



## 28. OVERALL HOTEL OF THE YEAR (METROPOLITAN)

### 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

---