

12. BEST PRESENTED BEER

HOTEL:

ADDRESS:

TELEPHONE:

DATE VISITED:

TOTAL SCORE:

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COMMENTS:

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12. BEST PRESENTED BEER

HOTEL:

This category is designed to find the hotel that presents the best beer, delivered from the best cellar and dispensed by staff who are aware of all facets of providing the best beer possible. The primary product of a hotel is draught beer, which must be presented at its optimum.

➔ **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	_____
Appropriate separation between FOH & BOH	1	2	3	4	5	_____
Cleanliness & hygiene of toilets	1	2	3	4	5	_____
Clear directional signage	0	1	2	-	-	_____

General Score: _____ **/37**

General Comments:

CELLAR

Efficient keg rotation system	1	2	3	4	5	_____
Cleanliness of cellar area	1	2	3	4	5	_____
Cellar instructions	1	2	3	4	5	_____
Cellar maintenance / safety	1	2	3	4	5	_____

Cellar Score: _____ **/20**

Cellar Comments:

STAFF

Presentation	1	2	3	4	5	_____
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Welcome to customer	1	2	3	4	5	
Approach to customer	1	2	3	4	5	
Time taken to acknowledge customer presence	1	2	3	4	5	
Knowledge of local area	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	

Staff Score: /30

Staff Comments:

BEVERAGE SERVICE

Ability to pour a diversity of beers	1	2	3	4	5	
Knowledge of correct beer pouring technique	1	2	3	4	5	
Handling of glassware	1	2	3	4	5	
Knowledge of customer drink orders when returning for the second round	1	2	3	4	5	

Beverage Score: /20

Beverage Comments:

BEER PRESENTATION

Quality of glassware	1	2	3	4	5	
Glass chilled	1	2	3	4	5	
Glass clean	1	2	3	4	5	
Good head on beer	1	2	3	4	5	
Overall presentation	1	2	3	4	5	

Beer Presentation Score: /25

Beer Presentation 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 /152