

13. BEST PUBTAB (COUNTRY)

HOTEL:

ADDRESS:

TELEPHONE:

DATE VISITED:

TOTAL SCORE:

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COMMENTS:

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13. BEST PUBTAB (COUNTRY)

HOTEL:

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

GENERAL

Appropriate ambience of venue (i.e. lighting & background music)	1	2	3	4	5	_____
Cleanliness of venue	1	2	3	4	5	_____
Adequate and appropriate crowd control techniques	1	2	3	4	5	_____
Measure of popularity relative to day of week	1	2	3	4	5	_____
Toilets clean & operational	1	2	3	4	5	_____
Appropriate room temperature	1	2	3	4	5	_____
Clear directional signage	1	2	3	4	5	_____

General Score:

/35

General Comments:

TAB

Signage	1	2	3	4	5	_____
Compliance with retail service standards	1	2	3	4	5	_____
PubTAB integration with the rest of the hotel	1	2	3	4	5	_____
Presentation and cleanliness of PubTAB area	1	2	3	4	5	_____
Staff knowledge of wagering	1	2	3	4	5	_____
Knowledge of Responsible Service of Alcohol & Responsible Service of Gaming	1	2	3	4	5	_____
Staff Presentation	1	2	3	4	5	_____
Staff efficiency	1	2	3	4	5	_____
Staff friendly and courteous	1	2	3	4	5	_____

TAB Score

/45

TAB Comments

BEVERAGE

Quality of draught beer offered	1	2	3	4	5	
Variety of draught beers offered	0	1	2	-	-	
Local and imported beers offered	0	1	2	-	-	
Variety of non-alcoholic drinks offered	0	1	2	-	-	
Reasonable variety of wines offered by the glass	0	1	2	-	-	
Quality of espresso coffee offered	0	1	2	-	-	
Cleanliness of glassware	0	1	2	-	-	

Beverage Score: /17

Beverage Comments:

STAFF

Welcome & approach to customer	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	
Pleasant parting salutation offered	1	2	3	4	5	

Staff Score: /30

Staff Comments:

TELEPHONE TECHNIQUE 0 = NO 1 = YES

Was the telephone answered within 4 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 /147
