



RESTAURANT & CATERING HOSTPLUS AWARDS FOR EXCELLENCE



2020 Awards for Excellence

Restaurant Judging Criteria – Casual Dining/Cafes

Restaurant finalists in the Awards for Excellence are assessed by trained judges on the following criteria.

PRE-TABLE

Reservation Criteria

- online booking procedure
- degree to which it is helpful
(*website/telephone booking*)

Reception

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

PRE-EATING

Table Criteria

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

General

- quality of décor
- atmosphere
- suitable lighting
- comfort generated

Menu

- menu well presented
- appropriateness of menu items to venue
- vegetarian options offered on menu
- description of menu items
- menu is innovative/original

FOOD

- quality of food used
- food presentation
- level of taste satisfaction
- degree to which descriptions were met
- temperature
- correct service
- cleared promptly
- food as described from menu description
- menu provides for a range of eating possibilities
- quality of product and execution
- range of food represented on menu
- range, quality and presentation of desserts

DRINKS

- pre-dinner drinks
- physical quality of wine list
- style and range of drinks
- appropriateness of drinks to venue
- relative value in cost of drinks
- venue beverage care
- correct beverage service
- continued quality of wine service
- continued beverage attention
- supply of water and soft drinks
- quality of drinking water
- quality of coffee/tea
- coffee/tea service

OVERALL

- Food service
- Drink service
- Other services
- Account payment
- Correct attention on leaving
- Toilet facilities
- Value for money

If you have any questions regarding the Awards for Excellence, please contact the Events Department at events@rca.asn.au