

Date _____

Time _____

Location _____

Main Restaurant		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Menus preset on tables and counter, provided by server, or special items advertised otherwise					
2	First drinks served within 4 minutes of seating at cocktail table					
3	Fresh complimentary snacks offered					
4	Another drink is offered within 2 minutes of empty glass					
5	Bill is presented automatically, or within 1 minute of request					
6	Bill is presented in folder (or equivalent) with clean, appropriate pen					
7	Payment is collected and processed within 4 minutes of guest making payment or signing					
8	Correct change is returned, if required					
9	Receipt provided for cash payment					
10	Staff specifically thanks guest					
11	Bill is legible					
12	Bill is machine imprinted when presented					
13	Bill is accurately itemized and totaled					
14	Time stamp and date accurately printed on bill (N/A if no time stamp)					
15	Cash transaction reported properly (n/a if no audit completed)					
16	Staff speaks clearly					
17	Staff makes eye contact					
18	Staff smiles or makes pleasant expression					
19	Staff behavior is not hectic or chaotic					
20	Staff does not eat, drink, smoke or chew gum					
21	Staff does not engage in distracting personal chat or horseplay					
22	Staff do not keep hands in pockets, folded arms, or slouching posture					
23	Did there appear to be an individual acting as a supervisor visible					
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	Glassware clean					
29	Glassware not worn or damaged					
30	Glassware appropriate to drink portion and style					
31	Menus not worn or damaged					
32	Coasters and napkins clean and neat					
33	Vacated tables swiftly cleared					
34	Counters or tables thoroughly clean					
35	Counters or tables not worn or damaged					
36	Tables are sturdy, do not wobble					
37	Chairs and banquettes thoroughly clean					
38	Chairs and banquettes not worn or damaged					
39	No burned out light bulbs observed					
40	Light fixtures and lamps clean, dust free					
41	Floor and carpets free of debris					
42	Floor and carpets free of stain and soil					
43	Floor and carpets not worn or damaged					
44	Walls and ceilings clean					
45	Walls and ceilings not worn or damaged					
46	Windows clean, free of streaks and smudges					
47	Environment seems secure and comfortable					
48	Temperature comfortable					
49	Sound system in use					
50	Sound system volume and quality good - appropriate to environment					
51	Beverage flavor good, well balanced					
52	Beverage portion seems normal and adequate					
53	Drinks adequately heated, chilled, or iced					
54	Garnishes fresh and appropriate					
55	Stirrers or straws served as appropriate					
56	Beverages served neatly and attractively, without spills					

TOTAL Points reached in this Area:	0	0	0	0	Minimum to be reached:
---	----------	----------	----------	----------	-------------------------------

Performance in % in this Area	100%		#DIV/0!	#DIV/0!	80%
-------------------------------	------	--	---------	---------	-----