



# National

# Awards *for* Excellence 2009

## BEST BISTRO/CASUAL/FAMILY DINING (COUNTRY)

**HOTEL/VENUE:**

**DATE VISITED:**

A bistro can range in size from 20 seats through to 500 plus seats. Various ordering and service systems may be used full table service does not apply. **This category is judged solely on an anonymous site inspection**

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

### GENERAL

Appropriate ambience (i.e. lighting & background music)	1	2	3	4	5	_____
Pleasant dŕcor	1	2	3	4	5	_____
Measure of popularity relative to day of week	1	2	3	4	5	_____
Appropriate room temperature	1	2	3	4	5	_____
Cleanliness of premises	1	2	3	4	5	_____
Appropriate separation between FOH & BOH	1	2	3	4	5	_____
Toilets clean & operational	1	2	3	4	5	_____
Clear directional signage	0	1	2	-	-	_____

**General Score:**

**/37**

**General Comments:**

### MENU

Well presented (i.e. font, size & style)	1	2	3	4	5	_____
Sufficient variety of menu items	1	2	3	4	5	_____
Cleanliness & condition	1	2	3	4	5	_____
Seasonal variation	1	2	3	4	5	_____

Local products used	1	2	3	4	5	
Integration of specials	1	2	3	4	5	
Pricing relative to target market	1	2	3	4	5	

**Menu Score:** /35

**Menu Comments:**

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### BEVERAGE

Quality of draught beer offered	1	2	3	4	5	
Reasonable variety of draught beer available	1	2	3	4	5	
Variety of local and imported beers available	1	2	3	4	5	
Variety of wine, incl. regional, local, 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:**

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### FOOD & PRESENTATION

Quality of dish	1	2	3	4	5	
Food served at correct temperature	1	2	3	4	5	
Accuracy of dish composition in relation to menu description	1	2	3	4	5	
Presentation of dish	1	2	3	4	5	
Buffets looked appetising (full buffet plus salad and dessert buffets if applicable)	1	2	3	4	5	
Availability of light and snack food on offer	1	2	3	4	5	
Quality & cleanliness of cutlery & crockery	1	2	3	4	5	

**Food & Presentation Score:** /35

**Food & Presentation Comments:**

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## STAFF - GENERAL

Pleasant welcome to customer upon arrival	1	2	3	4	5	
Professional and well-presented staff	1	2	3	4	5	
Suggestive selling of food and beverages	1	2	3	4	5	
Order taken in a timely manner	1	2	3	4	5	
Practice of Responsible Service of Alcohol	1	2	3	4	5	
Willingness to engage	0	1	2	-	-	
Knowledge of menu & beverages	1	2	3	4	5	
Name badge clearly viewable	0	1	2	-	-	
Clearing glasses and plates off tables in a timely manner	1	2	3	4	5	
Pleasant parting salutation	1	2	3	4	5	

**Staff Score:**

**/44**

**Staff Comments:**

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**TELEPHONE TECHNIQUE 0 = NO**

**1 = YES**

Was the telephone answered within 3 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:**

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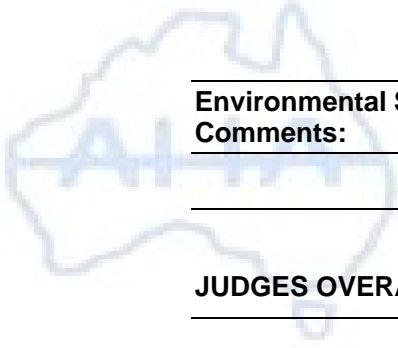
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## ENVIRONMENTAL SUSTAINABILITY

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	

**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**      **/216**

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