



2019 Awards for Excellence

Foodservice Franchise Assessment Criteria

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

PRE-TABLE

Reception

- Comfortable greeting on arrival
- Level of help at counter
- Appropriateness of table setting
- Menu presentation
- Promptness of drink and food service

PRE-EATING

Outlet Presentation

- Appropriateness and suitability of crockery, cutlery and napery
- Appropriateness and suitability of glassware and other table items
- Quality and presentation of all table items
- Consistency of all table presentations
- Overall appearance of the outlet
- Quality of seating provided
- Smoke free area (Exists and is effective)

General

- Quality of the decor
- Overall level of atmosphere
- Suitable overall lighting
- Overall level of comfort generated

Menu

- Menu is physically well presented
- Appropriateness of menu to venue
- Menu caters for vegetarians
- Offerings well described
- Menu is innovative/original

FOOD

- Overall quality of foods used
- Overall quality of food presentation
- Overall level of taste satisfaction
- Degree to which descriptions were met
- Degree to which dishes were served at suitable temperature
- Degree to which selections were served correctly
- Degree to which tables were cleared promptly
- Degree to which the food was representative of a specific market
- Degree to which the menu provided for comprehensive eating possibilities
- Degree of integrity of the food served
- Range of food represented on menu
- Range and quality of desserts

DRINKS

- Range and quality of drinks provided
- Relative value in cost of drinks
- Drinks correct temperature
- Continued drink attention if appropriate
- Supply of waters and soft drinks
- Quality of drinking water
- Quality of coffee/tea
- Quality of 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 do not hesitate to contact the Events Department at events@restaurantcater.asn.au