



2016 Awards for Excellence

Catering Assessment Criteria

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

CUSTOMER ARRIVAL

The guests:

- are greeted appropriately
- are provided with contracted pre-dinner drinks
- are provided with contracted canapés
- have appropriate cloakroom facilities available
- are informed about relevant function arrangements

FUNCTION AREA SET-UP

The function area has:

- appropriately arranged tables
- well-presented tables
- uniform table setting
- polished cutlery
- appropriate glassware and crockery

PRESENTED FOOD

The food is:

- served in/on appropriate plates
- served at the right temperature
- consistently presented
- as described & expected from the menu
- visually appealing
- balanced in flavour
- appropriately portioned
- good value for money

THE FUNCTION

During the function:

- seating arrangements are comfortable
- the atmosphere & décor of an appropriate standard
- the kitchen noise unobtrusive
- the overall set-up was appealing

THE SERVICE

- beverages served at the appropriate time
- beverages served at the appropriate temperature
- attentive beverage service was maintained
- appropriate vessels were provided for all beverages
- appropriately filled vessels
- correctly poured beverages
- continued provision of water
- continued clearing of empty

FOOD SERVICE

- food service is executed skilfully & consistently
- staff handling of food is appropriate
- table service is executed with minimum interference
- staff provide smooth & efficient service

STAFF SERVICE

The staff:

- are they sufficient for the function
- exhibit good standards of personal hygiene
- are they suitably attired for the function
- are attired in the same uniforms
- are friendly, courteous and not too familiar
- apply hygienic food handling practices
- are they well organised in their duties
- are they discreet and unobtrusive.

THE OUTCOMES

- the client is satisfied
- the client's guests are satisfied
- the caterer satisfied
- the client's expectation met

If you have any questions regarding the Awards for Excellence please do not hesitate to contact the Events Department at events@restaurantcater.asn.au