

Date \_\_\_\_\_

Time \_\_\_\_\_

Location \_\_\_\_\_

Main Restaurant - Lunch/Dinner		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	<b>Criteria</b>					
1	Guest is seated within 1 minute of arrival (N/A if self-seating)					
2	Guest is offered beverage (other than water) within 2 minutes of seating					
3	Guest is served beverage within 4 minutes of ordering					
4	Buffet introduced within 5 minutes of arrival					
5	Staff can helpfully discuss details of foods					
6	Soiled plates are quickly removed from the table during the meal					
7	Additional coffee, tea or other beverage offered within 1 minute of empty cup/glass					
8	Staff inquires about guest satisfaction discreetly					
9	Bill is presented automatically, or within 1 minute of request					
10	Bill is presented in folder (or equivalent) with clean, appropriate pen					
11	Payment is collected and processed within 4 minutes of guest making payment or signing					
12	Staff specifically thanks guest					
13	Bill is legible					
14	Bill is machine imprinted when presented					
15	Bill is accurately itemized and totalled					
16	Time stamp and date accurately printed on bill (N/A if no time stamp)					
17	Charge is properly posted to account					
18	Vacated tables swiftly cleared					
19	Staff maintains attentive position in dining room					
20	Staff speaks clearly					
21	Staff makes eye contact					
22	Staff smiles or makes pleasant expression					
23	Staff uses guest surname, when available					
24	All staff have discreet, non-interruptive demeanor					
25	Staff behavior is not hectic or chaotic					

26	Staff does not eat, drink, smoke or chew gum					
27	Staff does not engage in distracting personal chat or horseplay					
28	Staff does not hover or linger intrusively near table					
29	Staff do not keep hands in pockets, folded arms, or slouching posture					
30	Did there appear to be an individual acting as a supervisor visible					
31	If supervisor visible, was this individual interacting effectively with guests, other than seating					
32	If supervisor visible, was this individual interacting effectively with staff					
33	Staff is wearing nametags, and entirely visible					
34	Staff neatly groomed					
35	Staff uniform or attire is clean, well pressed					
36	Staff uniform or attire is in good condition					
37	Platters, plates and serving pieces clean					
38	China, platters, plates not worn or damaged					
39	Flatware clean and not tarnished or spotted					
40	Flatware not worn, damaged, dented					
41	Glassware clean					
42	Glassware not worn or damaged					
43	Glassware appropriate to drink portion and style					
44	Linens clean and well pressed					
45	Linens color-consistent, not worn, damaged or stained					
46	Counters or tables thoroughly clean					
47	Counters or tables not worn or damaged					
48	Tables are sturdy, do not wobble					
49	Chairs and banquettes thoroughly clean					
50	Chairs and banquettes not worn or damaged					
51	Equipment, if observed, clean and neat					
52	Equipment, if observed, not worn or damaged					
53	Service/side stations and visible service areas clean and tidy					
54	Service/side stations and visible service areas not worn or damaged					
55	Plants, flowers and containers clean and healthy					
56	No burned out light bulbs observed					
57	Light fixtures and lamps clean, dust free					
58	Floor and carpets free of debris					

59	Floor and carpets free of stain and soil					
60	Floor and carpets not worn or damaged					
61	Walls and ceilings clean					
62	Walls and ceilings not worn or damaged					
63	Windows clean, free of streaks and smudges					
64	Environment seems secure and comfortable					
65	Temperature comfortable					
66	Sound system in use					
67	Sound system volume and quality good - appropriate to environment					
68	Buffet traffic flow convenient, free of congestion					
69	Buffet tabletops clean, free of spills					
70	Buffet tables attractively displayed and arranged					
71	Major food dishes labeled					
72	Foods and beverages are convenient to self-serve					
73	Appropriate, clean serving utensils provided for each dish					
74	Ample clean dishes placed conveniently on buffet					
75	Silverware provided without delay, or preset on table, or on buffet					
76	No food dish no less than one third stocked throughout meal					
77	Stocking of buffet foods performed discreetly and professionally					
78	Appropriate condiments provided automatically or stocked in self serve area					
79	Foods & beverages are fresh in texture and color					
80	Foods & beverages have good flavor					
81	Foods are cooked to appropriate doneness, crispness, color, etc.					
82	Foods attractively arranged on plates					
83	Hot items served hot: Cold items served cold.					

<b>TOTAL Points reached in this Area:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>Minimum to be reached:</b>  <b>80%</b>
<b>Performance in % in this Area</b>	<b>100%</b>		<b>#DIV/0!</b>	<b>#DIV/0!</b>	