

28. OVERALL HOTEL OF THE YEAR (COUNTRY)

HOTEL:

ADDRESS:

TELEPHONE:

DATE VISITED:

TOTAL SCORE:

/

COMMENTS:

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

▪

27. OVERALL HOTEL OF THE YEAR (COUNTRY)

HOTEL:

This category is designed to find the hotel bar that provides: a variety of beers on tap and in the bottle; wine by the glass; mixed drinks and cocktails; food.

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

GENERAL

Natural ambiance of venue (i.e. lighting & background music)	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	_____
Toilets clean & operational	1	2	3	4	5	_____
Appropriate room temperature	1	2	3	4	5	_____
Range of facilities (eg. Pool table, TV, electronic games, internet facilities etc)	1	2	3	4	5	_____
Clear directional signage	0	1	2	-	-	_____
Tourism appeal	0	1	2	-	-	_____
Characteristics relevant to the local area	0	1	2	-	-	_____

General Score: /36

General Comments:

BAR FOOD

Presentation, appearance, accuracy to menu	1	2	3	4	5	_____
Originality, selection, diversity	1	2	3	4	5	_____
Snack food offering	1	2	3	4	5	_____
Validity and general quality	1	2	3	4	5	_____
Is price relative to target market?	1	2	3	4	5	_____

Bar Food Score: /25

Bar Food 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	

Beverage Score: /40

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	
Presentation	1	2	3	4	5	
Knowledge of customer drink orders when returning for the second round	1	2	3	4	5	
Knowledge of a variety of beverages incl. cocktails	1	2	3	4	5	
Knowledge of local area	1	2	3	4	5	

Staff Score: /40

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 /161
