

Date _____
 Time _____
 Location _____

| Main 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 | 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 | | | | | |
| | | | | | | |
| | | | | | | |

| | | | | | |
|---|------|---------|---------|---------|-------------------------------|
| TOTAL Points reached in this Area: | 0 | 0 | 0 | 0 | Minimum to be reached: |
| Performance in % in this Area | 100% | #DIV/0! | #DIV/0! | #DIV/0! | 80% |