

# Distinguished Restaurants of North America Award



Location \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date of visit: \_\_\_\_\_ Day of visit: \_\_\_\_\_ **DIRa**  
 Time in: \_\_\_\_\_ Time out: \_\_\_\_\_  
 Dispatch ID: \_\_\_\_\_

## PHYSICAL PROPERTY, ENVIRONMENT AND DÉCOR Pts / Poss

Section 1

<b>PHYSICAL PROPERTY</b>		Pts / Poss
<b>PHYSICAL PROPERTY</b>		
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	<b>N/A</b>
EXTERIOR LIGHT FIXTURES ARE CLEAN AND LIT	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
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
<b>ENVIRONMENT</b>		
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
<b>DÉCOR</b>		
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
FLOWER SELECTION / INTEGRATION IS APPROPRIATE AND ATTRACTIVE IF APPLICABLE	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2 <input type="radio"/> Exceptional=3	<b>N/A</b>
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

<b>DISHWARE, GLASSWARE, SILVERWARE AND LINENS</b>		
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
SILVERWARE 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	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=1 <input type="radio"/> Acceptable=2	/ 2
<b>MENUS AND WINE LISTS</b>		
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
<b>MAINTENANCE AND CLEANLINESS</b>		
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      Yes=2 <input type="radio"/> <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
<b>RECEPTION AREA</b>		
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
<b>COCKTAIL LOUNGE / BAR</b>		
COCKTAIL LOUNGE / BAR 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
<b>RESTROOMS</b>		
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		
<b>Points Poss</b>	<b>Points Scored</b>	<b>Percent</b>

**QUALITY OF CUISINE**

Pts / Poss

Section 2

<b>FOOD MENU</b>		
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
<b>FOOD QUALITY</b>		
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 THE HIGHEST 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
<b>Points Poss</b>	<b>Points Scored</b>	<b>Percent</b>

**QUALITY OF BEVERAGES**

Pts / Poss

Section 3

<b>BEVERAGE MENU / LIST</b>		
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
WINE 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 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
<b>BEVERAGE QUALITY</b>		
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
<b>Points Poss</b>	<b>Points Scored</b>	<b>Percent</b>

**QUALITY OF SERVICE**

Pts / Poss

Section 4

<b>RESERVATION / PHONE ASSISTANCE</b>		
RESERVATION REQUEST IS HANDLED IN A POLITE, PROMPT AND EFFICIENT MANNER	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20	/ 20
<b>INITIAL GREETING</b>		
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

<b>SEATING PROCESS</b>		
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
<b>STAFF ATTITUDE</b>		
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
<b>PROMPTNESS OF SERVICE</b>		
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
<b>ATTENTIVENESS OF SERVICE</b>		
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
<b>STAFF APPEARANCE (ATTIRE AND HYGIENE)</b>		
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
<b>STAFF KNOWLEDGE</b>		
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:		
<b>TECHNICAL SERVICE OF FOOD</b>		
STAFF PROVIDES FLAWLESS 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) last etiquette / offers fresh grated cheese, condiments, fresh ground pepper, etc.)	<input type="radio"/> Unacceptable=0 <input type="radio"/> Slightly Disappointing=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
<b>TECHNICAL SERVICE OF BEVERAGES</b>		
STAFF PROVIDES FLAWLESS 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=10 <input type="radio"/> Acceptable=20 <input type="radio"/> Exceptional=30	/ 30
<b>Points Poss</b>	<b>Points Scored</b>	<b>Percent</b>

<b>CHECK ACCURACY</b>	<b>Pts / Poss</b>
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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
<b>Points Poss</b>	<b>Points Scored</b>	<b>Percent</b>

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

Points Poss	Points Scored	Percent
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<b>INSPECTOR INFORMATION</b>	<b>Pts / Poss</b>
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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
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