

Best Pub Restaurant

Online Presence

- Was the information on the venue's / restaurant's website enticing?*
Did you feel motivated to attend? NB: The restaurant may have their own website or the restaurant may be on the venue's website
- Was the information on the venue's restaurant's website informative?*
E.g. up to date menu, opening hours.
- Was the information on the venue's website up to date?*
- Did the venue / restaurant have a presence on either Facebook or Instagram?*
- If so, were the posts encouraging/positive?*
Did you feel motivated to attend looking at the posts from the last month?
- Were there recent posts enticing people to come to the restaurant, with promotions?*
Was there a post regarding a promotion that was less than one month old?
- Were the social media posts up to date?*
Was there a post made in the last week?

Booking

Please try to book over the phone. When calling to make a booking please call during non-service hours i.e. not between noon and 2 p.m. and before 5 p.m. If you cannot book over the phone, please book online.

- Were you able to make a booking over the phone or online?*
- When you called to make a booking, did the person answering the phone mention the name of the venue or restaurant and introduce themselves?*
- Was the staff member friendly and polite?*
- Did the staff member repeat the booking back to you?*
- Did you receive a confirmation of your booking in writing (text or email)?*
- When making your booking online, was the booking process user-friendly?*
Could you easily locate the book now button (or something similar)?
- Could you locate information about the venue easily e.g. menu and opening hours?*
- When making your booking online, was there a section where you could add comments e.g. special occasion, dietary needs?*
- Did you receive confirmation in writing of your booking (text or email)?*

Service (Welcome)

- Were you acknowledged by a staff member within two minutes of arriving at the restaurant?*
- This is not for when you enter the venue, it's specifically when you enter the restaurant area, which may not be near the entrance of the venue.
- Did the staff member smile and make eye contact when they acknowledged you?*
- Did the staff member welcome you to the restaurant?*
- Did the staff member walk you to your table?*
- Did the staff member tell you what would happen next?*
- E.g. "Another staff member will be over shortly", "I will be back in a few minutes to take your drinks order"
- Did the restaurant service staff member ask if you had been to the restaurant previously?*
- Did the restaurant service staff member explain how the menu works / what specials were available?*
- E.g. is the menu designed to be shared? Did they thoroughly explain the specials on offer at the time?

Restaurant General

- Was the lighting inside the restaurant adequate for the time of day / weather outside?*
- For example not too bright but you were able to read a menu without needing to use the light on your phone.
- Was the lighting inside the restaurant appropriate for the style of venue?*
- E.g. family bistro well lit, cocktail bar with mood lighting.
- Was the music at an appropriate volume?*
- Loud enough that you could hear the music but not too loud that you could not have a conversation.
- Did you notice poor acoustics while in the restaurant?*
- E.g. did the sound at the venue echo, making it hard to hear while you were there?
- Was the interior of the restaurant tidy?*
- Were the floors inside the restaurant clean?*
- Were unoccupied tables clean, tidy and ready for the next patron/s?*
- Was the temperature inside the restaurant comfortable?*
- Were there clear, easy-to-find directional signs inside the restaurant?*
- E.g. where to find the toilets.
- Was the décor in line with the style of the restaurant?*
- Was the furniture in the restaurant in good repair, with no obvious maintenance issues?*
- *** Take a photo of any maintenance issues
- Did you notice any safety hazards at the restaurant? *
- *** Take a photo of the safety hazard
- Could you identify where the fire exits were? *
- Were the fire exits clearly marked with clear access?*

- Was the table set with clean, polished cutlery and napkins?*
- Was the crockery, cutlery and napery at your table of a high standard?*

NB: These do not need to be fabric napkins, they can be high quality paper napkins.

Menu

- Were menus made available?*
- Were the menus written in an appropriate font and easy to read?*
E.g. legible font.
- Were the menus undamaged?*
- Were the menus clean?*
- Were the menus in line with the style of the venue?*
Menus could be physical menus, a blackboard or via a QR code.
- Was there an appropriate variety of items available on the menu? *
E.g. vegetarian, gluten free, healthy choices.
- Did the menu feature any locally sourced produce?*
NB: for a metro venue, 'local' refers to the state of Victoria. For a regional venue, 'local' refers to the region that you are in.
- If you visited the venue during peak meal service, were there specials available?*
Peak meal periods are the lunch and dinner periods as advertised at your venue you're visiting. Specials could be on a separate sheet of paper, a blackboard or mentioned by the staff member.

Beverage

Take a photo of your beverage before drinking.

- Was there a wide selection of beverage options available?*
Were there at least five choices of red wine, five choices of white wine, five options for beer and five options for cocktails? Please check carefully to get this right.
- Were there items on the drink menu that you hadn't seen before or that are not mainstream?*
- If yes, what were they?*
Give two examples. Please write the name of the drink.
- Were there locally sourced options available?*
E.g. locally sourced gin, locally sourced wine NB: for a metro venue, 'local' refers to the state of Victoria. For a regional venue, 'local' refers to the region that you are in.
- If yes, give some examples?*
Give three examples and name the drinks
- *** The judge will ask the staff member at the bar a question
- Was your query answered confidently?*
- Was your query answered in an informative manner?*
E.g. was the staff member knowledgeable about the items on the menu?
- Was your query answered efficiently?*
E.g. query was answered in a timely manner (less than a two minute discussion).
- Were there non-alcoholic beverages available that suited the venue?*
E.g. query was answered in a timely manner (less than a two minute discussion).

- If yes, what was available?*

Give two examples and name the drinks

Service & Meal Presentation

- Was your drink order taken within five minutes of you being seated at your table?*
 - Was your drink order brought to your table within five minutes of ordering?*
 - If more than one drink was ordered, were all drinks delivered at the same time? *
- Please note this question is relevant only if you went to the restaurant with others (not just on your own).
- Did the restaurant service staff member get your drink order correct?*
 - Were your drinks served in clean glasses?*
- E.g. not sticky, free of fingerprints, lipstick marks.
- Were your drinks served at the appropriate temperature?*
- E.g. was the white wine / beer cold? Red wine, room temperature?
- When you finished your first drink, did a staff member proactively ask you if you wanted another drink?*
 - Was your meal order taken within five minutes of you placing your menu down on the table (after deciding what you wanted to eat)?*
- Please answer 'no' if the restaurant service staff member asked you for your order, while you were still looking at the menu (please be sure to make your meal decision within 10 minutes of sitting down).
- *** The judge will ask the staff member a question
- Was your query answered confidently?*
 - Was your query answered in an informative manner?*
- E.g. was the staff member knowledgeable about the items on the menu?
- Was your query answered efficiently?*
- E.g. query was answered in a timely manner (less than a two minute discussion).
- Did the restaurant service staff member up sell or suggestive sell to you when taking your order?*
- E.g. did they ask if you wanted to add a side or an entrée? Did they make a recommendation for a wine that would complement the dish you ordered?
- Were your meals (entrée if you ordered entrée) served to you within 30 minutes of ordering?*
 - Did the restaurant service staff member get your food order correct? *
 - Did the staff member ask you if you were okay for drinks when they served your main meal?*
 - Was the food served on clean crockery?*
 - Was all the food served at the correct temperature?*
- E.g. hot food items are appropriately hot, salads appropriately cold.
- Was the description of the dish on the menu, an accurate representation of the meal presented to you?*
 - If more than one meal was ordered, were all meals delivered at the same time?*
- Please note this question is relevant only if you went to the restaurant with others (not just on your own).
- If more than one meal was ordered, were all meals placed in front of the correct guest?*

Please note this question is relevant only if you went to the restaurant with others (not just on your own).

- Did the restaurant service staff member ask you how your meal was at any point?*
 - Were plates cleared within five minutes of all guests finishing their meals?*
- *** *Take a photo of your meal before eating them.*

Bathroom

- Were the bathrooms easy to find?*
- E.g. directional signage, without needing to ask staff.
- Were the sinks operational?*
 - Were the toilets operational?*
 - Were the bathrooms well stocked with toilet paper and hand soap?*
 - If the bathrooms had hand dryers, were they all in working order? *
 - Were the bathrooms clean?*
 - If you used a female toilet, were there sanitary bins in each cubicle?*
- NB: this can include a proper sanitary bin or small garbage bin - the point is did you have somewhere to dispose of your sanitary item if required.

Service (farewell)

- Did a staff member engage with you about any in-house marketing unprompted?*
- E.g. activities within the hotel.
- If a staff member engaged with you about any in-house marketing, what did they talk to you about?*
- Note: free text, non-scoring question.
- Was the bill accurate for what was ordered?*
 - Were you farewelled as you left the restaurant?*
 - Did the staff member use courteous language?*
- E.g. polite language, 'please', 'thank you'.
- Were staff members attentive?*
- E.g. proactively attending to patrons, asking if you needed anything.
- Were all the restaurant service staff members well groomed?*
- E.g. clean hands, presentable and tidy appearance, general hygiene.