

Date _____

Time _____

Location _____

Main Restaurant		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Food & Beverage server is conveniently available at least once per half hour					
2	Beverages are suggested, either specifically or generally					
3	Beverage orders are served within 8 minutes of ordering					
4	Food orders are served within 15 minutes of ordering					
5	Foods and beverages are served in a manner convenient to the seating arrangement					
6	All items ordered served and settings complete					
7	Condiments served or offered simultaneously with (or before) the food					
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 totaled					
16	Time stamp and date accurately printed on bill (N/A if no time stamp)					
17	Charge is properly posted to account					
18	Pace of meal is convenient and appropriate					
19	Staff speaks clearly					
20	Staff makes eye contact					
21	Staff smiles or makes pleasant expression					
22	Staff behavior is not hectic or chaotic					
23	Staff does not eat, drink, smoke or chew gum					
24	Staff does not engage in distracting personal chat or horseplay					

25	Staff do not keep hands in pockets, folded arms, or slouching posture					
26	Staff is wearing nametags, and entirely visible					
27	Staff neatly groomed					
28	Staff uniform or attire is clean, well pressed					
29	Staff uniform or attire is in good condition					
30	Platters, plates and serving pieces clean					
31	China, platters, plates not worn or damaged					
32	Flatware clean and not tarnished or spotted					
33	Flatware not worn, damaged, dented					
34	Glassware clean					
35	Glassware not worn or damaged					
36	Glassware appropriate to drink portion and style					
37	Paper goods, if used, neat and tidy					
38	Coasters and napkins clean and neat					
39	Condiments in neat, clean and full containers					
40	Drinks adequately heated, chilled, or iced					
41	Stirrers or straws served as appropriate					
42	Food & beverage portions are consistent and adequate					
43	Foods & beverages are fresh in texture and color					
44	Foods & beverages have good flavor					
45	Foods & beverages match menu description or special request					
46	Foods are cooked to appropriate doneness, crispness, color, etc.					
47	Foods attractively arranged on plates					
48	Hot items served hot: Cold items served cold:					
49	Appropriate condiments provided automatically or stocked in self-serve area					

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!	