

JUDGING CRITERIA

Fast Casual Dining

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

SERVICE

Online Presence

- website/app easy to locate and navigate
- degree to which it is helpful

Reception

- greeting on arrival
- level of help
- appropriateness of tables
- menu/wine list presentation/blackboard menu
- promptness of drink service

RESTAURANT PRESENTATION

Table

- appropriateness of food containers, cutlery and napery
- appropriateness of drinkware and other table items
- consistency of tables
- overall appearance of tables
- quality of seating
- smoke free area (exists and is effective)

General

- décor
- atmosphere
- suitable lighting
- comfort generated

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 sweet items

BEVERAGE

- range of beverages
- appropriateness of beverages
- relative value in cost of drinks
- beverage service
- beverage care
- beverage knowledge
- temperature
- 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
- customer experience
- value for money

For all enquiries contact the Events Department

E: events@rca.asn.au