

15. BEST OUTDOOR OR NON-ENCLOSED FACILITY

HOTEL:

ADDRESS:

TELEPHONE:

DATE VISITED:

TOTAL SCORE:

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COMMENTS:

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15. BEST OUTDOOR OR NON-ENCLOSED FACILITY

HOTEL:

This category is designed to find the best hotel which provides a variety of excellent facilities and services to accommodate both smoking & non-smoking patrons

➔ **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:

OUTDOOR AREA

Optimum solution having regard to the challenges faced	1	2	3	4	5	_____
Facility complies with Tobacco legislation	1	2	3	4	5	_____
Innovation & creativity	1	2	3	4	5	_____
Effective signage	1	2	3	4	5	_____
Area integrates with the rest of the hotel	1	2	3	4	5	_____
Presentation & appearance	1	2	3	4	5	_____
Gives regard to noise amenity issues	1	2	3	4	5	_____
Proximity to a service area and amenities	1	2	3	4	5	_____
Appropriate receptacles of cigarette butt litter	1	2	3	4	5	_____
Adequate heating & cooling	1	2	3	4	5	_____
Measure of popularity relative to day of week	1	2	3	4	5	_____
Cleanliness of premises	1	2	3	4	5	_____
Characteristics (décor & ambience)	1	2	3	4	5	_____
Range of facilities (eg. Pool table, TV, electronic games, internet facilities etc)	1	2	3	4	5	_____

Adequate safety & security	1	2	3	4	5	
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Outdoor Area Score: /75

Outdoor Area Comments:

BEVERAGE

Variety of draught beers offered	1	2	3	4	5	
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Cleanliness of glassware	1	2	3	4	5	
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Local and imported beers offered	0	1	2	-	-	
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Variety of soft drink & mixers available	0	1	2	-	-	
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Reasonable variety of wines available by the glass	0	1	2	-	-	
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Quality of espresso coffee available	0	1	2	-	-	
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Beverage Score: /18

Beverage Comments:

FOOD

Presentation, appearance, accuracy to menu	0	1	2	-	-	
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Originality, selection, diversity	0	1	2	-	-	
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Snack food offering	0	1	2	-	-	
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Validity and general quality	0	1	2	-	-	
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Is price relative to target market?	0	1	2	-	-	
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Bar Food Score: /10

Bar Food Comments:

STAFF

Welcome & approach to customer	1	2	3	4	5	
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Friendly & courteous manner	1	2	3	4	5	
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Practice of Responsible Service of Alcohol	1	2	3	4	5	
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Appropriate & efficient	1	2	3	4	5	
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Professional & well presented	1	2	3	4	5	
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Knowledge of a variety of beverages (i.e. wines, cocktails, premium beers)	0	1	2	4	5	
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Knowledge of customer drink orders when returning for the second round	0	1	2	-	-	
Knowledge of local area	0	1	2	-	-	
Pleasant parting salutation	0	1	2	-	-	

Staff Score: /36

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 /191