

**18. BEST GAMING VENUE – WITH 50 MACHINES OR LESS (METROPOLITAN)**

**HOTEL:**

**ADDRESS:**

**TELEPHONE:**

**DATE VISITED:**

**TOTAL SCORE:**

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**COMMENTS:**

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## 18. BEST GAMING VENUE – WITH 50 MACHINES OR LESS (METROPOLITAN)

**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	_____
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:**

**/30**

**General Comments:**

### GAMING ROOM

Appropriate promotion of gaming facilities	1	2	3	4	5	_____
Efficient machine layout	1	2	3	4	5	_____
Adequate machine privacy	1	2	3	4	5	_____
Technique for holding machines (i.e. reserved signs for use whilst visiting bathrooms)	1	2	3	4	5	_____
Age & appropriateness of technology & machines	1	2	3	4	5	_____
Appropriate noise levels relevant to time and day of the week	1	2	3	4	5	_____
Range of machines (i.e. 5c, 20c etc)	1	2	3	4	5	_____
Appropriate lighting & music	1	2	3	4	5	_____
Efficiency of integrated smoking solution	1	2	3	4	5	_____
Evidence of self help initiatives (i.e. Gamblers Help signage)	1	2	3	4	5	_____
Quality of snack food offering	1	2	3	4	5	_____
Proximity of bar to machines (i.e. easily able to purchase drinks)	1	2	3	4	5	_____
Popularity relative to time and day of the week	0	1	2	-	-	_____

**Gaming Room Score:**

**/62**

**Gaming Room Comments:**

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**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:**

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**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:**

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**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

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**Telephone Comments:**

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**ENVIRONMENTAL SUSTAINABILITY**

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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	-	-	-	

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**Environmental Score:** /5

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**Environmental Comments:**

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**JUDGES OVERALL EXPERIENCE:** 1 2 3 4 5 6 7 8 9 10 /10

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**➔ TOTAL SCORE** /159

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