

NUTRITION & FOOD SERVICES - TRAY ACCURACY RECORD - SITE

Facility Name: _____ Unit/Cart #: _____ Date: _____ Record # _____

Menu Week/ Day: _____ Meal: **B L D** Audited by: _____

Tray #	Tray Accurate	Tray Inaccuracy				Comments
		Omission	Substitution No Notification	Item Does Not Match Tray Ticket	Other	
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						
22						
23						
24						
25						
26						
27						
28						
29						
30						
Total						

Tray accuracy = # accurate trays / total # trays checked x 100 = _____ / _____ x 100 = _____

Tray Inaccurate:

- **Omission**

A menu item(s) and or trayware(s) indicated on the tray ticket are missing, with no substitution provided.

Substitution-No notification i.e. no slip/ no fax/ no phone call from the RDF

A menu item(s) has been substituted on the tray for an item that is printed on the tray ticket without a substitution slip or notification of the substitution from the RDF.

- The auditor must verify that the communication was not sent before counting as an error. Once it has been established that there was no notification each tray is counted as an error. A comment form should be completed.
- If the majority of the main entrée is received frozen (and it is not supposed to be frozen) and there was no notification from the RDF each frozen entrée counts as an error. A comment form should be completed. Specify the item that is frozen. (**Note:** some items are deliberately not tempered at the RDF and are put onto the tray frozen. Some examples include: chicken fingers, pizza and some fish). Thus, when many errors are reported due to frozen entrees these instances should be reviewed by the FSS/Director and the Regional Manager, Operations RDF to ensure that actual errors have occurred.

Item does not match tray ticket

A menu item or items that do not match the tray ticket.

- If extra items are on the tray each item counts as an error.
- If the item is obviously not compliant to the diet order it is recorded as an error and a comment form should be completed.

Other

Any error other than an Omission, Substitution, or 'Item Does Not Match Tray Ticket'. It includes only errors that occurred during tray assembly.

- Dirty or worn out non-food item (i.e. dirty trayware, bent cutlery, worn out mug etc.). Multiple pieces of the same item such as dirty cutlery count as one error. Multiple pieces that are different (mug & cutlery) count as 2 errors.
- A misplaced tray (i.e. tray is on the wrong cart). The auditor must first establish that the cart was not full before counting as an error.
- Items placed on the wrong side of a tray (i.e. cold food on hot side; hot food on cold side). Each misplaced item counts as one error.
- Trays put into the rack the wrong way (cold side is on the oven side) is **not** counted as an error as trays should be checked and corrected on site prior to rethermalization. A comment form should be completed.

Note: Any incident affecting the trays' overall appearance and quality that occurred after a tray has been assembled, such as spillage of fluid or multiple items displaced during transportation should be reported on a comment form and not counted as an inaccuracy.

- **Comments** Describe the error identified. For example:
 - If the error is an omission, note the item missing from the tray.

All errors identified need to be corrected at time of identification