

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					

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:					

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!	