



2019 Awards for Excellence

Restaurant Assessment Criteria

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

PRE-TABLE

Reservation Service

- Times at which it is available
- Degree to which it is helpful

Reception

- Comfortable greeting on arrival
- Level of help to and at table
- Appropriateness of set table
- Menu and/or wine list presentation
- Promptness of drink service

PRE-EATING

Table 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 table
- Quality of seating provided
- Smoke free area (Exists and is effective)

General

- Quality of the décor
- 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 food 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 selections 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

- Level of pre-dinner drinks provision*
- Physical quality of wine list*
- Range and quality of drinks provided*
- Appropriateness of drinks provided *
- Relative value in cost of drinks *
- Level of pre-service drink care*
- Correct opening of wines
- Continued quality of wine service
- Continued drink attention
- Supply of waters and soft drinks
- Quality of drinking water
- Quality of coffee/tea
- Quality of coffee/tea service

* does not apply for BYO only Establishment

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 contact the Events Department at events@restaurantcater.asn.au