



National Awards for Excellence 2009

BEST BAR PRESENTATION & SERVICE (METROPOLITAN)

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	/15

Bar Food Score: _____

Bar Food Comments:



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:

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	

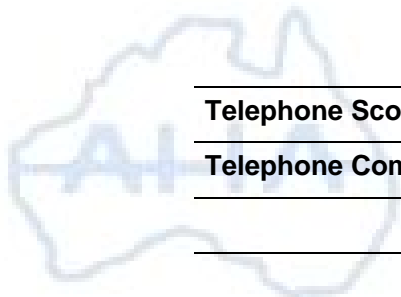
Staff Score:

/45

Staff Comments:

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	-	-	-	



Telephone Score: /5

Telephone Comments:

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	-	-	

Environmental sustainability Score: /10

Environmental sustainability Comments:

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

→ TOTAL SCORE /140
