

Date _____

Time _____

Location _____

Main Restaurant		Points		STANDARD MET		Comments/ Follow-up Action
		Max	Actual	Y	N	
	Criteria					
1	Initial greeting is clear and audible					
2	Guest name mentioned during initial telephone greeting, or immediately thereafter					
3	Staff uses guest surname, when available					
4	Telephone conversation is closed with pleasant final remark by staff					
5	Staff speaks clearly					
6	Staff asks permission before placing caller on hold					
7	Not placed on hold more than 15 seconds					
8	No significant background noise					
9	Accompaniments are suggested; I.e., juice, fruit at breakfast; starters, desserts at other times					
10	Staff can helpfully discuss details of foods					
11	Order is repeated back to guest					
12	Estimated delivery time provided automatically					
13	Order is delivered within five minutes of estimated time - not earlier or later					
14	Order is delivered within: 15 minutes breakfast: 25 minutes other					
15	Order is delivered within: 30 minutes breakfast: 35 minutes other					
16	Staff knocks once on door , announces self, pauses ten seconds, knock again					
17	Staff makes eye contact					
18	Staff is wearing nametags, and entirely visible					
19	Staff neatly groomed					
20	Staff uniform or attire is clean, well pressed					
21	Staff uniform or attire is in good condition					
22	Staff smiles or makes pleasant expression					
23	Staff behavior is not hectic or chaotic					
24	Staff does not eat, drink, smoke or chew gum					

25	Staff does not engage in distracting personal chat or horseplay					
26	Seating positioned by staff so that meal can begin					
27	Tabletop/tray conveniently laid out so that meal can begin					
28	No plastic wrappings remain on foods					
29	Frozen items are served to preserve temperature (second course, iced supreme, etc.)					
30	Note and/or verbal instructions provided for disposal of dishes					
31	All items ordered served and settings complete					
32	Bill is presented in folder (or equivalent) with clean, appropriate pen					
33	Staff specifically thanks guest					
34	Bill is legible					
35	Bill is machine imprinted when presented					
36	Bill is accurately itemized and totaled					
37	Time stamp and date accurately printed on bill (N/A if no time stamp)					
38	Charge is properly posted to account					
39	Tray or table clean					
40	Tray or table not worn or damaged					
41	Flower or similar amenity used to decorate tray or table					
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	Linens clean and well pressed					
47	Linens color-consistent, not worn, damaged or stained					
48	Paper goods, if used, neat and tidy					
49	Condiments in neat, clean and full containers					
50	Food & beverage portions are consistent and adequate					
51	Foods & beverages are fresh in texture and color					
52	Foods & beverages have good flavor					
53	Foods & beverages match menu description or special request					
54	Foods are cooked to appropriate doneness, crispness, color, etc.					
55	Foods attractively arranged on plates					
56	Hot items served hot: Cold items served cold:					
57	Server offers to pour beverages					

--	--	--	--	--	--	--

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%