

24. BEST RESTAURANT (METROPOLITAN)

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:

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:

BEVERAGE

| | | | | | | |
|--|---|---|---|---|---|-------|
| Reasonable variety of draught beer available | 1 | 2 | 3 | 4 | 5 | _____ |
|--|---|---|---|---|---|-------|

| | | | | | | |
|---|---|---|---|---|---|--|
| 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 | |
|------------------------------|---|---|---|---|---|--|

| | | | | | | |
|--|---|---|---|---|---|--|
| 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

➔ TOTAL SCORE

/217
