



# National

# Awards *for* Excellence 2009

**BEST RESTAURANT METROPOLITAN (GENERAL DIVISION)**

**HOTEL/VENUE:**

**DATE VISITED:**

A restaurant is categorised by full table service. This category is judged solely by an anonymous site inspection

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

**GENERAL**

Natural 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	_____
Exterior impression	1	2	3	4	5	_____
Cleanliness & hygiene of toilets	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 tems	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

Accuracy of dish composition in relation to menu description	1	2	3	4	5	
Quality of dish	1	2	3	4	5	
Presentation of dish	1	2	3	4	5	
Appropriate temperature of dish	1	2	3	4	5	
Price of dish in relation to quality and presentation	1	2	3	4	5	
Table set with clean polished cutlery incl. napkins & crockery	1	2	3	4	5	
Quality of crockery, cutlery and linen	1	2	3	4	5	

**Food Score:** /35

**Food & Presentation Comments:**

### STAFF - GENERAL

Welcome to customer upon arrival	1	2	3	4	5	
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Presentation	1	2	3	4	5	
Knowledge of menu & wines	1	2	3	4	5	
Farewell on customer departure	1	2	3	4	5	
Name badge clearly viewable	0	1	2			

### STAFF WAITING SKILLS

Knowledge of menu & specials	1	2	3	4	5	
Length of time taken by staff to take drink orders and deliver drinks	1	2	3	4	5	
Length of time taken by staff to take meal orders and deliver meals	1	2	3	4	5	
Clean & appropriate cutlery placed correctly on table prior to meal being served	1	2	3	4	5	
All meals delivered in a timely manner i.e. guests not left waiting without food	1	2	3	4	5	
Correct meal placement	1	2	3	4	5	
Willingness to engage and make recommendations	1	2	3	4	5	
Table cleared at intervals of redundant items i.e. salt & pepper cleared for dessert	1	2	3	4	5	
Length of time for account to be delivered	1	2	3	4	5	
Accuracy of account	1	2	3	4	5	

**Staff score:** **172**

**Staff Comments:**

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### TELEPHONE TECHNIQUE

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:** **15**

**Telephone comments:**

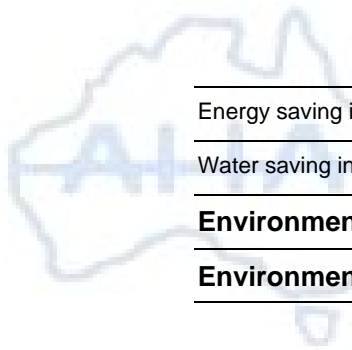
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### ENVIRONMENTAL SUSTAINABILITY

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		



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Energy saving initiatives	0	1	2	
Water saving initiatives	0	1	2	

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**Environmental score:** /10

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**Environmental 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** /244

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