

**14. BEST PUBTAB (METROPOLITAN)**

**HOTEL:**

**ADDRESS:**

**TELEPHONE:**

**DATE VISITED:**

**TOTAL SCORE:**

/

**COMMENTS:**

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

### 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

---