

Date \_\_\_\_\_

Time \_\_\_\_\_

Location \_\_\_\_\_

Main Restaurant		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	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	Server suggests starter courses					
6	Server suggests wine					
7	Staff can helpfully discuss details of beverages					
8	Staff can helpfully discuss details of foods					
9	After ordering: Appetizer served within 12 minutes (N/A if no appetizer or if amuse bouche served)					
10	Additional coffee, tea or other beverage offered within 1 minute of empty cup/glass					
11	Condiments served or offered simultaneously with (or before) the food					
12	Server suggests dessert and coffee/tea					
13	Staff inquires about guest satisfaction discreetly					
14	Bill is presented automatically, or within 1 minute of request					
15	Bill is presented in folder (or equivalent) with clean, appropriate pen					
16	Payment is collected and processed within 4 minutes of guest making payment or signing					
17	Staff specifically thanks guest					
18	Bill is legible					
19	Bill is machine imprinted when presented					
20	Bill is accurately itemized and totaled					
21	Time stamp and date accurately printed on bill (N/A if no time stamp)					
22	Charge is properly posted to account					
23	Pace of meal is convenient and appropriate					

24	If specials are offered, are they adequately promoted verbally or otherwise					
25	Vacated tables swiftly cleared					
26	Staff maintains attentive position in dining room					
27	Staff speaks clearly					
28	Staff makes eye contact					
29	Staff smiles or makes pleasant expression					
30	All staff have discreet, non-interruptive demeanor					
31	Staff behavior is not hectic or chaotic					
32	Staff does not eat, drink, smoke or chew gum					
33	Staff does not engage in distracting personal chat or horseplay					
34	Staff does not hover or linger intrusively near table					
35	Staff do not keep hands in pockets, folded arms, or slouching posture					
36	Did there appear to be an individual acting as a supervisor visible					
37	If supervisor visible, was this individual interacting effectively with guests, other than seating					
38	Staff is wearing nametags, and entirely visible					
39	Staff neatly groomed					
40	Staff uniform or attire is clean, well pressed					
41	Staff uniform or attire is in good condition					
42	Platters, plates and serving pieces clean					
43	China, platters, plates not worn or damaged					
44	Flatware clean and not tarnished or spotted					
45	Flatware not worn, damaged, dented					
46	Glassware clean 5 Yes					
47	Glassware not worn or damaged 3 Yes					
48	Glassware appropriate to drink portion and style					
49	Menus clean					
50	Menus not worn or damaged					
51	Linens clean and well pressed					
52	Linens color-consistent, not worn, damaged or stained					
53	Condiments in neat, clean and full containers					
54	Counters or tables thoroughly clean					
55	Counters or tables not worn or damaged					
56	Tables are sturdy, do not wobble					

57	Chairs and banquettes thoroughly clean					
58	Chairs and banquettes not worn or damaged					
59	No burned out light bulbs observed					
60	Light fixtures and lamps clean, dust free					
61	Floor and carpets free of debris					
62	Floor and carpets free of stain and soil					
63	Floor and carpets not worn or damaged					
64	Walls and ceilings clean					
65	Walls and ceilings not worn or damaged					
66	Environment seems secure and comfortable					
67	No excessive noise or odors from kitchen or service areas (N/A if exhibition style)					
68	Temperature comfortable					
69	Sound system in use					
70	Sound system volume and quality good - appropriate to environment					
71	Food & beverage portions are consistent and adequate					
72	Foods & beverages are fresh in texture and color					
73	Foods & beverages have good flavor					
74	Foods & beverages match menu description or special request					
75	Foods are cooked to appropriate doneness, crispness, color, etc.					
76	Foods attractively arranged on plates					
77	Hot items served hot: Cold items served cold:					
78	Appropriate condiments provided automatically or stocked in self-serve area					
79	Fitness items featured on menu					

<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>  80%
<b>Performance in % in this Area</b>	<b>100%</b>		<b>#DIV/0!</b>	<b>#DIV/0!</b>	