

Date _____
 Time _____
 Location _____

| Breakfast Buffet Restaurant | | Points | | STANDARD MET | | Comments/ Follow-up Action |
|-----------------------------|--|--------|--------|--------------|---|----------------------------|
| | | Max | Actual | Y | N | |
| Criteria | | | | | | |
| 1 | Guest is seated within 1 minute of arrival (N/A if self-seating) | | | | | |
| 2 | Extra place settings removed | | | | | |
| 3 | Guest is offered beverage (other than water) within 2 minutes of seating | | | | | |
| 4 | Guest is served beverage within 4 minutes of ordering | | | | | |
| 5 | Buffet introduced within 5 minutes of arrival | | | | | |
| 6 | A la carte items prepared on buffet completed within 3 minutes of ordering | | | | | |
| 7 | Soiled plates are quickly removed from the table during the meal | | | | | |
| 8 | Staff inquires about guest satisfaction discreetly | | | | | |
| 9 | Staff specifically thanks guest | | | | | |
| 10 | Vacated tables swiftly cleared | | | | | |
| 11 | Staff maintains attentive position in dining room | | | | | |
| 12 | Staff speaks clearly | | | | | |
| 13 | Staff makes eye contact | | | | | |
| 14 | Staff smiles or makes pleasant expression | | | | | |
| 15 | All staff have discreet, non-interruptive demeanor | | | | | |
| 16 | Staff behavior is not hectic or chaotic | | | | | |
| 17 | Staff does not eat, drink, smoke or chew gum | | | | | |
| 18 | Staff does not engage in distracting personal chat or horseplay | | | | | |
| 19 | Staff does not hover or linger intrusively near table | | | | | |
| 20 | Staff do not keep hands in pockets, folded arms, or slouching posture | | | | | |
| 21 | Did there appear to be an individual acting as a supervisor visible | | | | | |
| 22 | If supervisor visible, was this individual interacting effectively with guests, other than seating | | | | | |
| 23 | If supervisor visible, was this individual interacting effectively with staff | | | | | |
| 24 | Staff is wearing nametags, and entirely visible | | | | | |

| | | | | | | |
|----|---|--|--|--|--|--|
| 25 | Staff neatly groomed | | | | | |
| 26 | Staff uniform or attire is clean, well pressed | | | | | |
| 27 | Staff uniform or attire is in good condition | | | | | |
| 28 | Platters, plates and serving pieces clean | | | | | |
| 29 | China, platters, plates not worn or damaged | | | | | |
| 30 | Flatware clean and not tarnished or spotted | | | | | |
| 31 | Flatware not worn, damaged, dented | | | | | |
| 32 | Glassware clean | | | | | |
| 33 | Glassware not worn or damaged | | | | | |
| 34 | Glassware appropriate to drink portion and style | | | | | |
| 35 | Paper goods, if used, neat and tidy | | | | | |
| 36 | Coasters and napkins clean and neat | | | | | |
| 37 | Counters or tables thoroughly clean | | | | | |
| 38 | Counters or tables not worn or damaged | | | | | |
| 39 | Tables are sturdy, do not wobble | | | | | |
| 40 | Chairs and banquettes thoroughly clean | | | | | |
| 41 | Chairs and banquettes not worn or damaged | | | | | |
| 42 | Equipment, if observed, clean and neat | | | | | |
| 43 | Equipment, if observed, not worn or damaged | | | | | |
| 44 | Service/side stations and visible service areas clean and tidy | | | | | |
| 45 | Service/side stations and visible service areas not worn or damaged | | | | | |
| 46 | Plants, flowers and containers clean and healthy | | | | | |
| 47 | No burned out light bulbs observed | | | | | |
| 48 | Light fixtures and lamps clean, dust free | | | | | |
| 49 | Floor and carpets free of debris | | | | | |
| 50 | Floor and carpets free of stain and soil | | | | | |
| 51 | Floor and carpets not worn or damaged | | | | | |
| 52 | Walls and ceilings clean | | | | | |
| 53 | Walls and ceilings not worn or damaged | | | | | |
| 54 | Environment seems secure and comfortable | | | | | |
| 55 | Temperature comfortable | | | | | |
| 56 | Sound system in use | | | | | |
| 57 | Sound system volume and quality good - appropriate to environment | | | | | |
| 58 | Buffet traffic flow convenient, free of congestion | | | | | |
| 59 | Buffet tabletops clean, free of spills | | | | | |

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|----|---|--|--|--|--|--|
| 60 | Buffet tables attractively displayed and arranged | | | | | |
| 61 | Major food dishes labeled | | | | | |
| 62 | Foods and beverages are convenient to self-serve | | | | | |
| 63 | Appropriate, clean serving utensils provided for each dish | | | | | |
| 64 | Ample clean dishes placed conveniently on buffet | | | | | |
| 65 | Silverware provided without delay, or preset on table, or on buffet | | | | | |
| 66 | No food dish no less than one third stocked throughout meal | | | | | |
| 67 | Stocking of buffet foods performed discreetly and professionally | | | | | |
| 68 | Appropriate condiments provided automatically or stocked in self-serve area | | | | | |
| 69 | Foods & beverages are fresh in texture and color | | | | | |
| 70 | Foods & beverages have good flavor | | | | | |
| 71 | Foods & beverages match menu description or special request | | | | | |
| 72 | Foods are cooked to appropriate doneness, crispness, color, etc. | | | | | |
| 73 | Hot items served hot: Cold items served cold: | | | | | |
| | | | | | | |
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|---|------|---|---------|---------|-------------------------------|
| TOTAL Points reached in this Area: | 0 | 0 | 0 | 0 | Minimum to be reached: 80% |
| Performance in % in this Area | 100% | | #DIV/0! | #DIV/0! | |