

**01. BEST BAR PRESENTATION & SERVICE**

**HOTEL:**

**ADDRESS:**

**TELEPHONE:**

**DATE VISITED:**

**TOTAL SCORE:**

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**COMMENTS:**

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## 01. BEST BAR PRESENTATION & SERVICE

### HOTEL:

This category is designed to find the hotel without gaming machines, which provides a variety of excellent facilities and services beyond the customer's expectations.

➔ Circle corresponding score and write given number at end of line

### GENERAL

Tourism appeal	1	2	3	4	5	
Natural ambiance of venue (i.e. lighting & background music)	0	1	2	4	5	
Measure of popularity relative to day of week	1	2	3	4	5	
Cleanliness of premises	1	2	3	4	5	
Toilets clean & operational	1	2	3	4	5	
Appropriate room temperature	1	2	3	4	5	
Evidence of support of local community groups	1	2	3	4	5	
Range of facilities (eg. Pool table, TV, electronic games, internet facilities etc)	1	2	3	4	5	
Clear directional signage	0	1	2	-	-	
Characteristics relevant to the local area	0	1	2	-	-	

**General Score:**

**/44**

**General Comments:**

### BEVERAGE

Reasonable variety of draught beer available	1	2	3	4	5	
Quality of draught beer offered	1	2	3	4	5	
Variety of local and imported beers available	1	2	3	4	5	
Variety of wine, incl. regional, Victorian, interstate and imported wines available	1	2	3	4	5	
Variety of wines offered by the glass	1	2	3	4	5	
Reasonable variety of non-alcoholic beverages available	1	2	3	4	5	
Quality of espresso coffee available	1	2	3	4	5	
Cleanliness of glassware	1	2	3	4	5	

**Beverage Score:**

**/40**

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**Beverage Comments:**

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**MENU**

Well presented (i.e. font, size & style)	0	1	2	-	-	
Sufficient variety of menu items	0	1	2	-	-	
Cleanliness & condition	0	1	2	-	-	
Seasonal variation	0	1	2	-	-	
Local products used	0	1	2	-	-	
Integration of specials	0	1	2	-	-	
Pricing relative to target market	0	1	2	-	-	

**Menu Score:****/14****Menu Comments:**

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**FOOD & PRESENTATION**

Accuracy of dish composition in relation to menu description	1	2	3	4	5	
Quality of dish	1	2	3	4	5	
Presentation of dish	1	2	3	4	5	
Attractive snack food offering	1	2	3	4	5	
Appropriate temperature of dish	1	2	3	4	5	
Table set with clean polished cutlery incl. napkins & crockery	1	2	3	4	5	
Quality of crockery, cutlery and linen	1	2	3	4	5	

**Food Score:****/35****Food & Presentation Comments:**

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**STAFF**

Welcome & approach to customer	1	2	3	4	5	
Friendly & courteous	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Appropriate, efficient & well presented staff	1	2	3	4	5	
Willingness to engage	1	2	3	4	5	
Staff knowledge of entertainment offered	1	2	3	4	5	

Pleasant parting salutation offered	1	2	3	4	5	
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**Staff Score:** /35

**Staff Comments:**

**TELEPHONE TECHNIQUE 0 = NO                      1 = YES**

Was the telephone answered within 3 rings?	0	1	-	-	-	
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Was the name of the hotel identified?	0	1	-	-	-	
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Did the speaker identify themselves?	0	1	-	-	-	
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Did the speaker encourage you to visit the hotel?	0	1	-	-	-	
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Did the speaker offer a pleasant parting comment?	0	1	-	-	-	
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**Telephone Score:** /5

**Telephone Comments:**

**ENVIRONMENTAL SUSTAINABILITY**

Evidence of in-house recycling programs	0	1	-	-	-	
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Evidence of support for environmental sustainability	0	1	-	-	-	
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Best practice in waste management	0	1	-	-	-	
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Energy saving initiatives	0	1	-	-	-	
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Water saving initiatives	0	1	-	-	-	
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**Environmental Score:** /5

**Environmental Comments:**

**JUDGES OVERALL EXPERIENCE:**                      1   2   3   4   5   6   7   8   9   10                      /10

**➔ TOTAL SCORE** /188