

## JUDGING CRITERIA

### Casual Dining / Cafés

Restaurants are assessed by trained Restaurant & Catering judges on the following criteria.

#### SERVICE

##### Reservation

- 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/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

#### FOOD

- quality of food
- food presentation
- taste satisfaction
- degree to which descriptions were met
- temperature
- correct service
- cleared promptly
- 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