

DiRoNA Creative Contemporary



Location _____

Date of visit: _____ Day of visit: _____ **DIRcc**
 Time in: _____ Time out: _____
 Dispatch ID: _____

PHYSICAL PROPERTY, ENVIRONMENT AND DÉCOR Pts / Poss

Section 1

PHYSICAL PROPERTY		Pts / Poss
SIDEWALKS AND CURBS ARE MAINTAINED AND FREE OF DEBRIS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
LANDSCAPING IS MAINTAINED AND FREE OF DEBRIS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
SIGNAGE IS VISIBLE AND WELL MAINTAINED	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
PARKING LOT IS WELL MAINTAINED / FREE OF DEBRIS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	N/A
EXTERIOR LIGHT FIXTURES ARE CLEAN AND LIT	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
ENVIRONMENT		Pts / Poss
BACKGROUND MUSIC IS AUDIBLE / VOLUME ACCEPTABLE / MUSIC SELECTION APPROPRIATE TO VENUE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
LIGHTING LEVEL IS APPROPRIATE AND COMFORTABLE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
TEMPERATURE IS COMFORTABLE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
NOISE LEVEL IS COMFORTABLE / ACCEPTABLE TO RESTAURANT ENVIRONMENT (Do not penalize if noise level does not detract from experience)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
AROMAS ARE PLEASANT / UNOBTRUSIVE / VENTILATION FUNCTIONS EFFICIENTLY	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
TRAFFIC FLOW IS SMOOTH / UNOBSTRUCTED	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
DÉCOR		Pts / Poss
INTERIOR DESIGN IS ATTRACTIVE / ENHANCES THE DINING EXPERIENCE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
FURNITURE IS ATTRACTIVE, UNWORN AND COMFORTABLE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3

DISHWARE, GLASSWARE, SILVERWARE AND LINENS		
DISHWARE IS ATTRACTIVE, FREE OF FOOD PARTICLES AND UNCHIPPED	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
GLASSWARE IS ATTRACTIVE, FREE OF STREAKS AND SPOTS AND UNCHIPPED	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
FLATWARE IS FREE OF FOOD PARTICLES, SHINED AND UNTARNISHED	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
LINEN IS ATTRACTIVE, CLEAN AND PRESSED (if applicable)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	N/A
MENUS AND WINE LISTS		
MENUS COVERS AND INSERTS ARE CLEAN	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
MENU CONTENT IS ATTRACTIVE, WELL LAID OUT AND APPETIZING	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
WINE LIST IS CLEAN, WELL ORGANIZED AND INTERESTING	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
MAINTENANCE AND CLEANLINESS		
RESTAURANT SPARKLES / GLASS, LIGHT FIXTURES AND WINDOWS ARE CLEAN	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
ALL LIGHT BULBS IN WORKING ORDER	No=0 <input type="radio"/> Yes=2 <input type="radio"/>	/ 2
FLOORS / CARPETS ARE CLEAN AND MAINTAINED / FREE OF DEBRIS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
CHAIRS, BOOTHS AND TABLES ARE CLEAN WHEN SEATED	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
RECEPTION AREA		
RECEPTION AREA APPEARS INVITING, NEAT, CLEAN AND WELL LIT	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
COCKTAIL LOUNGE / BAR		
COCKTAIL LOUNGE / BAR AREA APPEARS INVITING, NEAT, CLEAN AND WELL LIT (if applicable)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	N/A
RESTROOMS		
RESTROOM CLEAN / STOCKED / FREE OF ODORS / WELL MAINTAINED	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
INDICATE WHICH RESTROOM YOU VISITED: MEN'S / WOMEN'S		
Points Poss	Points Scored	Percent

QUALITY OF CUISINE

Pts / Poss

Section 2

FOOD MENU		
MENU SELECTION DEMONSTRATES UNIQUENESS / CREATIVITY	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
VARIETY OF MENU SELECTIONS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
VARIETY OF COOKING TECHNIQUES	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
VARIETY OF HEALTH / NUTRITION-ORIENTED ITEMS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
ABILITY TO ADAPT TO SPECIAL REQUESTS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
FOOD QUALITY		
INDICATE APPETIZERS ORDERED:		
INDICATE SOUPS ORDERED:		
INDICATE SALADS ORDERED:		
INDICATE ENTREES ORDERED:		
INDICATE SIDE DISHES ORDERED:		
INDICATE DESSERTS ORDERED:		
PLATING, GARNISH AND PRESENTATION IS DISTINCTIVE, EYE-CATCHING AND STIMULATES YOUR APPETITE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
FOOD LOOKS AND TASTES EXCEPTIONALLY FRESH - MADE OF HIGH QUALITY INGREDIENTS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
THE TASTE AND SEASONINGS ARE DISTINCTIVE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
THE TEXTURE AND MOISTNESS ARE APPROPRIATE FOR YOUR DISH SELECTIONS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
MEAT TEMPERATURE REQUESTS ARE MET (RARE, MEDIUM, ETC.) / ITEMS COOKED TO ORDER AS APPLICABLE	No=0 Yes=20 <input type="radio"/> <input type="radio"/>	/ 20
ALL ITEMS ARE SERVED AT THE APPROPRIATE TEMPERATURE - HOT ITEMS ARE HOT / COLD ITEMS ARE COLD	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20	/ 20
Points Poss	Points Scored	Percent

QUALITY OF BEVERAGES

Pts / Poss

Section 3

BEVERAGE MENU / LIST		
BEVERAGE SELECTION DEMONSTRATES UNIQUENESS / CREATIVITY	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
VARIETY OF BEVERAGE SELECTIONS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
VARIETY OF WINE SELECTIONS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	/ 3
ABILITY TO ADAPT TO SPECIAL REQUESTS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
BEVERAGE QUALITY		
INDICATE SPIRITS ORDERED:		
INDICATE BEERS ORDERED:		
INDICATE WINE ORDERED:		
INDICATE WATERS (TAP OR MINERAL) ORDERED:		
INDICATE COFFEES ORDERED:		
INDICATE TEAS ORDERED:		
INDICATE ESPRESSO, CAPPUCCINO ORDERED:		
INDICATE AFTER-DINNER DRINKS ORDERED:		
PRESENTATION IS DISTINCTIVE, EYE-CATCHING	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
THE TASTE IS DISTINCTIVE / FLAVORFUL	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
ALL BEVERAGES ARE SERVED AT THE APPROPRIATE TEMPERATURE - HOT ITEMS ARE HOT / COLD ITEMS ARE COLD	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20	/ 20
Points Poss	Points Scored	Percent

QUALITY OF SERVICE

Pts / Poss

Section 4

RESERVATION / PHONE ASSISTANCE		
RESERVATION REQUEST IS HANDLED IN A POLITE, PROMPT AND EFFICIENT MANNER (if applicable)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=5 <input type="radio"/> Acceptable=10	N/A
INITIAL GREETING		
RECEPTION STAFF GREETES YOU PROMPTLY AND IN A WELCOMING MANNER	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=5 <input type="radio"/> Acceptable=10	/ 10
RECEPTION STAFF HANDLES WAITING GUESTS WITH POISE, RESPECT AND CONTROL	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=5 <input type="radio"/> Acceptable=10	/ 10
SEATING PROCESS		
ESCORTS YOU TO TABLE AT A COMFORTABLE PACE AND SEATS YOU EFFICIENTLY	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=5 <input type="radio"/> Acceptable=10	/ 10
ENSURES TABLE OR BOOTH MEETS YOUR EXPECTATIONS PRIOR TO SEATING	No=0 Yes=10 <input type="radio"/> <input type="radio"/>	/ 10

STAFF ATTITUDE		
STAFF PROJECTS A FRIENDLY, CONFIDENT, PROFESSIONAL DEMEANOR (e.g. smiles, makes eye contact, maintains strong, confident posture)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	N/A
PROMPTNESS OF SERVICE		
STAFF READS YOUR SERVICE REQUIREMENTS WELL - ALL SERVICE TIMINGS (initial acknowledgement, seating, beverage and food delivery, table maintenance, delivery and retrieval of check) ARE PROMPT / APPROPRIATE TO YOUR NEEDS	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	N/A
ATTENTIVENESS OF SERVICE		
STAFF IS ATTENTIVE THROUGHOUT YOUR DINING EXPERIENCE - CONSISTENTLY CHECKS BACK WITH YOU TO ENSURE YOUR SATISFACTION	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	N/A
STAFF APPEARANCE (ATTIRE AND HYGIENE)		
STAFF IS NEAT/ WELL GROOMED / ATTIRED PROFESSIONALLY	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20	N/A
STAFF KNOWLEDGE		
STAFF DISPLAYS KNOWLEDGE OF MENU, WINE LIST, INGREDIENTS, PREPARATION, ETC. - ASSISTS YOU IN ORDERING AS APPROPRIATE (e.g. offers a tour of the menu, describes items in an appetizing manner, informs you of chef's recommended selections, etc.)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	N/A
INDICATE QUESTION ASKED OF SERVER:		
INDICATE RESPONSE:		
TECHNICAL SERVICE OF FOOD		
STAFF PROVIDES GOOD TECHNICAL SERVICE OF FOOD (e.g. delivers correct selections to appropriate guest without asking / serves from left and clears from right if table configuration allows / follows ladies first, men second and host (male or female) las	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=5 <input type="radio"/> Acceptable=10 <input type="radio"/> Exceptional=15	/ 15
TECHNICAL SERVICE OF BEVERAGES		
STAFF PROVIDES GOOD TECHNICAL SERVICE OF BEVERAGES (e.g. offers the services of the sommelier if appropriate, pours wine to be tasted prior to serving, consistently offers refills, etc.)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=5 <input type="radio"/> Acceptable=10 <input type="radio"/> Exceptional=15	/ 15
Points Poss	Points Scored	Percent

CHECK ACCURACY		Pts / Poss
Section 5		
CHECK IS ACCURATE, LEGIBLE AND PROFESSIONAL IN PRESENTATION	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
CREDIT CARD TRANSACTION IS PROCESSED SMOOTHLY AND EFFICIENTLY	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
Points Poss	Points Scored	Percent

RESTAURANT INFORMATION		Pts / Poss
Section 6		
INDICATE TYPE OF CUISINE (e.g. Italian, Steaks and Chops, etc.):		
CREDIT CARDS ARE ACCEPTED	No <input type="radio"/> Yes <input type="radio"/>	
RESERVATION POLICY:	Not Accepted <input type="radio"/> Recommended <input type="radio"/> Required <input type="radio"/>	N/A
DRESS CODE:	Casual <input type="radio"/> Coat and Tie <input type="radio"/>	N/A
Points Poss	Points Scored	Percent

INSPECTOR INFORMATION

Pts / Poss

Section 7

INDICATE THE NAME OF YOUR SERVER (NOTE: IF NO NAMETAG IS WORN, YOU MUST OBTAIN NAME FROM RECEIPT):		
# PERSONS IN YOUR PARTY		
APPROXIMATE % OF RESTAURANT FULL UPON ENTERING:		
APPROXIMATE % OF BAR / LOUNGE FULL UPON ENTERING:		
FOOD CHECK:		
BEVERAGE CHECK:		
TAX:		
TIP:		
TOTAL:		
Points Poss	Points Scored	Percent