

02. BEST BISTRO (COUNTRY)

HOTEL:

ADDRESS:

TELEPHONE:

DATE VISITED:

TOTAL SCORE:

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COMMENTS:

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02. BEST BISTRO (COUNTRY)

HOTEL:

A bistro can range in size from 20 seats through to 500 plus seats. Various ordering and service systems may be used – full table service does not apply.

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

GENERAL

Appropriate ambience (i.e. lighting & background music)	1	2	3	4	5	
Pleasant décor	1	2	3	4	5	
Measure of popularity relative to day of week	1	2	3	4	5	
Appropriate room temperature	1	2	3	4	5	
Cleanliness of premises	1	2	3	4	5	
Appropriate separation between FOH & BOH	1	2	3	4	5	
Toilets clean & operational	1	2	3	4	5	
Clear directional signage	0	1	2	-	-	

General Score:

/37

General Comments:

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	1	2	3	4	5	

Menu Score:

/17

Menu Comments:

BEVERAGE

Quality of draught beer offered	1	2	3	4	5	
Reasonable variety of draught beer available	0	1	2	-	-	
Variety of local and imported beers available	0	1	2	-	-	
Variety of wine, incl. regional, Victorian, interstate and imported wines available	0	1	2	-	-	
Variety of wines offered by the glass	0	1	2	-	-	
Reasonable variety of non-alcoholic beverages available	0	1	2	-	-	
Quality of espresso coffee available	0	1	2	-	-	
Cleanliness of glassware	0	1	2	-	-	
Beverage Score:						/19

Beverage Comments:

FOOD & PRESENTATION

Quality of dish	1	2	3	4	5	
Accuracy of dish composition in relation to menu description	0	1	2	-	-	
Presentation of dish	0	1	2	-	-	
Snack food offering	0	1	2	-	-	
Quality & cleanliness of cutlery & crockery	0	1	2	-	-	
Food & Presentation Score:						/13

Food & Presentation Comments:

STAFF - GENERAL

Pleasant welcome to customer upon arrival	1	2	3	4	5	
Appropriate presentation	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Willingness to engage	0	1	2	-	-	
Knowledge of menu & beverages	0	1	2	-	-	
Name badge clearly viewable	0	1	2	-	-	
Pleasant parting salutation	0	1	2	-	-	
Staff Score:						/23

Staff Comments:

TELEPHONE TECHNIQUE 0 = NO	1 = YES					
Was the telephone answered within 3 rings?	0	1	-	-	-	
Was the name of the hotel identified?	0	1	-	-	-	
Did the speaker identify themselves?	0	1	-	-	-	
Did the speaker encourage you to visit the hotel?	0	1	-	-	-	
Did the speaker offer a pleasant parting comment?	0	1	-	-	-	
Telephone Score:						/5
Telephone Comments:						

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

JUDGES OVERALL EXPERIENCE:	1	2	3	4	5	6	7	8	9	10	/10
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➔ TOTAL SCORE	/129
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