

2025
AWARDS
For
EXCELLENCE



RESTAURANT & CATERING
Hostplus Awards for Excellence
Nomination Information Booklet
www.rca.asn.au



2025 AWARDS For EXCELLENCE



Why Enter?

The Restaurant & Catering Hostplus Awards program recognises hospitality and dining excellence. Providing industry recognition to metropolitan and regional venues in a variety of categories. Participating in the program enhances credibility, boosts brand awareness, and positions you as an industry leader. Finalists and winners receive marketing assets for their websites and social media, with winners also gaining potential local media promotion. This is a chance to celebrate you and your team's hard work and dedication to the hospitality industry. Additionally, the gala dinners will offer valuable networking opportunities with your industry peers.

Recognising Excellence in Hospitality & Dining



Industry Recognition



Increased Consumer
Visibility



Staff Morale &
Motivation



Boost Credibility



Network with Industry Peers

ABOUT THE AWARDS

The Restaurant & Catering Hostplus Awards for Excellence program recognises hospitality and dining excellence throughout Australia. Held annually, the awards program recognises restaurants and caterers in a variety of categories each in each State and Territory. Category winners will then become finalists at the National Awards for Excellence. Entrants are independently assessed with the winners announced at each State's industry's gala dinner. The gala dinners provide an invaluable opportunity for the industry to join together, celebrate and recognise not only their hard work and dedication but also that of their staff and industry colleagues. It is a great opportunity to network and share ideas with your industry peers.

There are a variety of restaurant and catering categories available for nomination to suit all types of businesses. Entrants can enter as many categories as they wish as long as they fit the category definitions and can supply the supporting information if required.

IMPORTANT DATES

NOMINATIONS OPEN - 10 FEBRUARY 2025 | NOMINATION CLOSE - 31 MARCH 2025

JUDGING CLOSURES

QLD & NT	25 May 2025	WA	8 June 2025
SA	22 June 2025	ACT	6 July 2025
VIC & TAS	13 July 2025	NSW	27 July 2025

** Dates are subject to change*

ENQUIRIES

E: events@rca.asn.au

T: 1300 722 878

RESTAURANT CATEGORIES

		QLD & NT		NSW				
RESTAURANT CATEGORIES	ACT	SEQ	NQ & NT	RNSW	SYD	SA	VIC & TAS	WA
ASIAN RESTAURANT	●	●	●	●	●	●	●	●
<i>Chinese Restaurant</i>					●	●	●	
<i>Japanese Restaurant</i>		●			●		●	
<i>Thai Restaurant</i>		●			●		●	
<i>Vietnamese Restaurant</i>					●	●	●	
BREAKFAST RESTAURANT	●	●	●	●	●	●	●	●
CONTEMPORARY AUSTRALIAN RESTAURANT	●		●					●
<i>Contemporary Australian Restaurant - Formal</i>		●		●	●	●	●	
<i>Contemporary Australian Restaurant - Informal</i>		●		●	●	●	●	
EUROPEAN RESTAURANT	●	●		●	●	●	●	●
<i>French Restaurant</i>		●			●		●	
<i>Greek Restaurant</i>		●			●		●	
INDIAN RESTAURANT	●	●		●	●	●	●	●
ITALIAN RESTAURANT	●		●	●		●		●
<i>Italian Restaurant - Formal</i>		●			●		●	
<i>Italian Restaurant - Informal</i>		●			●		●	
NEW RESTAURANT	●	●	●	●	●	●	●	●
PREMIUM DINING	●	●		●	●	●	●	
RESTAURANT IN A HOTEL/RESORT	●	●	●	●				
RESTAURANT IN A PUB/CLUB	●	●	●	●	●	●	●	
RESTAURANT IN A WINERY	●	●		●		●	●	●
SEAFOOD RESTAURANT		●	●	●		●	●	●
<i>Seafood Restaurant - Formal</i>					●			
<i>Seafood Restaurant - Informal</i>					●			

RESTAURANT AND CATERING CATEGORIES

		QLD & NT		NSW				
RESTAURANT CATEGORIES	ACT	SEQ	NQ & NT	RNSW	SYD	SA	VIC & TAS	WA
SPECIALTY RESTAURANT	●	●	●	●	●	●	●	●
<i>Mexican Restaurant</i>		●						
STEAK RESTAURANT	●			●			●	●
<i>Steak Restaurant - Formal</i>		●			●	●		
<i>Steak Restaurant - Informal</i>		●			●	●		
TOURISM RESTAURANT	●	●	●	●	●	●	●	●
CASUAL DINING CATEGORIES								
CAFÉ DINING	●	●	●	●	●	●	●	●
FAMILY DINING	●	●	●	●	●	●	●	●
PIZZA RESTAURANT		●		●	●	●	●	●
CATERING CATEGORIES								
EVENT CATEGORIES								
<i>Events Caterer</i>	●	●	●	●	●	●	●	●
<i>Event/Convention Centre Caterer</i>	●	●	●	●	●	●	●	●
<i>Venue Caterer</i>	●	●	●	●	●	●	●	●
<i>Wedding Caterer</i>	●	●	●	●	●	●	●	●
SITE & INDUSTRIAL CATEGORIES								
<i>Corporate & Airline Lounge Caterer</i>	●	●	●	●	●	●	●	●
<i>Education Caterer</i>	●	●	●	●	●	●	●	●
<i>Health & Aged Care Caterer</i>	●	●	●	●	●	●	●	●
<i>Industrial Caterer</i>	●	●	●	●	●	●	●	●

RESTAURANT AWARDS

HOW TO ENTER

- ▶ Complete the nomination form online via the R&CA Awards website www.rca.asn.au by the close of nominations on the 31 March 2025.
- ▶ Select your categories. Restaurants can enter as many categories as you wish as long as you meet the category definition except for new restaurants.
- ▶ Pay the entry fee per category:
Member restaurants - \$189.00 | Non member restaurants - \$589.00

Nominations are considered entered only once the online nomination form is completed and payment has been processed.

Note: member price is offered to current financial members for the member establishment only.

- ▶ Tourism Restaurant category entrants are required to answer three short tourism related questions. The written answers will be used to determine the category finalists. The category winner is determined from a combination of the restaurant category judging score and the Tourism submission entry. The submission questions will be emailed to entrants who select and pay for the Tourism Restaurant category. Submission questions must be submitted by the close of nominations for the entrant to be considered for this category.

ENTRY GUIDELINES

- ▶ Restaurants can enter as many categories as you wish as long as the restaurant meets the specific category definition and have been open for a minimum of 12 months except for new restaurants.
- ▶ New restaurants can only enter the New Restaurant category and must have been in operation for a minimum of 3 months and no greater than 12 months from the 2025 opening of nominations. Qualifying period - open prior to 10 November 2024.
- ▶ Categories will be split into master and sub-categories only if there are sufficient entries. If insufficient entries, the nomination will automatically be placed in the master category.

- ▶ States/regions may be merged dependent on the number of entries.
- ▶ Finalists for the 2025 Awards will be notified via email and the finalists will be displayed on the Awards page of our website www.rca.asn.au
- ▶ The R&CA Awards are open to all member and non-member businesses.
- ▶ The Restaurant Awards for Excellence Terms & Conditions of entry can be viewed on the awards page of our website www.rca.asn.au
- ▶ There is no direct entry into the R&CA National Awards for Excellence, category winners will automatically be entered into the National Awards at no additional entry cost.

JUDGING PROCESS

- ▶ The National Chair of Judge is a trained experience independent judge under the National Restaurant & Catering Evaluation System (RACES), who oversees and reviews all entrants.
- ▶ Restaurants are assessed on a set of judging criteria which encompasses the overall dining experience.
- ▶ Restaurant and Casual Dining category entrants are considered for the major awards of Restaurant of the Year and Casual Dining of the Year. The major award winners are determined by the highest scoring points from the both the restaurant categories and casual dining categories as outlined in the category definition list on pages 7 to 9.
- ▶ R&CA member finalists will receive a judging analysis graph that provides the relative performance of their business against the average and winning result in their entered state category. Those entrants that receive an honourable mention and the Tourism Restaurant category entrants are not able to receive the judging analysis graph.

RESTAURANT CATEGORIES

FOR ESTABLISHMENTS THAT OFFER EXTENSIVE MENUS DESIGNED FOR MULTIPLE COURSES TO BE ORDERED.

Restaurants must have sit-down facilities. Categories will be split into sub-categories if there are sufficient entries.

Restaurant category winners qualify for Restaurant of the Year.

▶ ASIAN RESTAURANT

Establishments which specialise in cuisine from the Asia region (not covered by an existing category i.e., Indian).

▶ Chinese Restaurant

Establishments which specialise in Chinese cuisine. Must be 100% Chinese cuisine otherwise the Asian category will apply.

▶ Japanese Restaurant

Establishments which specialise in Japanese cuisine. Must be 100% Japanese cuisine otherwise the Asian category will apply.

▶ Thai Restaurant

Establishments which specialise in Thai cuisine. A high proportion of the menu must be Thai cuisine otherwise the Asian category will apply.

▶ Vietnamese Restaurant

Establishments which specialise in Vietnamese cuisine.

▶ BREAKFAST RESTAURANT

Establishments which specialise in the provision of breakfast for at least 5 days per week. This category does not qualify for Restaurant of the Year.

▶ CONTEMPORARY AUSTRALIAN RESTAURANT

Establishments which predominantly offer a menu characterised by fresh seasonal produce and innovative dishes that reflect contemporary trends in Australian cooking.

▶ Contemporary Australia Restaurant - Formal

A dining experience aimed at the premium end of the market within this cuisine.

▶ Contemporary Australia Restaurant - Informal

A dining experience provided in a casual/informal and relaxed setting within this cuisine.

▶ EUROPEAN RESTAURANT

Establishments which specialise in a cuisine from either a country or region in Europe (not covered by an existing category i.e., Italian).

▶ French Restaurant

Establishments which specialise in traditional or contemporary French cuisine. Must be 100% French cuisine otherwise the European category will apply.

▶ Greek Restaurant

Establishments which specialise in traditional or contemporary Greek cuisine. Must be 100% Greek otherwise the European category will apply.

▶ INDIAN RESTAURANT

Establishments which specialise in traditional or contemporary Indian or Sub-continent cuisine, e.g., Sri-Lankan.

▶ ITALIAN RESTAURANT

Establishments which specialise in traditional or contemporary Italian cuisine (includes Mediterranean establishments).

▶ Italian Restaurant - Formal

A dining experience aimed at the premium end of the market within this cuisine.

▶ Italian Restaurant - Informal

A dining experience provided in a casual/informal and relaxed setting within this cuisine.

RESTAURANT CATEGORIES

► NEW RESTAURANT

This is the only category that a new restaurant is eligible to enter, all cuisine styles qualify. Establishments which have been in operation for at least 3 months and no greater than 12 months from the opening of nominations. (Qualifying period: open prior to 10 November 2024).

► PREMIUM DINING

Establishments which provide a high-end dining experience aimed at the premium end of the market including premium quality dining with exquisite service, wine list and food with specialised staff in both FOH and BOH.

► RESTAURANT IN A HOTEL/RESORT

In-house restaurants operating daily in a Hotel, Motel, Resort or Guesthouse.

► RESTAURANT IN A PUB/CLUB

In-house restaurants operating within/on the premises of a pub, club or tavern.

► RESTAURANT IN A WINERY

Restaurants operating on the premises/site of a winery, cellar door or vineyard.

► SEAFOOD RESTAURANT

Establishments which specialise in seafood. A high proportion of the menu must be seafood.

► Seafood Restaurant - Formal

A dining experience aimed at the premium end of the market within this cuisine.

► Seafood Restaurant - Informal

A dining experience provided in a casual/informal and relaxed setting within this cuisine.

► SPECIALITY RESTAURANT

Establishments which clearly specialise in a particular style of cuisine not specifically accommodated by any other listed category, i.e., Middle Eastern, Moroccan, Turkish, Vegan/Vegetarian etc.

► Mexican Restaurant (QLD only)

Establishments which specialise in Mexican cuisine. Must have a minimum of 80% Mexican style food on the menu). Category will be merged into Specialty Restaurant if less than 3 entrants.

► STEAK RESTAURANT

Establishments which specialise in premium quality steak and pro-actively market this as a speciality. A high proportion of the menu must be red meat.

► Steak Restaurant - Formal

A dining experience aimed at the premium end of the market within this cuisine.

► Steak Restaurant - Informal

A dining experience provided in a casual/informal and relaxed setting within this cuisine.

► TOURISM RESTAURANT

Restaurants offering a tourism experience or service to the tourism industry, must be seen in the public eye to be a draw card to the restaurant. It is not just a food award but does recognise a significant contribution to tourism through the provision of food and beverage.

To qualify, restaurants are required to answer three tourism related questions. See Tourism Questions on page 9.

CASUAL DINING CATEGORIES

FOR ESTABLISHMENTS THAT OFFER AFFORDABLE LIGHT MEAL MENUS

Not suitable for menu's designed to order multiple courses. Establishments must have sit-down facilities.
Casual Dining category winners qualify for Casual Dining of the Year.

► CAFÉ DINING

Establishments providing a relaxed menu of affordable snacks, light meals and refreshments (non-alcoholic or alcoholic). Must have dine-in facilities and offer continuous service in a casual dining environment. Establishments that provide high tea can enter this category and patisserie/bakeries with sit down facilities. Must operate for at least 5 days a week and have some table service.

► FAMILY DINING

Establishments that cater specifically for family dining and offer menu options for all children's ages. Must have a kid's menu.

► PIZZA RESTAURANT

Establishments which specialise in pizza. A high proportion of the menu must be pizza. Must have sit-down dining facilities and table service.

TOURISM RESTAURANT QUESTIONS

To qualify for the Tourism Restaurant category, entrants are required to answer three tourism related questions - no more than 200 words per question. Submissions are not marked on presentation. Submissions are used to determine the category finalists. The winner is determined from a combination of the restaurant category judging score and the Tourism submission entry.

Q1 - WHAT SOCIAL MEDIA PLATFORMS DOES YOUR BUSINESS USE

Provide a list of the social media platforms and further details where applicable i.e. Website, Instagram, Facebook, LinkedIn, Other

Q2 - BUSINESS OVERVIEW AND MARKETING

Provide an overview of your business, what is your distinct difference and how do you promote it to attract the tourism market.

Who is your target market, what does your business offer (i.e. food, location etc.), how do you enhance the visitor experience, what food tourism activities have you participated in around your local area (e.g. festivals, markets, tastings, tours), what produce, service, visitor experience sets you apart from your competitors and how do you promote this to the tourism market. Include a list of websites, publications and key organisations you market to.

Q3 - CUSTOMER SERVICE AND PROFESSIONAL DEVELOPMENT

Explain how you achieve and maintain quality customer service throughout your business and how you train your staff.

Provide details of your customer service, your repeat business strategy, feedback collection and how you implement change based on feedback. How do you stay abreast of industry developments and outline ongoing procedures in place to train staff to provide a high level of customer service.

RESTAURANT JUDGING CRITERIA

Restaurant and Casual Dining establishments are assessed on a variety of judging criteria.

SERVICE

RESERVATION/ONLINE PRESENCE

- ◆ online/phone booking procedure*
- ◆ degree to which it was helpful

RECEPTION

- ◆ greeting on arrival
- ◆ help to and at the table
- ◆ appropriateness of set table
- ◆ menu and/or wine list presentation
- ◆ promptness of drink service

RESTAURANT PRESENTATION

TABLE

- ◆ appropriateness of crockery, cutlery and napery
- ◆ appropriateness of glassware and other table items
- ◆ quality and presentation of table items
- ◆ consistency of table presentations
- ◆ overall appearance of tables
- ◆ quality of seating
- ◆ smoke free area (exists and is effective)

GENERAL

- ◆ décor
- ◆ atmosphere
- ◆ suitable lighting
- ◆ comfort generated
- ◆ toilet facilities

MENU

- ◆ presentation of menu
- ◆ appropriateness of menu items
- ◆ vegetarian options
- ◆ description of menu items
- ◆ menu is innovative/original or represents classic treatment of a particular cuisine

FOOD

- ◆ quality of food
- ◆ food presentation
- ◆ taste satisfaction
- ◆ degree to which descriptions were met
- ◆ temperature
- ◆ correct service
- ◆ cleared promptly
- ◆ representative of a specific market
- ◆ range of eating possibilities
- ◆ quality of product and execution
- ◆ range of food on menu
- ◆ range, quality and presentation of desserts*

BEVERAGE

- ◆ initial drink delivery
- ◆ physical quality of wine list*
- ◆ style and range of beverages
- ◆ appropriateness of beverages
- ◆ relative value in cost of drinks
- ◆ beverage service
- ◆ beverage care
- ◆ extra servicing of wines*
- ◆ continued beverage attention
- ◆ supply of water and soft drinks
- ◆ quality of drinking water
- ◆ quality of coffee/tea
- ◆ coffee/tea service

OVERALL DINING EXPERIENCE

- ◆ food service
- ◆ drink service
- ◆ staff attitude
- ◆ account payment
- ◆ attention on leaving
- ◆ value for money

** If applicable to category.*

CATERING AWARDS

HOW TO ENTER

- ▶ Complete the nomination form online via the R&CA Awards website www.rca.asn.au by the close of nominations on the 31 March 2025.
- ▶ Select your categories. Caterers can enter as many categories as you wish as long as you meet the category definition and supply the event dates or site details as requested for judging.
- ▶ Pay the entry fee per category:
Member Caterers - \$379.00 | Non-member Caterers - \$749.00

Nominations are considered entered only once the online nomination form is completed and payment has been processed.

Note: member price is offered to current financial members for the member caterer only.

- ▶ **EVENT CATEGORIES** - caterers are required to provide a list of 4 event options to be judged spread over the duration of the judging period. Multiple event options are requested to ensure that a judge is available. The assigned judge will assess one event only.
- ▶ **SITE & INDUSTRIAL CATEGORIES** - caterers are required to provide site details including site contact and food service times. Caterers will be judged on one site visit only.

ENTRY GUIDELINES

- ▶ Caterers can enter as many categories as you wish as long as the catering business meets the specific category definition.
- ▶ Categories will be split into master and sub-categories only if there are sufficient entries. If insufficient entries, the nomination will automatically be placed in the master category.
- ▶ States/regions may be merged dependent on the number of entries.
- ▶ Finalists for the 2025 Awards will be notified via email and the finalists will be displayed on the Awards page of our website www.rca.asn.au
- ▶ The Catering Awards are open to R&CA members and non-member businesses.
- ▶ The Catering Awards for Excellence Terms & Conditions of entry can be viewed on the awards page of our website www.rca.asn.au
- ▶ There is no direct entry into the R&CA National Awards for Excellence, catering category winners will automatically be entered into the National Awards at no additional entry cost.

CLOSING DATES FOR CATERING JUDGING

- ▶ Judging of catering events and site visits will need to be completed by the close of judging:

QLD	25 May 2025	WA	8 June 2025
SA	22 June 2025	ACT	6 July 2025
VIC & TAS	13 July 2025	NSW	27 July 2025

**dates are subject to change*

CATERING AWARDS

JUDGING PROCESS

- ▶ Caterers are assessed by trained independent judges under the National Restaurant and Catering Evaluation System (RACES). The National Chair of Judge oversees and reviews all entrants.
- ▶ Caterers are assessed on either the Events Caterer or Site Caterer judging criteria.
 - ▶ **EVENT CATEGORIES** - entrants are judged on one event only. Caterers are required to provide at least 4 weeks notice for a judge to be confirmed. Caterers are required to obtain the approval of the event client for a judge to be in attendance.
 - ▶ Caterers will be contacted by their assigned judge to confirm the judging date. Copies of the event brief including run sheet, menus, a per head food cost and overall event costing will need to be provided to the judge prior to the judging as this forms part of the judging criteria.
 - ▶ Judges will observe only during the judging assessment and will be required to sample the food however this is not to be done within the event space. Food tastings must be of the same meal being served to the event guests.
 - ▶ **SITE & INDUSTRIAL CATEGORIES** - entrants are judged on a site visit to one nominated site per entry to assess food and service criteria. No events can be judged in the Site & Industrial categories.
 - ▶ Caterers will be contacted by their assigned judge to confirm a convenient time to visit and assess the site during food service. A per head contracted food cost will need to be provided to the judge prior to judging as this forms part of the judging criteria.
 - ▶ Judges will be required to sample the food during the judging assessment of the site.
 - ▶ When judging remote sites, the site is required to cover all additional travel costs incurred by the judge including transfers to and from the airport, airport parking, overnight accommodation and food. Approval of additional costs will need to be agreed upon prior to judging.
- ▶ Catering category entrants are considered for the major award of Caterer of the Year. The major award winner is determined by the highest scoring points of the qualifying catering categories.
- ▶ Member finalists will receive a judging analysis graph that provides the relative performance of their business against the average and winning result in their entered state category. Those entrants that receive an honourable mention are not able to receive the judging analysis graph.
- ▶ Winners from each state/regional awards will move forward to the National Awards for Excellence.

CATERING CATEGORIES

Caterers can enter as many categories as you wish as long as you meet the category definition.

The sub-categories will be merged into the master categories of EVENTS CATERER and/or SITE & INDUSTRIAL CATERER if there are not sufficient entries.

The winners of the catering categories qualify for entry into the major award of Caterer of the Year.

EVENT CATEGORIES

CATERERS WHO PROVIDE CATERING SERVICES AT EVENTS. Entrants will be judged on one event per category entered.

► EVENTS CATERER

Caterers involved in the catering and co-ordination of an event covering the social, corporate, public or government sectors. This includes award gala dinners, party functions, incentive events, major public one-off events, charity events, entertainment, sporting events, product launches, media events. Events held within education facilities can enter this category including colleges, universities and boarding schools who hold special events such as school formals and gala dinners. Caterer must provide food, beverage and service at the event. Weddings are not permitted to be judged in this category.

► Event/Convention Centre Caterer

Caterers primarily providing catering and venue facilities to customers for a variety of events including family celebrations, conferences and corporate events undertaken at a hotel or purpose-built function or convention centre, owned or leased exclusively by the caterer (such as function centres, convention centres, golf clubs, sailing clubs, regatta centres, hotels and resorts). Catering services are to be provided on the premises or on the surrounds of the premises.

► Venue Caterer

Where the caterer is not solely aligned to a specific venue. Caterers with preferred agreements or contracts to provide catering services at venues such as museums, galleries, performing arts complexes, sports stadia, zoos and boats. The caterer provides services for various corporate and public events including dinners, lunches, charity events, conferences and weddings. Services are to be provided on the premises or the surrounds of the premises. Note: Caterers with multiple sites within one venue will be judged on one nominated event within the venue only.

► Wedding Caterer

Caterers specialising in the wedding market. Caterers based in their own commercial kitchen/s or at a function venue.

SITE & INDUSTRIAL CATEGORIES

CATERERS CONTRACTED TO PROVIDE CATERING SERVICE AT SINGLE OR MULTIPLE SITES. Entrants will be judged on one site visit per entry. NO EVENTS can be judged.

► Corporate & Airline Lounge Caterer

Caterers contracted to provide services at corporate canteens, cafeterias and airline lounges.

► Education Caterer

Caterers contracted to provide services for educational institutions including tertiary, colleges, universities and boarding schools. Entrants are assessed on canteen, cafeteria or boarding services. No events can be judged in this category.

► Health & Aged Care Caterer

Caterers contracted to provide catering services at hospitals and aged care facilities.

► Industrial Caterer

Caterers contracted to provide catering services at single or multiple sites that do not fit into other listed Site & Industrial Caterer sub-categories.

CATERING JUDGING CRITERIA

EVENT CATERER CATEGORIES

OPERATIONS

- ◆ staff interaction with guests
- ◆ pre-dinner drinks and canapés
- ◆ effectiveness of staff briefing
- ◆ flexibility with changes
- ◆ event area set-up
- ◆ uniform presentation
- ◆ atmosphere
- ◆ kitchen production and service noise
- ◆ cutlery/servingware clean and polished
- ◆ glassware, crockery, cutlery and napery

FOOD

- ◆ served on appropriate servingware
- ◆ temperature
- ◆ quality and presentation of food
- ◆ consistently presented
- ◆ as described and expected from menu description
- ◆ visually appealing
- ◆ balanced in flavour
- ◆ appropriately portioned
- ◆ execution of dietary requirements
- ◆ value for money

SERVICE - FOOD

- ◆ execution of BOH plating
- ◆ handling and delivery of food
- ◆ FOH service execution
- ◆ product knowledge displayed by staff
- ◆ execution of food clearing

SERVICE - BEVERAGES

- ◆ timing of beverages
- ◆ temperature
- ◆ beverage service
- ◆ appropriate drinkware
- ◆ correctly poured beverages and filled drinkware
- ◆ product knowledge displayed by staff
- ◆ execution of beverage clearing

STAFF

- ◆ sufficient staffing
- ◆ standards of hygiene - both FOH and BOH
- ◆ suitably and consistently attired
- ◆ FOH professional standards
- ◆ hygienic food handling practices
- ◆ organisation of duties
- ◆ staff behaviour

EVENT OUTCOMES

- ◆ value for money - overall event costing against delivered product
- ◆ professional standards adhered to
- ◆ event brief met

CATERING JUDGING CRITERIA

SITE & INDUSTRIAL CATERER CATEGORIES

OPERATIONS

- ◆ staff interaction with patrons
- ◆ dining/eating area set-up
- ◆ kitchen production and service noise
- ◆ cleanliness of dining area
- ◆ cutlery/servingware clean
- ◆ glassware, cutlery, crockery

FOOD

- ◆ menu choices
- ◆ served on appropriate servingware
- ◆ temperature
- ◆ appropriateness of food for site
- ◆ as described and expected from menu description
- ◆ quality of food
- ◆ consistently presented
- ◆ visually appealing
- ◆ balanced in flavour
- ◆ appropriately portioned and sufficient
- ◆ execution of dietary requirements

SERVICE - FOOD

- ◆ execution of BOH plating
- ◆ handling and delivery of food
- ◆ FOH service execution
- ◆ product knowledge displayed by staff
- ◆ execution of clearing

SERVICE - BEVERAGE

- ◆ beverage service/self-service availability
- ◆ temperature
- ◆ beverage service maintained
- ◆ appropriate drinkware
- ◆ variety of beverages
- ◆ product knowledge displayed by staff
- ◆ clearance and recycling of beverages

STAFF

- ◆ Sufficient staffing
- ◆ standards of hygiene - both FOH and BOH
- ◆ suitably and consistently attired
- ◆ FOH professional standards
- ◆ hygienic food handling practices
- ◆ organisation of duties
- ◆ staff behaviour

CATERING OUTCOMES

- ◆ value for money - contracted food cost against delivered product
- ◆ professional standards adhered to
- ◆ catering outcomes

