

RESTAURANT QUALITY ASSURED SEAL



Mystery guest and audit criteria

Five point scale assessment based on the following point system: 1 point for poor quality - 2 points for acceptable quality - 3 points for good quality - 4 points for very good quality - 5 points for excellent quality. Some criteria are non-compensatory and may only be awarded a minimum of 3 points. Criteria that are not marked with a score are mandatory; a yes/no answer should

		nd maximum points per criteria 1 2 3 4
1.1 Restaurant website available 1.1.2 Restaurant social media page (e.g. Facebook, Instagram, etc) available 1.1.2 Restaurant social media page (e.g. Facebook, Instagram, etc) available reason given) 1.1.3 Current food menu clearly available online with prices (where not available reason given) 1.1.4 General info onine about the restaurant including opening hours, directions, contact details available and all updated. Reference to special dietary food requests should also be available 1.5 Option to book online check - Score 1 2 3 4 1.5 Option 1 3 3 4 1 4 4 4 4 4 4 4 4		
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Taking the food/beverage order

1.5	Restaurant dinner - food service						
1.5.1	Appropriate staffing levels						
1.5.2	Reasonable waiting time - within 15 - 20 minutes from the order for the starter a	ind i	with	in 10 -	15 minu	ıtes fro	m
	finishing the starter for the main course; desserts are offered after the table is c	lear	ed fi	rom the	e main d	course	plates.
	A longer (reasonable) waiting time is acceptable provided that the guest is mad	e av	vare) <u>.</u>			
1.5.3	Good serving skills (e.g. not across the table)						
	Food served as ordered and at the correct temperature on sufficiently hot plates	s (w	here	applio	cable)		
	Courteous, attentive and enthusiastic staff.	2 (***	7070	аррік	oubio)		
7.0.0	How to award the points						
	One point for each of the criteria satisfied above.						
	Food service score	1	.	2	3	4	5
	FOOU SELVICE SCOLE	<u> </u>			<u> </u>	-	J
1.6	Destaurant dinner corving of wine						
1.0	Restaurant dinner - serving of wine	ma	n	ınlooo	othorwi	o india	notod)
1.0.1	Bottle presented (where applicable wine vintage on bottle should match that on						
	opened at table and taste offered (initial drinks and other beverages should be	serv	ea p	orior to	tne iirs	t cours	e ana,
	where possible, from the right hand side)						
	Wine served at the correct temperature; a wine bucket/cooler offered for white/r	osé	win	e;			
1.6.3	Additional wine offered and offered to top up wine glasses.						
1.6.4	Clearing away of empty wine glasses and wine bottles.						
1.6.5	Designated or specifically trained wine staff. Excellent knowledge of wine list wi	ith s	taff	memb	er able	to mak	Э
	recommendations, up sell house wines or local produce. Staff very proactive ar	nd ol	bser	vant p	roviding	an ex	cellent
	service throughout dinner.			•	•		
	How to award the points						
	One point for each of the criteria satisfied above.						
	Restaurant dinner - serving of wine	1	. 1	2	3	4	5
	incestaurant uniner - serving or wine	<u>'</u>			J		
17	Restaurant dinner - beverage service (other drinks example water and coff	foo\					
	Drinks served at the appropriate serving temperature;	ee)					
	Drinks served at the appropriate serving temperature, Drinks served within a reasonable timeframe (initial drinks and other beverages	ohe	אווא	ho sor	wod pri	or to the	o firot
1.7.2		SHC	Julu	be ser	vea pric	טו נט נוופ	HISL
	course and, where possible, from the right hand side);						
	Provision of accompaniments to drinks, examples include ice and lemon; use o	t tra	ys to	o serve	drinks	by the	glass;
	Courteous, attentive and enthusiastic staff						
1.7.5	Excellent knowledge of beverage list with staff member able to make recomme	nda	tion	s, up s	ell and	promot	e
	house specials.						
	How to award the points						
	One point for each of the criteria satisfied above.						
	Restaurant dinner - beverage service (other drinks example water	١,	ı	2	١,		_
	and coffee)	1 '	•	2	3	4	3
1.8	Departure						
1.8.1	Accurate and itemised bill provided once asked (all bill items were clear prior to	ord	erin	g);			
	Bill well presented;						
	Efficient payment procedure;						
	Guest satisfaction check - verbally or through a feedback form;						
	Acknowledging and thanking the customer for visiting the restaurant, suggesting	a a ı	retui	rn visit			
11313	How to award the points	9 31 1					
	One point for each of the criteria satisfied above.						
	Departure score	1	ı	2	3	4	5
	Total score - service	<u> </u>	•				
	10tal 30016 - 361 VICE	Ь—					
2	FOOD AND REVERACE OUALITY						
	FOOD AND BEVERAGE QUALITY Storter (where applicable)						
	Starter (where applicable)		. 1		٠,		T =
	Appearance / presentation	1	_	2	3	4	5
	Quality of main ingredients, sauce (where applicable) and accompaniments	1		2	3	4	5
	Culinary skills (including serving temperature)	1		2	3	4	5
	Main course	<u> </u>	_		_	<u> </u>	+ -
	Appearance / presentation	1		2	3	4	5
	Quality of main ingredients, sauce (where applicable) and accompaniments	1	_	2	3	4	5
	Culinary skills (including serving temperature)	1	ı	2	3	4	5
	Dessert/cheese course (where applicable)	<u> </u>					
	Appearance / presentation	1		2	3	4	5
2.3.2	Quality of main ingredients, sauce (where applicable) and accompaniments	1		2	3	4	5
	Culinary skills (including serving temperature)	1	1	2	3	4	5
	Coffee beverage (prepared in-house)						•
2.4.1	Presentation and quality of coffee	1		2	3	4	5

Total score	

3.2 T s 3.3 V tt a 3.4 N tt n b 3.5 N p	Ambience - appropriate environment in line with the restaurant's specialisation or class; Tables and chairs should be appropriate to type and style of restaurant - sufficient table size and comfort of seating; Variety on menu - balance, variety and choice of food - a good spread across the main types of ingredients, though account would be taken of the nature and style of the restaurant; Menu appearance (applicable also to menu on board and specials of the day) - text, content, design and physical appearance of the menu (clearly set out menu; easy to access all relevant information including prices; gives clear breakdown of dish and style); Menu appropriate to style of restaurant;	1 1 1	2 2 2	3 3	4 4	5 5 5
3.2 T s 3.3 V tt a 3.4 N tt n b 3.5 N p	Tables and chairs should be appropriate to type and style of restaurant - sufficient table size and comfort of seating; Variety on menu - balance, variety and choice of food - a good spread across the main types of ingredients, though account would be taken of the nature and style of the restaurant; Menu appearance (applicable also to menu on board and specials of the day) - text, content, design and physical appearance of the menu (clearly set out menu; easy to access all relevant information including prices; gives clear	1				
3.3 V tt a a 3.4 N tt n b 3.5 N p 5	Variety on menu - balance, variety and choice of food - a good spread across the main types of ingredients, though account would be taken of the nature and style of the restaurant; Menu appearance (applicable also to menu on board and specials of the day) - text, content, design and physical appearance of the menu (clearly set out menu; easy to access all relevant information including prices; gives clear		2	3	4	5
3.4 N te n b 3.5 N p	Menu appearance (applicable also to menu on board and specials of the day) - text, content, design and physical appearance of the menu (clearly set out menu; easy to access all relevant information including prices; gives clear	1				
3.5 N p 3.6 F	menu; easy to access all relevant information including prices; gives clear	1				
3.6 F			2	3	4	5
	Noise levels - hardly noticed staff's activity (4-5 points), some cluttering (2-3 points), constant clutter and noise (1 point);	1	2	3	4	5
	Room lighting - very effective and well balanced (4-5 points); well lit but does not compliment décor (2-3 points); badly lit (1 point);	1	2	3	4	5
р	Room temperature (indoors) - very pleasant controlled temperature (4-5 points); adequate (2-3 points); uncomfortable (1 point);	1	2	3	4	5
	Uniformity of waiting staff attire, clean and well groomed (long hair should be neatly tied back);	1	2	3	4	5
	Appropriate behaviour of staff and language used when communicating with one another;	1	2	3	4	5
3.10	Good condition of crockery, glassware, cutlery and table linen;	1	2	3	4	5
fı	Good condition of the restaurant decor (including floor, ceiling and walls) and furniture;	1	2	3	4	5
	Good standard of restaurant cleanliness;	1	2	3	4	5
ir a	Ease of entrance and exit into the toilet; good condition of the entire decorniculating floor, ceiling and walls; good condition of the fittings; accessories and machines providing hygienic products well stocked and maintained; baby	1	2	3	4	5
3.14 G	Changing facilities; Good standard of cleanliness in toilet; well maintained; fresh, clean-smelling atmosphere (if the toilet is not sufficiently clean the mystery guest should check another toilet or visit again prior leaving the premises);	1	2	3	4	5
3.15 li	Information signs (where applicable) are available in English and Maltese; as a minimum English is to be used. Symbols or pictograms may also be used.	1	2	3	4	5
T	Total score - other areas					
Camplianas	with mandaton, requirements					V/NI
	with mandatory requirements	OTEDY	OUEO	_		Y/N
4	MANDATORY REQUIREMENTS CHECKED BY THE MY					
	Manager available during visit;)/Comm			├
	Functional website with basic information as per criterion 1.1. A company	Yes/INC	o/Comm	ients		
4.3 V	social media page for small restaurants (less than 60 covers) is sufficient; Wines from grapes grown in Malta - a minimum of 30% or 20 different wines from the list of wines available in the restaurant;	Yes/No/Comments				
	·	ļ.				
5	MANDATORY REQUIREMENTS CHECKED THROUGH AN ANN	OUNC	ED VISI	T		Y/N
5.1 th	Consumer surveys – possibility for guest to provide feedback either online or through alternative means (e.g. questionnaires) and action taken to improve the quality of service;	Yes/No/Comments				
5.2	Mechanism is in place for handling of complaints at place of delivery and via internet/email;	Yes/No/Comments				
	Consumer oriented processes - maintenance and cleaning;	Yes/No/Comments			†	
	Induction training for all employees and a minimum of one person trained in pasic first aid;	Yes/No/Comments				
		V.	es/No/C	ommen		
5.4 b	nvolvement of employees in the quality process – quality coordinator;			·	1-	
5.4 b				commen	ts	
5.6 C	Involvement of employees in the quality process – quality coordinator; Compliance with all relevant legislation (declaration).			commen	ts	Y/N
5.4 b 5.5 li 5.6 C	Involvement of employees in the quality process – quality coordinator; Compliance with all relevant legislation (declaration). with mandatory requirements					
5.4 b 5.5 li 5.6 C Compliance v	Involvement of employees in the quality process – quality coordinator; Compliance with all relevant legislation (declaration). with mandatory requirements Total score - mystery guest visit		es/No/C	Min	Min	Y/N Max
5.4 b 5.5 li 5.6 C Compliance v	Involvement of employees in the quality process – quality coordinator; Compliance with all relevant legislation (declaration). with mandatory requirements Total score - mystery guest visit Budget per person (Euros)		Min <45	Min 46 - 75	Min 76>	Max
5.4 b 5.5 li 5.6 C Compliance v T	Involvement of employees in the quality process – quality coordinator; Compliance with all relevant legislation (declaration). with mandatory requirements Total score - mystery guest visit		es/No/C	Min	Min	Max 40