

VI. BAR & LOUNGE AREA:

No.	Strategies and tactics to be evaluated:	ASSESSMENT				IMPLEMENTATION		
		NA	Y	N	NI	P	RP	DD
A.	Lounge Area							
1.	Bar area is partitioned from dining area so as not to disturb guests							
2.	Bar is polished, clean, and free of nicks, scratches, and gouges.							
3.	Bar stools are sturdy and do not “rock” (no matchbooks under legs).							
4.	Tables and chairs are sturdy and do not “rock” (no matchbooks under legs).							
5.	Bar stools, chairs, tables, benches, and booths match or have complementary styles.							
6.	Brass and other hardware is polished regularly and in good repair.							
7.	Décor is consistent with tastes of target market demographics.							
8.	Gum has been removed from under all tables, benches, chairs, and bar.							
9.	Lamps, pictures, statues, etc. are tasteful.							
10.	Mirrors and shelves are clean and free of cracks and sharp edges.							
11.	Carpeting is cleaned periodically.							
12.	Tables are free of nicks, scratches, and gouges.							
13.	Upholstery in booths is free of tears, cigarette burns, and stains.							
14.	Wine lists and snack menus are in good condition.							
15.	Glassware is clean and does not have any “spots”.							
B.	Service							
1.	A survey form is available for guests to evaluate quality of beverages and service.							
2.	Employees understand the policy regarding serving minors.							
3.	Policies have been established for dealing with disrespectful or unruly customers.							
4.	Policies have been established for dealing with dissatisfied customers.							
5.	Policies have been established for handling cash, checks, and credit cards.							
6.	Policies have been established to address potential problems such as incorrect orders, spilled drinks, and dissatisfaction with a drink.							
7.	Servers are given bonuses or incentives to up-sell.							
8.	Servers greet guests cheerfully.							
9.	Servers have been trained how to up-sell appetizers, premium wines, specials, and other high-profit items.							
10.	Servers have received proper training regarding serving intoxicated people.							

VI. Bar and Lounge Area Continued

No.	Strategies and tactics to be evaluated:	ASSESSMENT				IMPLEMENTATION		
		NA	Y	N	NI	P	RP	DD
B.	Service Continued							
11.	Servers inform guests of any "House specialties".							
12.	Servers inform guests of any price specials.							
13.	Servers present checks in a timely fashion.							
14.	Hosts seat guests promptly.							
15.	Servers take drink orders promptly.							
16.	Tables are cleaned thoroughly before the next guest arrives.							
C.	Bar Management							
1.	A camera is used for security purposes on the bar area and cash drawer.							
2.	A telephone is readily available for the bartender to handle any emergency.							
3.	Approved plastic containers are used to store mixes (instead of glass bottles).							
4.	Bartenders have received proper training regarding serving intoxicated people.							
5.	Beer and liquor inventory is conducted monthly.							
6.	Beer cooler coils are cleaned regularly for maximum operating efficiency.							
7.	Beer cooler is cleaned on a regular basis.							
8.	Beer cooler is maintained at the proper temperature (35 – 40° F).							
9.	Beer stock is rotated to provide maximum freshness.							
10.	Bulk liquor storage room is always locked and is only accessible by management.							
11.	Costs and profit margins are calculated for all new beverage items.							
12.	Costs and profit margins are calculated on all beverage items quarterly.							
13.	Draught beer lines and taps are washed and flushed regularly.							
14.	Emergency numbers are posted at the telephone.							
15.	Liquor bottles at the bar are locked in cabinets when the bar is not staffed.							
16.	Liquor is served only during hours allowed by the restaurant's liquor license.							
17.	Liquor licenses, health permits, and other permits are up-to-date and are easily accessible.							
18.	Management has established "signature items" for which the bar is well known.							
19.	Mixes are kept cold in a separate container (not in the ice used for drinks).							
20.	Only management is authorized to conduct the beer and liquor inventory.							

VI. Bar and Lounge Area Continued

No.	Strategies and tactics to be evaluated:	ASSESSMENT				IMPLEMENTATION		
		NA	Y	N	NI	P	RP	DD
C.	Bar Management Continued							
21.	Pictures of correct glassware for drinks, wine, etc. are posted within the bar area.							
22.	Policies concerning "free drinks" for special guests, celebrities, or employees have been established.							
23.	Policies have been established for stocking liquor at the bar.							
24.	Policies have been established regarding employees drinking alcoholic beverages while working.							
25.	Portion control policies have been established and are adhered to.							
26.	Private label bottled soda with the restaurant's logo is available.							
27.	Products in the bar are dated and properly rotated for freshness.							
28.	Rimmer sponges are cleaned daily.							
29.	Standardized beverage recipes exist and are adhered to.							
D.	Bar & Glassware Sanitation							
1.	A carafe brush is used for washing carafes and pitchers.							
2.	A proper procedure has been established for washing bar glassware (wash, rinse, sanitize, air dry).							
3.	Bar coolers are emptied and cleaned on a regular basis.							
4.	Bar floor area is washed daily.							
5.	Bar utensils, cutting boards and blender are cleaned frequently.							
6.	Beer taps are cleaned by the beer-distributor every week.							
7.	Beer taps are kept free from yeast.							
8.	Garnish containers are kept covered when not being used.							
9.	Glass chiller is emptied and cleaned whenever breakage occurs.							
10.	Glass chiller is emptied, defrosted, and cleaned at least once a week.							
11.	Glasses are inspected daily for chips and cracks.							
12.	Glasses are placed in single layers and are not stacked.							
13.	Glasses are placed inverted on matting or drain boards.							
14.	Matting is change daily to prevent bacteria build-up.							
15.	Opened wine bottles are corked immediately after use.							
16.	Test strips are readily available for monitoring the sanitizer concentration.							
17.	Water is changed frequently to ensure cleanliness and sanitizer strength.							
18.	Wiping cloths are stored in a sanitizing solution.							

VIII. GUEST DINING AREAS:

No.	Strategies and tactics to be evaluated:	ASSESSMENT				IMPLEMENTATION		
		NA	Y	N	NI	P	RP	DD
A.	Dining Area Décor							
1.	All areas are dusted, vacuumed and cleaned on a regular basis.							
2.	Walls, doors, molding, and ceilings are “fresh” and are free of stains, smudges, chips, and cracks.							
3.	Curtains and draperies are clean and enhance the restaurant’s décor.							
4.	Décor is consistent with tastes of target market demographics.							
5.	Pictures, art, and wall hangings are tasteful, properly hung, and enhance the restaurant’s décor.							
6.	Gum has been removed from under all tables, benches, chairs, and bar.							
7.	Floors and tile are well polished on a regular basis.							
8.	Mirrors and shelves are clean and free of cracks and sharp edges.							
9.	Carpets are clean, not worn, stained, or buckled.							
10.	Tablecloths and place mats coordinate and match décor of the dining area.							
11.	Tables and chairs are sturdy and do not “rock” (no matchbooks under legs).							
12.	Tables are free of nicks, scratches, and gouges.							
13.	Centerpieces, candles, flowers, seasonal, or theme decorations are on each table.							
14.	All furniture pieces match or complement each other as well as enhance the restaurant’s décor.							
15.	Upholstery in booths is free of tears, cigarette burns, and stains.							
16.	Lighting fixtures, globes, and shades match or complement each other as well as enhance the restaurant’s décor.							
17.	Booster seats and highchairs are clean, in good condition, and have safety straps.							
B.	Dining Area Management							
1.	Restaurant’s address and phone number is printed on all receipts.							
2.	A customer mailing list is maintained and used effectively.							
3.	Costs and profit margins are calculated for all new food items.							
4.	Costs and profit margins are calculated on all food items quarterly.							
5.	Dining area is partitioned from bar area so as not to disturb guests							
6.	Employees are trained regularly so they are familiar with menu items and are able to answer customer’s questions.							

VIII. Guest Dining Areas Continued

No.	Strategies and tactics to be evaluated:	ASSESSMENT				IMPLEMENTATION		
		NA	Y	N	NI	P	RP	DD
B.	Dining Area Management Continued							
7.	Floor layout allows for adequate movement in aisles and around tables and chairs.							
8.	Restaurant layout is neat, orderly, and inviting to customers.							
9.	Restaurant layout is updated periodically.							
10.	Restaurant layout prevents overcrowding of diners.							
11.	Scheduling of the most productive wait staff for the highest volume sales time slots have been implemented.							
C.	Service							
1.	A survey form is available for guests to evaluate quality of food and service.							
2.	Containers are provided for guests in which to take home uneaten portions.							
3.	Dishes, glasses, and silverware are checked for spots and stains as tables are being set for the next guests.							
4.	Employees are friendly, sincere, and make eye contact when greeting customers.							
5.	Employees understand the policy regarding not serving minors.							
6.	Extra napkins are readily available.							
7.	Food is served hot and in a timely manner.							
8.	Policies have been established for dealing with disrespectful or unruly customers.							
9.	Policies have been established for dealing with dissatisfied customers.							
10.	Policies have been established for handling cash, checks, and credit cards.							
11.	Policies have been established to address potential problems such as incorrect orders, or food not properly prepared.							
12.	Servers are informed regarding contents in menu items (onions, salt, peanuts, etc).							
13.	Servers are adequately informed regarding substitutions to menu items.							
14.	Servers are given bonuses or incentives to up-sell.							
15.	Servers have been trained how to up-sell appetizers, premium wines, specials, and other high-profit items.							
16.	Servers have received proper training regarding not serving intoxicated people.							
17.	Servers inform guests of any "House specialties".							
18.	Servers inform guests of any price specials.							
19.	Servers present checks in a timely fashion.							

VIII. Guest Dining Areas Continued

No.	Strategies and tactics to be evaluated:	ASSESSMENT				IMPLEMENTATION		
		NA	Y	N	NI	P	RP	DD
C.	Service Continued							
20.	Servers routinely replenish condiments (ketchup, sugar, salt, etc).							
21.	Servers routinely return to guest tables to replenish food items (bread, butter, drinks, etc).							
22.	Servers routinely return to guest tables to solicit opinions on the quality of food.							
23.	Hosts seat guests quickly.							
24.	Servers take drink orders promptly.							
25.	Small birthday cakes or a cupcake is provided, if requested.							
26.	Tables are cleaned thoroughly before the next guest arrives.							
27.	Tables are properly "set" before each new guest is seated.							
28.	Wine lists and menus are in immaculate condition.							
29.	After-hours answering machine provides useful information such as hours of operation and directions.							

XV. QUALITY and COST CONTROL:

No.	Strategies and tactics to be evaluated:	ASSESSMENT				IMPLEMENTATION		
		NA	Y	N	NI	P	RP	DD
1.	A standard mark-up on menu items has been established.							
2.	A standardized presentation for entrees and garnishes has been established and is adhered to.							
3.	Bulk storage areas are locked and are accessed by key personnel only.							
4.	Coolers are locked and are accessed by key personnel only.							
5.	China, glassware, and silverware inventories are taken at least monthly.							
6.	Costs and profit margins are calculated for all new menu items.							
7.	Costs and profit margins are calculated on all menu items quarterly.							
8.	Food and beverage inventories are taken at least monthly.							
9.	Food orders placed by servers are either in writing or done by computer.							
10.	Freezers are locked and are accessed by key personnel only.							
11.	Gift certificates and coupons are numbered and are properly controlled.							
12.	Inventory discrepancies are analyzed and investigated immediately.							
13.	Liquor cabinet and wine cellar are locked and are accessed by key personnel only.							
14.	Menu items are continually reviewed and periodically updated to reflect guest preferences.							
15.	Pictures and description of all food items are posted for kitchen employees and servers.							
16.	Policies regarding keys have been established and are adhered to.							
17.	Portion control policies have been established and are adhered to.							
18.	Profitability of each department is tracked weekly to maximize sales efforts.							
19.	Sales are tracked by menu items sold to determine guest preferences.							
20.	Senior management approval is required on all "comped" guest checks.							
21.	Signature stamps are controlled and are locked in a drawer or cabinet.							
22.	Standardized food recipes have been established and are adhered to.							
23.	Supply closets are locked and are accessed by key personnel only.							
24.	Survey forms are available for guests to evaluate quality of menu items.							
25.	Written opening and closing procedures have been reviewed and understood by all personnel.							

The “Keys” for conducting the self-assessment is as follows:

NA	=	This tactic or strategy is <u>Not Applicable</u> to your business at this time.
Y	=	<u>Yes, this is currently being done at a satisfactory level.</u>
N	=	<u>No, this tactic or strategy is not being used.</u>
NI	=	This area <u>Needs Improvement</u> and a timely strategy must be developed.
Priority	=	On a scale of 1 to 5 with “1” having the highest impact on image, customer service, employee satisfaction, ease of implementation, and profitability. <u>The highest impact items should obviously be addressed immediately.</u>
Responsible Person	=	The <u>Person Responsible</u> for improving or implementing this benefit or strategy.
Due Date	=	<u>Due Date</u> for completion of this strategy.