



National

Awards *for* Excellence 2009

BEST BISTRO/CASUAL/FAMILY DINING (METROPOLITAN)

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:

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:

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:

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:

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	-	-	-	

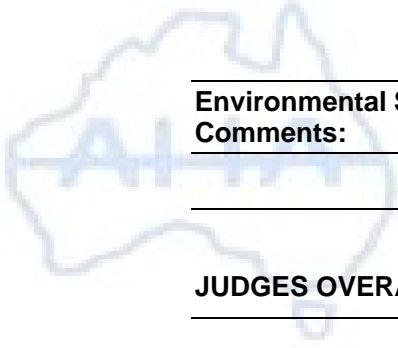
Telephone Score: /5

Telephone Comments:

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 **/216**
