



# National Awards *for* Excellence 2009

## BEST BAR PRESENTATION & SERVICE (COUNTRY)

**HOTEL/VENUE:**

**DATE VISITED:**

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. **This category is judged solely on an anonymous site inspection**

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

### GENERAL

Popularity relative to day of week	1	2	3	4	5	_____
Natural ambience, lighting & music	1	2	3	4	5	_____
Hygiene & cleanliness of premises	1	2	3	4	5	_____
Range of promotional products	1	2	3	4	5	_____
Customer <i>feel-good</i> feeling	1	2	3	4	5	_____

**General Score:** \_\_\_\_\_ **/25**

**General Comments:**

\_\_\_\_\_

\_\_\_\_\_

### BAR FOOD

Value for money	1	2	3	4	5	_____
Presentation, appearance accuracy	1	2	3	4	5	_____
Validity and general quality	1	2	3	4	5	<b>/15</b>

**Bar Food Score:** \_\_\_\_\_

**Bar Food Comments:**

\_\_\_\_\_

\_\_\_\_\_



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## BEVERAGE

Variety of draught beers offered	1	2	3	4	5	
Local and imported beers offered	1	2	3	4	5	
Variety of soft drink & mixers offered	1	2	3	4	5	
Reasonable variety of wines offered by the glass	1	2	3	4	5	
Espresso coffee available	1	2	3	4	5	
Cleanliness of glassware	1	2	3	4	5	

**Beverage Score:**

**/30**

**Beverage Comments:**

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## STAFF

Welcome & approach to customer	1	2	3	4	5	
Friendly & courteous	1	2	3	4	5	
Knowledge of responsible Service of Alcohol	1	2	3	4	5	
Appropriate, efficient & well presented staff	1	2	3	4	5	
Keeping tables and benches clear of dirty glasses	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	
Pleasant parting salutation	1	2	3	4	5	

**Staff Score:**

**/45**

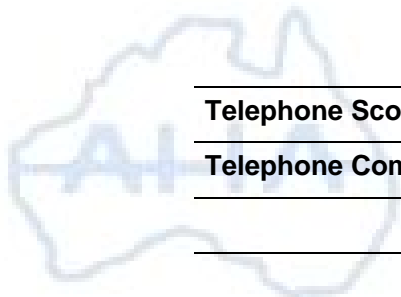
**Staff Comments:**

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## TELEPHONE TECHNIQUE

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	-	-	-	



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**Telephone Score:** /5

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**Telephone Comments:**

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**ENVIRONMENTAL SUSTAINABILITY**

Evidence of in-house recycling programs	0	1	2	-	-	
Evidence of support for environmental sustainability	0	1	2	-	-	
Best practice in waste management	0	1	2	-	-	
Energy saving initiatives	0	1	2	-	-	
Water saving initiatives	0	1	2	-	-	

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**Environmental sustainability Score:** /10

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**Environmental sustainability Comments:**

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**JUDGES OVERALL EXPERIENCE:** 1 2 3 4 5 6 7 8 9 10 /10

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**→ TOTAL SCORE** /140

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