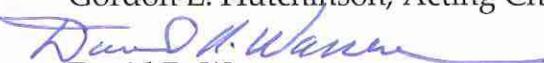




## Memorandum

**To:** Gordon L. Hutchinson, Acting Chief Financial Officer

**From:**   
David R. Warren  
Assistant Inspector General, Audits

**Date:** October 12, 2012

**Subject:** Food and Beverage Service Best Practices

In August 2012 the Inspector General testified before the Committee on Transportation and Infrastructure, House of Representatives, about plans for future work in the food and beverage area. This letter is to advise you that the OIG is initiating an audit to identify and review best practices used by public- and private-sector entities that provide food and beverage services to passengers, such as foreign passenger railroads and airlines.

Our objective is to make a comparative analysis between Amtrak's business process for providing food and beverage service and best practices used by others to deliver the same or similar service. Using that analysis, we will determine the feasibility of Amtrak using different business practices from a cost, revenue, and operational and service perspective. We request that your office arrange an entrance conference for us with the appropriate Amtrak officials at the earliest possible date. We will keep you advised of the status of our work and any material changes in our audit objectives.

J.J. Marzullo will be the auditor-in-charge for this assignment and will be assisted by George Atuobi and Kira Rao. If you have any questions regarding this audit, please contact me at (202) 906-4742 ([david.warren@amtrakoig.gov](mailto:david.warren@amtrakoig.gov)) or Michael Kennedy, at 202-906-4308 ([michael.kennedy@amtrakoig.gov](mailto:michael.kennedy@amtrakoig.gov)).

cc: DJ Stadler, Vice President, Operations  
William Herrmann, Managing Deputy General Counsel  
Jessica Scritchfield, Senior Director, Internal Controls/Audit