

2019 Awards for Excellence

Site / Industrial Catering Assessment Criteria

For categories of: Site-Contract Caterer and Industrial / Institutional Caterer

Catering entrant briefing notes:

- Caterers will be contacted by their assigned judge to confirm the site judging process
- Copies of the event orders including menus should be provided to the allocated judge prior to judging

Site / Industrial Catering entrants are assessed by trained judges on the following criteria.

PATRONS

- greeting of patrons
- appropriate eating arrangements
- appropriate service

DINING AREA SET-UP

- appropriately arranged menu choices
- appropriate and well-presented eating provisions
- appropriate cutlery/servingware
- appropriate glassware and/or crockery

PRESENTED FOOD

- served on appropriate servingware
- served at the correct temperature
- as prescribed by tender
- as described and expected from the menu description
- well-presented and visually appealing
- balanced in flavour
- appropriately portioned
- sufficient

SERVICE

- punctual and orderly
- clearing is timely and appropriate
- overall service is unobtrusive

BEVERAGE SERVICE

- served at the appropriate time
- served at the appropriate temperature
- appropriate vessels provided
- continued provision of beverages

FOOD SERVICE

- executed skilfully and consistently
- handling of food is appropriate
- executed with minimum interference
- smooth and efficient

STAFF

- sufficient for the catering provided
- exhibit good standards of personal hygiene
- suitably attired
- consistently attired
- friendly, courteous and not too familiar
- apply hygienic food handling practices
- well organised in their duties
- discreet and unobtrusive
- happy

STANDARD OF COMFORT & AMENITIES

- chairs and tables comfortable
- atmosphere appealing
- fixtures and fittings clean

THE OUTCOMES

- clients satisfaction
- patrons satisfaction
- professional standards adhered to
- catering outcomes met
- tender requirements met