

**23. BEST RESTAURANT (COUNTRY)**

**HOTEL:**

**ADDRESS:**

**TELEPHONE:**

**DATE VISITED:**

**TOTAL SCORE:**

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**COMMENTS:**

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## 24. BEST RESTAURANT (COUNTRY)

### HOTEL:

A restaurant is categorised by full table service.

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

### GENERAL

Appropriate 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	_____
Toilets clean & operational	1	2	3	4	5	_____
Clear directional signage	0	1	2	-	-	_____

**General Score:** \_\_\_\_\_ /37

**General Comments:**

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### MENU

Well presented (i.e. font, size & style)	0	1	2	-	-	_____
Sufficient variety of menu items	0	1	2	-	-	_____
Cleanliness & condition	0	1	2	-	-	_____
Seasonal variation	0	1	2	-	-	_____
Local products used	0	1	2	-	-	_____
Integration of specials	0	1	2	-	-	_____
Pricing relative to target market	1	2	3	4	5	_____

**Menu Score:** \_\_\_\_\_ /17

**Menu Comments:**

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### BEVERAGE

Reasonable variety of draught beer available	1	2	3	4	5	_____
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Quality of draught beer offered	1	2	3	4	5	
Variety of local and imported beers available	1	2	3	4	5	
Variety of wine, incl. regional, Victorian, interstate and imported wines available	1	2	3	4	5	
Variety of wines offered by the glass	1	2	3	4	5	
Reasonable variety of non-alcoholic beverages available	1	2	3	4	5	
Quality of espresso coffee available	1	2	3	4	5	
Cleanliness of glassware	1	2	3	4	5	

**General Score:** /40

**Beverage Comments:**

### FOOD & PRESENTATION

Accuracy of dish composition in relation to menu description	1	2	3	4	5	
Quality of dish	1	2	3	4	5	
Presentation of dish	1	2	3	4	5	
Attractive snack food offering	1	2	3	4	5	
Appropriate temperature of dish	1	2	3	4	5	
Table set with clean polished cutlery incl. napkins & crockery	1	2	3	4	5	
Quality of crockery, cutlery and linen	1	2	3	4	5	

**Food Score:** /35

**Food & Presentation Comments:**

### STAFF - GENERAL

Pleasant welcome to customer upon arrival	1	2	3	4	5	
Appropriate presentation	1	2	3	4	5	
Knowledge of menu & wines	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Willingness to engage	1	2	3	4	5	
Name badge clearly viewable	0	1	2	-	-	
Pleasant parting salutation	0	1	2	-	-	

### STAFF – WAITING SKILLS

Knowledge of menu & specials	1	2	3	4	5	
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Length of time taken by staff to take drink orders and deliver drinks	1	2	3	4	5	
Length of time taken by staff to take meal orders and deliver meals	1	2	3	4	5	
All meals delivered in a timely manner i.e. guests not left waiting without food	1	2	3	4	5	
Correct meal placement	0	1	2	-	-	
Willingness to engage and make recommendations	1	2	3	4	5	
Table cleared at intervals of redundant items i.e. salt & pepper cleared for dessert	0	1	2	-	-	
Length of time for account to be delivered	1	2	3	4	5	
Accuracy of account	1	2	3	4	5	

**Staff Score:** /68

**Staff 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

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➔ TOTAL SCORE

/217

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