



### 03. BEST BISTRO (METROPOLITAN)

#### 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:**

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\_\_\_\_\_

## 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	-	-	
<b>Beverage Score:</b>						<b>/19</b>

### 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	-	-	
<b>Food &amp; Presentation Score:</b>						<b>/13</b>

### 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	-	-	
<b>Staff Score:</b>						<b>/23</b>

### Staff Comments:

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<b>TELEPHONE TECHNIQUE 0 = NO</b>	<b>1 = YES</b>					
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	-	-	-	
<b>Telephone Score:</b>						<b>/5</b>
<b>Telephone Comments:</b>						

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<b>ENVIRONMENTAL SUSTAINABILITY</b>							
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	-	-	-		
<b>Environmental Score:</b>						<b>/5</b>	
<b>Environmental Comments:</b>							

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**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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