

**11. BEST THEME BAR**

**HOTEL:**

**ADDRESS:**

**TELEPHONE:**

**DATE VISITED:**

**TOTAL SCORE:**

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**COMMENTS:**

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## 11. BEST THEME BAR

**HOTEL:** \_\_\_\_\_

**NAME OF BAR:** \_\_\_\_\_

This category is designed to find the hotel bar that has the best theme bar. Any theme may be used. Extra points will be awarded for: uniqueness of theme; whether the theme is carried throughout the entire bar; the quality and authenticity of bric-a-brac.

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

### GENERAL

Natural 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	_____
Toilets clean & operational	1	2	3	4	5	_____
Clear directional signage	0	1	2	-	-	_____

**General Score:** \_\_\_\_\_

**/32**

**General Comments:** \_\_\_\_\_

### THEME

Effective & interesting theme	1	2	3	4	5	_____
Marketing incorporating the theme	1	2	3	4	5	_____
Bar theme relative to market	1	2	3	4	5	_____
Quality and variety of memorabilia	1	2	3	4	5	_____
Consistency of theme incorporated throughout venue	1	2	3	4	5	_____

**Theme score:** \_\_\_\_\_

**/25**

**Theme comments:** \_\_\_\_\_

### BAR FOOD

Presentation, appearance accuracy	1	2	3	4	5
Originality, selection and diversity to incorporate the theme	1	2	3	4	5
Validity and general quality	1	2	3	4	5
Presentation, appearance, accuracy to menu	1	2	3	4	5
Originality, selection, diversity	1	2	3	4	5
Snack food offering	1	2	3	4	5
Is price relative to target market?	1	2	3	4	5

**Bar Food Score:** /35

**Bar Food 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	0	1	2	-	-
Quality of espresso coffee available	0	1	2	-	-
Cleanliness of glassware	0	1	2	-	-

**Beverage Score:** /31

**Beverage Comments:**

## STAFF

Welcome & approach to customer	1	2	3	4	5
Time taken to acknowledge customer presence	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
Uniforms/presentation continues theme marketing	1	2	3	4	5

Knowledge of local area	1	2	3	4	5	
Knowledge of customer drink orders when returning for the second round	1	2	3	4	5	
Pleasant parting salutation offered	1	2	3	4	5	

**Staff Score:** /50

**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** /193