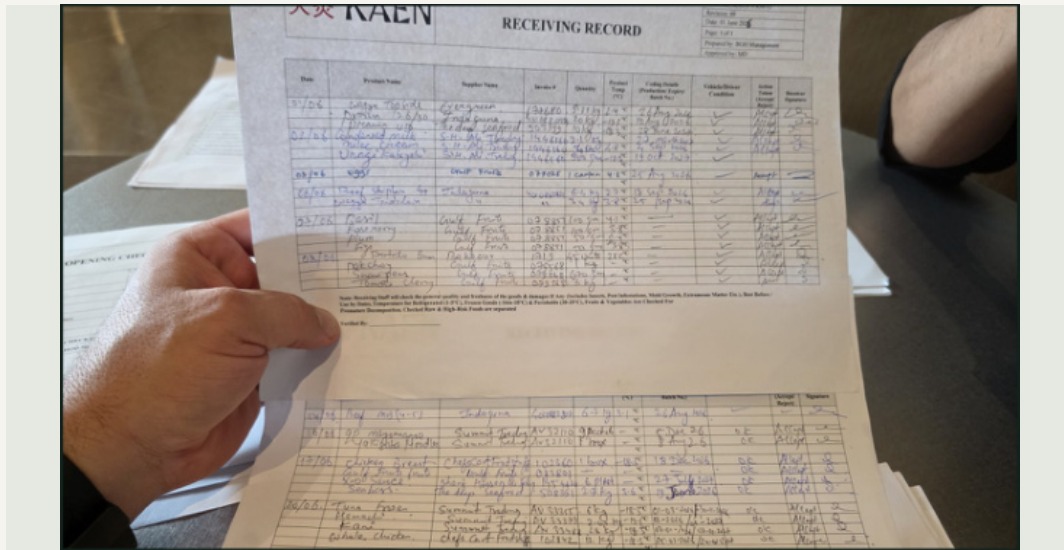
06 / A / FINDINGS & EVIDENCE

Supply & delivery

F-026

Receiving log congested and unclear

Low



Congested and unclear receiving log. (Source p. 25)

CORRECTIVE ACTION / FOR REVIEW

Simplify the receiving log so entries can be recorded and reviewed clearly.

Owner: Not assigned | Due: Not set

06 / B / FINDINGS & EVIDENCE

Storage

F-001

Raw protein stored with ready-to-eat food (mango purée)**High**

Raw protein stored with ready-to-eat food. (Source p. 20)

CORRECTIVE ACTION / FOR REVIEW

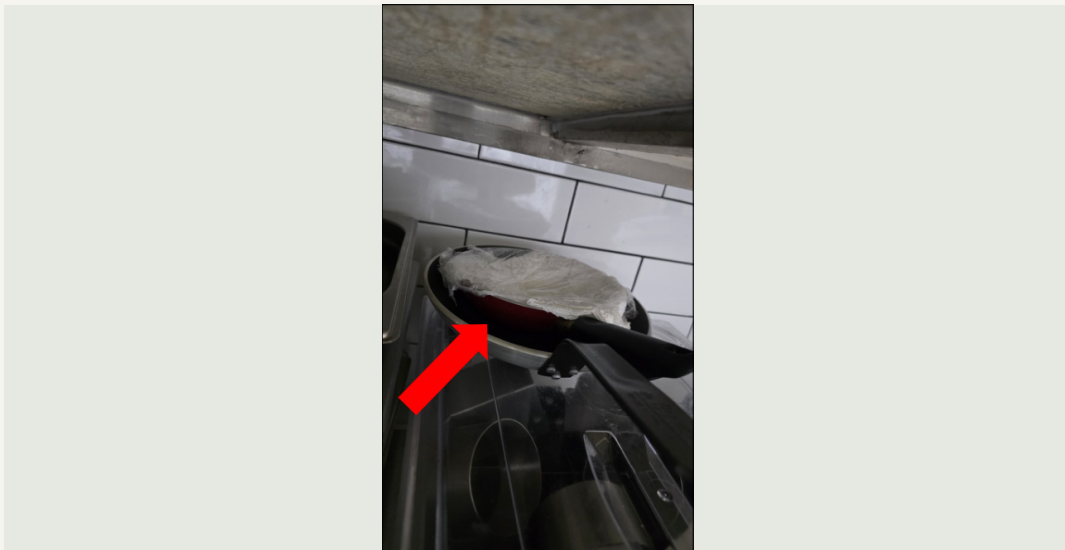
Separate raw protein from ready-to-eat food and verify the revised storage arrangement.

Owner: Not assigned | Due: Not set

06 / B / FINDINGS & EVIDENCE

Storage

F-002

Undercounter storage / items stored directly on the floor**High**

Undercounter storage. (Source p. 21)

CORRECTIVE ACTION / FOR REVIEW

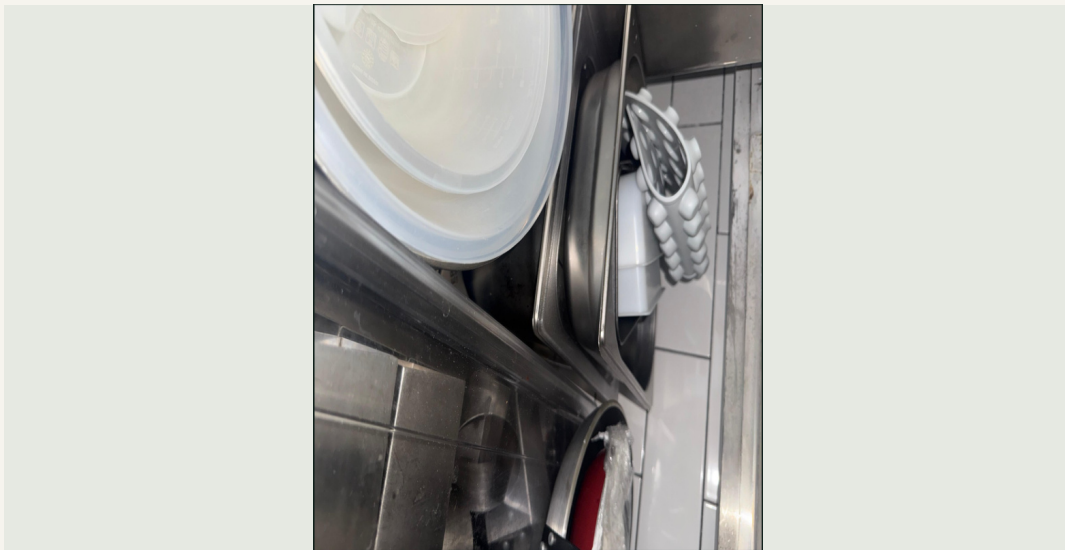
Reorganise undercounter storage and move items off the floor into designated storage.

Owner: Not assigned | Due: Not set

06 / B / FINDINGS & EVIDENCE

Storage

F-003

Equipment stored on a grease trap**High**

Equipment stored on a grease trap. (Source p. 13)

CORRECTIVE ACTION / FOR REVIEW

Move equipment away from the grease trap to a designated clean storage location.

Owner: Not assigned | Due: Not set

06 / B / FINDINGS & EVIDENCE

Storage

F-004

Overloaded containers used without lids**High**

Overloaded containers without lids. (Source p. 22)

CORRECTIVE ACTION / FOR REVIEW

Reduce container loading and introduce suitable lids and protected storage.

Owner: Not assigned | Due: Not set

06 / B / FINDINGS & EVIDENCE

Storage

F-005

Multiple items combined in a single unlabelled container**High**

Different items combined in one container. (Source p. 11)

CORRECTIVE ACTION / FOR REVIEW

Separate different items into suitable containers and identify their contents clearly.

Owner: Not assigned | Due: Not set

06 / B / FINDINGS & EVIDENCE

Storage

F-006

Beverages mixed with fruits and vegetables**Medium**

Beverages mixed with fruit and vegetables. (Source p. 23)

CORRECTIVE ACTION / FOR REVIEW

Reorganise beverages, fruit and vegetables into clearly designated storage zones.

Owner: Not assigned | Due: Not set

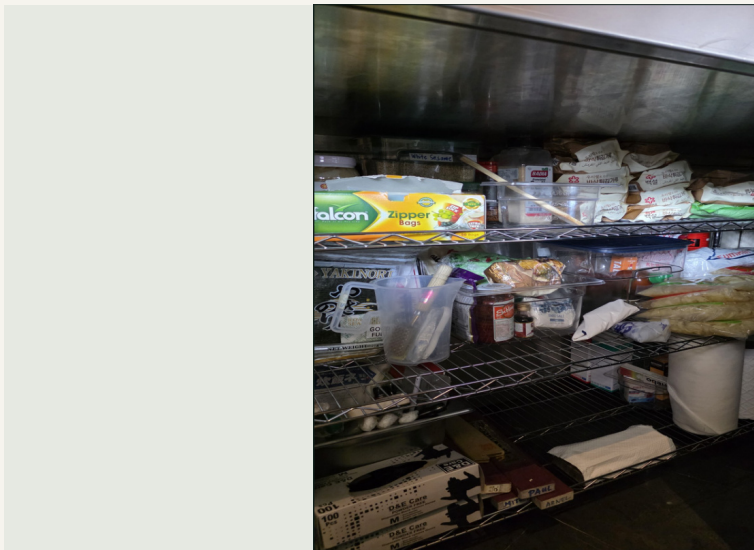
06 / B / FINDINGS & EVIDENCE

Storage

F-007

Disorganised storage inside the walk-in chiller

Medium



Crowded shelves and disorganised storage. (Source p. 14)

CORRECTIVE ACTION / FOR REVIEW

Reorganise the walk-in chiller using a clear storage layout and routine checks.

Owner: Not assigned | Due: Not set

06 / B / FINDINGS & EVIDENCE

Storage

F-008

Bulk storage without a rotation or order system

Medium



Bulk storage without an orderly system. (Source p. 18)

CORRECTIVE ACTION / FOR REVIEW

Introduce a defined stock arrangement and rotation system for bulk storage.

Owner: Not assigned | Due: Not set

F-009

Soft drinks stored with unrelated items on the same shelf

Low



Soft drinks stored with unrelated items on the same shelf. (Source p. 22)

CORRECTIVE ACTION / FOR REVIEW

Provide a designated shelf arrangement for soft drinks and unrelated stock.

Owner: Not assigned | Due: Not set

06 / C / FINDINGS & EVIDENCE

Labelling & expiry

F-028

Prepared / decanted items missing labels

Medium



Staff meal stored without a label. (Source p. 12)

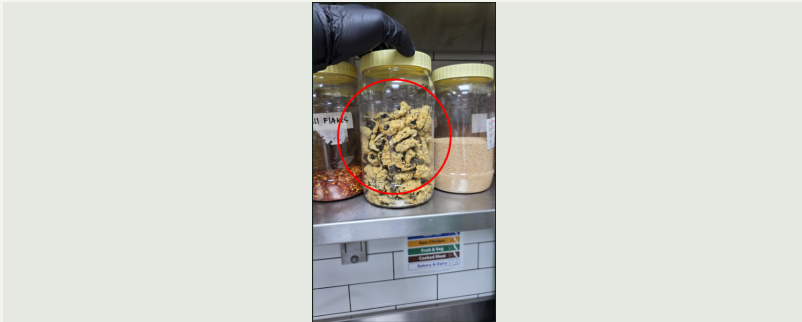
CORRECTIVE ACTION / FOR REVIEW

Implement the labelling and date-code standard described in the source action plan.

Owner: Not assigned | Due: Not set

Labelling & expiry

F-029	Labels not facing outward for verification	Low
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Label placed on the lid / not facing outward. (Source p. 15)

CORRECTIVE ACTION / FOR REVIEW		
Position labels so they can be read and verified during routine checks.		

Owner: Not assigned | Due: Not set

F-030	Labels illegible or unclear	Low
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Unclear or unreadable label. (Source p. 15)

CORRECTIVE ACTION / FOR REVIEW		
Replace unclear labels and verify legibility as part of the labelling check.		

Owner: Not assigned | Due: Not set

06 / E / FINDINGS & EVIDENCE

Processing

F-018

Blast chiller used as standard refrigeration

Medium



Blast chiller used as regular refrigeration. (Source p. 23)

CORRECTIVE ACTION / FOR REVIEW

Review the blast chiller operating practice and confirm its intended equipment use.

Owner: Not assigned | Due: Not set

06 / F / FINDINGS & EVIDENCE

Foreign body control

F-017

Steel wool scrubber in use / physical hazard**Medium**

Steel wool scrubber in use. (Source p. 17)

CORRECTIVE ACTION / FOR REVIEW

Review the cleaning-tool standard and replace the steel wool scrubber with an approved alternative.

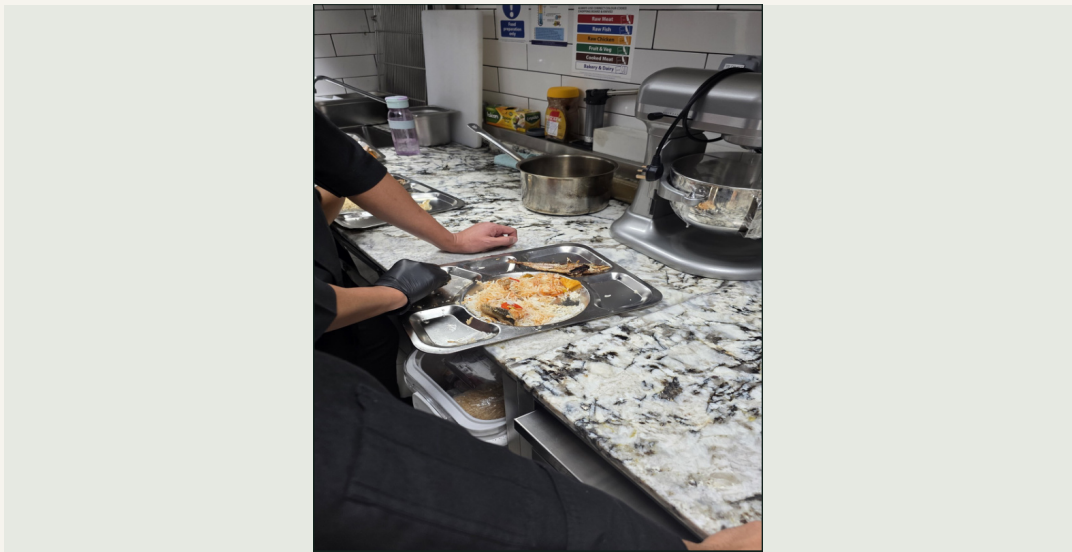
Owner: Not assigned | Due: Not set

Personal hygiene

F-020

Staff eating in the pastry production area

High



Staff eating in the pastry production area. (Source p. 24)

CORRECTIVE ACTION / FOR REVIEW

Reinforce staff-conduct rules and keep eating outside food-production areas.

Owner: Not assigned | Due: Not set

06 / G / FINDINGS & EVIDENCE

Personal hygiene

F-021

Personal belongings in food-preparation areas

Medium



Personal belongings in a preparation area. (Source p. 17)

CORRECTIVE ACTION / FOR REVIEW

Provide a designated location for personal belongings outside preparation areas.

Owner: Not assigned | Due: Not set

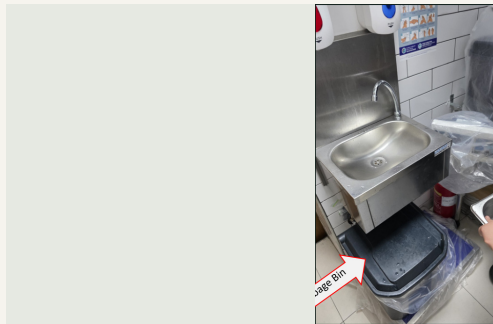
06 / G / FINDINGS & EVIDENCE

Personal hygiene

F-022

Hand-wash station waste bin is not foot-operated

Medium



Waste bin beneath the hand-wash station. (Source p. 16)

CORRECTIVE ACTION / FOR REVIEW

Review the hand-wash station bin and provide a suitable hands-free arrangement.

Owner: Not assigned | Due: Not set

F-023

Coffee cup / drinks left on a preparation surface

Low



Coffee cup left on a preparation surface. (Source p. 17)

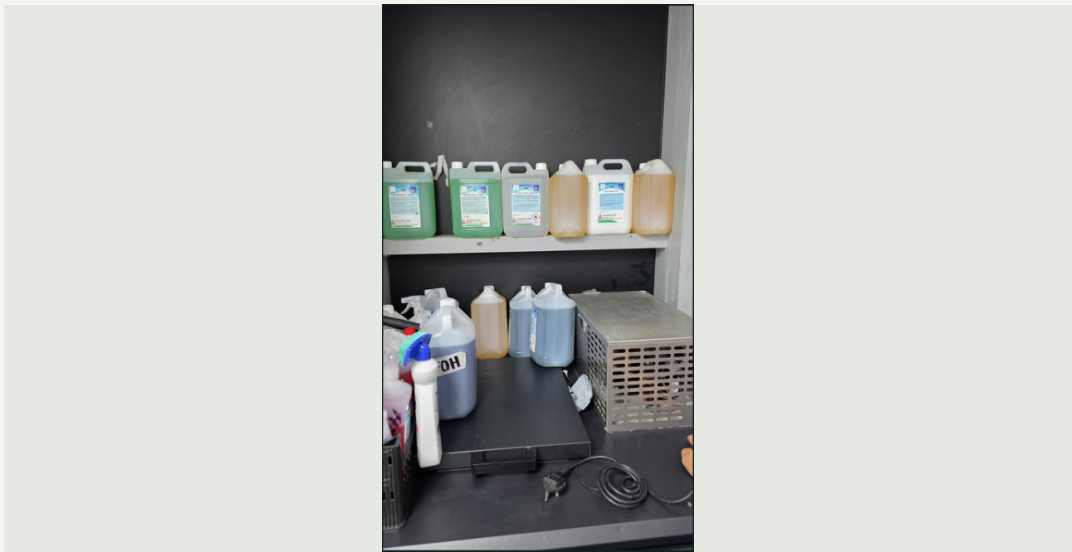
CORRECTIVE ACTION / FOR REVIEW

Keep drinks away from food-preparation surfaces and reinforce the shift check.

Owner: Not assigned | Due: Not set

Cleaning

F-011	Cleaning chemicals not segregated from food items	High
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Improper storage of chemicals. (Source p. 15)

CORRECTIVE ACTION / FOR REVIEW Provide designated chemical storage separated from food items.
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Owner: Not assigned | Due: Not set

06 / H / FINDINGS & EVIDENCE

Cleaning

F-015

Mould build-up inside the ice machine**High**

Mould build-up inside the ice maker. (Source p. 19)

CORRECTIVE ACTION / FOR REVIEW

Deep-clean and sanitise the ice machine, as specified in the source action plan.

Owner: Not assigned | Due: Not set

Cleaning

F-016	Cardboard used on shelving and kitchen surfaces	Medium
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Cardboard used on the kitchen floor / surfaces. (Source p. 9)

CORRECTIVE ACTION / FOR REVIEW
Remove cardboard from kitchen surfaces and shelving, as specified in the source action plan.

Owner: Not assigned | Due: Not set

06 / H / FINDINGS & EVIDENCE

Cleaning

F-019

Utensils stored loosely inside a chiller

Low



Utensils stored inside a chiller. (Source p. 12)

CORRECTIVE ACTION / FOR REVIEW

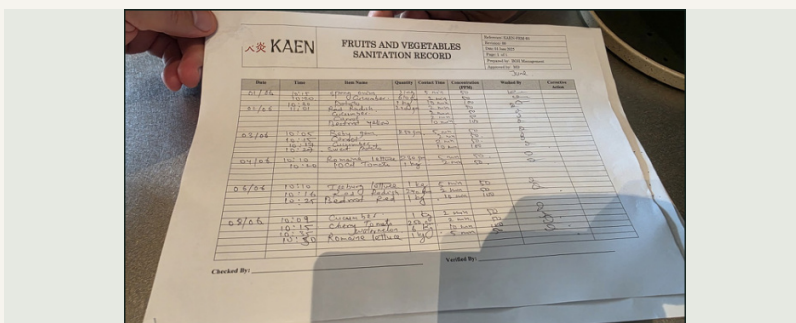
Provide a designated, hygienic utensil holder and review utensil storage practices.

Owner: Not assigned | Due: Not set

F-024

Sanitising records incomplete

Medium



Incomplete sanitising records. (Source p. 25)

CORRECTIVE ACTION / FOR REVIEW

Clarify ownership of sanitising records and introduce supervisory completion checks.

Owner: Not assigned | Due: Not set

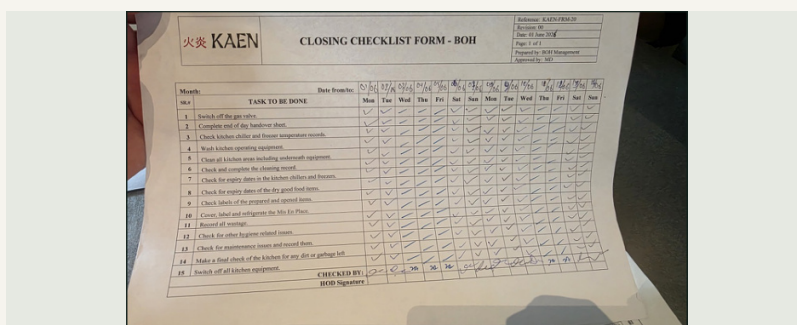
06 / 1 / FINDINGS & EVIDENCE

Fundamentals

F-025

Checklist ticks completed without genuine verification

Medium



Checklist completion questioned in the source report. (Source p. 25)

CORRECTIVE ACTION / FOR REVIEW

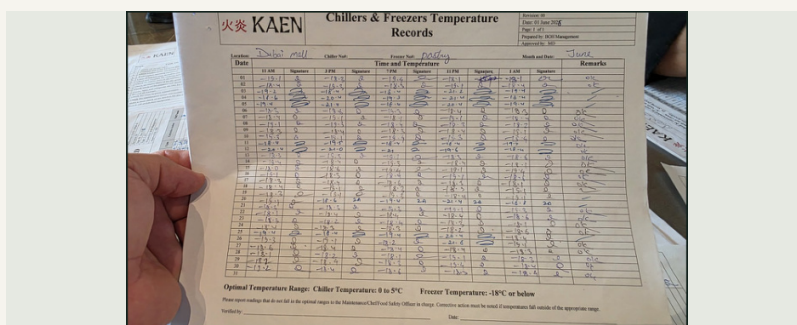
Require genuine checks before checklist sign-off, with supervisor verification.

Owner: Not assigned | Due: Not set

F-027

General records not organised or filed properly

Low



Records not organised properly. (Source p. 25)

CORRECTIVE ACTION / FOR REVIEW

Introduce a clear filing system and a routine review of required records.

Owner: Not assigned | Due: Not set

06 / L / FINDINGS & EVIDENCE

Facilities

F-010

Butane gas cylinders stored beside flammable materials**High**

Butane cylinders beside flammable materials. (Source p. 18)

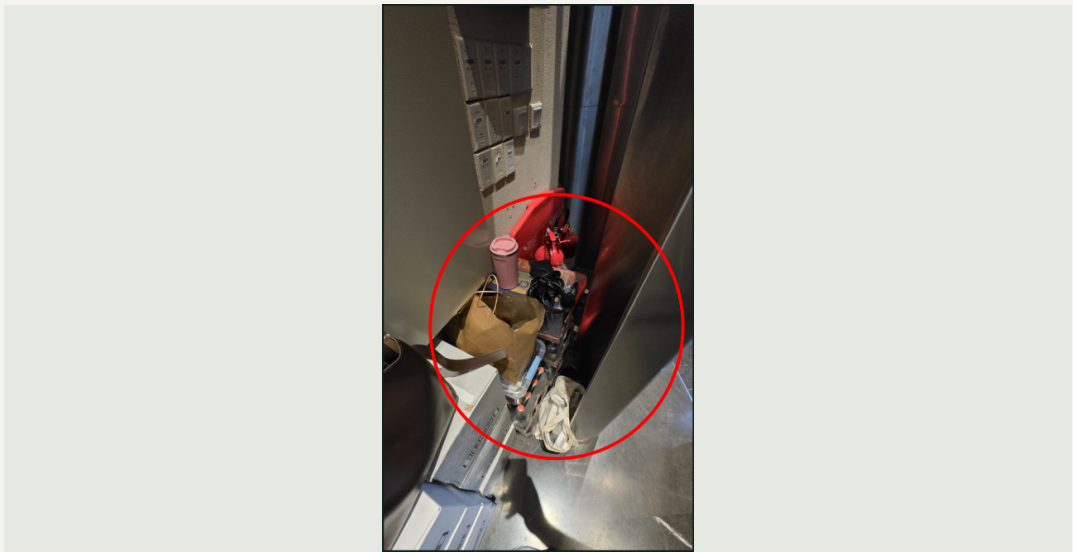
CORRECTIVE ACTION / FOR REVIEW

Relocate gas cylinders away from flammable materials, as specified in the source action plan.

Owner: Not assigned | Due: Not set

Facilities

F-012	Items blocking access to the electrical panel	High
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Items obstructing electrical-panel access. (Source p. 16)

CORRECTIVE ACTION / FOR REVIEW
Clear electrical-panel access and keep the area free of stored items.

Owner: Not assigned | Due: Not set

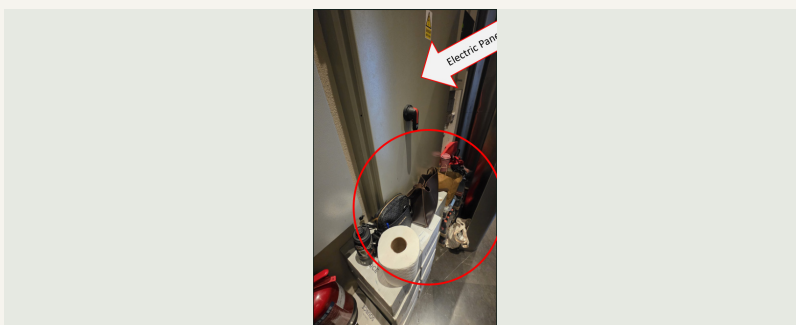
06 / L / FINDINGS & EVIDENCE

Facilities

F-013

Personal belongings in front of the electrical panel

Medium



Personal belongings in front of the electrical panel. (Source p. 16)

CORRECTIVE ACTION / FOR REVIEW

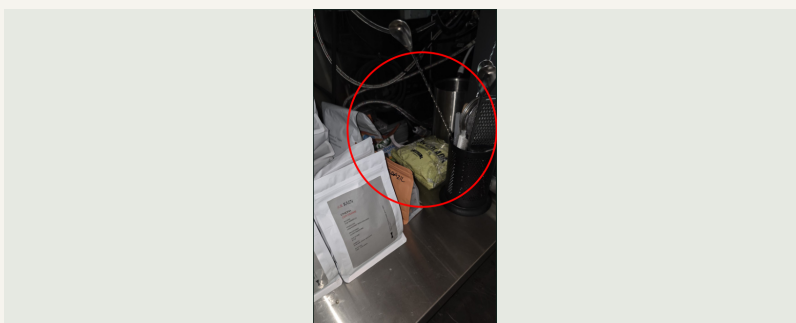
Move personal belongings to a designated location away from the electrical panel.

Owner: Not assigned | Due: Not set

F-014

Items beside the coffee-machine compressor unit

Medium



Mixed storage beside the coffee-machine compressor. (Source p. 16)

CORRECTIVE ACTION / FOR REVIEW

Remove mixed storage beside the compressor and define a suitable storage location.

Owner: Not assigned | Due: Not set

07 / ROOT CAUSE REVIEW

Root causes & management review

Themes from the source report are working hypotheses to validate, not new conclusions.

Storage and labelling standards / review zoning, identification and stock rotation.

Storage capacity and layout / check whether the available space supports safe operating volume.

Chemical and gas storage / verify designated locations and supervision.

Documentation / validate that completed checks reflect the observed conditions.

Training and continuity / test reinforcement, handover and refresher practices.

Any root-cause themes in this feedback sample are working hypotheses for Ghadi to review, rather than automatically confirmed causes.

08 / REMEDIATION PLAN

Recommendations & follow-up

The source report proposes immediate, 7-day, 30-day and 90-day actions. Confirm the named owners, calendar deadlines and prescribed corrective-action wording before issue.

IMMEDIATE / 0-48 HOURS

Source plan: separate raw/RTE food, sanitise the ice machine, relocate gas cylinders and clear electrical-panel access.

WITHIN 7 DAYS

Source plan: introduce labelling/date-code standards, remove cardboard and provide designated chemical storage.

WITHIN 30 DAYS

Source plan: improve storage layout and container standards, refresh staff training and introduce supervisor sign-off.

WITHIN 90 DAYS

Source plan: implement a review cadence and digital documentation, then verify corrective actions through follow-up.

Review before report issue

Confirm scoring

Resolve the 3 versus 5 percentage-point critical deduction and approve the final calculation and grading rules.

Confirm corrective-action wording

Confirm whether actions should be drafted from the checklist requirement or selected from a separate approved action library.

Confirm evidence and categories

Review the compact photographs and the assignment of findings to the 12 Excel sections. Click-to-enlarge is available in the app; the PDF can be zoomed in the reader.

Issue and verify

Confirm the client and branch, approve the report and verify corrective-action evidence before closing a finding. Cloud publication remains a separate backend step.