

04. BEST CASUAL/FAMILY DINING

HOTEL:

ADDRESS:

TELEPHONE:

DATE VISITED:

TOTAL SCORE:

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COMMENTS:

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04. BEST CASUAL/FAMILY DINING

HOTEL/VENUE:

This category is designed for accommodation hotel cafes, brasseries and all-day restaurants, to have an opportunity to showcase their eateries.

➔ **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	
Children's equipment/playroom available and all operational	1	2	3	4	5	
Quality and safety of equipment/playroom	1	2	3	4	5	
Venue layout suits families	1	2	3	4	5	
Additional kids offering (i.e. colouring books etc)	1	2	3	4	5	
Clear directional signage	0	1	2	-	-	

General Score:

/57

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	-	-
Suitable kids menu	1	2	3	4	5

Pricing relative to target market	1	2	3	4	5	
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Menu Score: /22

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

➔ TOTAL SCORE /154