

Breakfast

Including set-up, service, service stations & buffet, a la carte items and clearing

Set-up		Meet	Below	N/A
1	Was the host stand tidy and free from clutter			
2	Was the music playlist appropriate and at reasonable sound levels throughout opening hours			
3	Were the lights in the outlet set to ambient levels to match the times of the day			
4	Was the heating/air conditioning and music at a pleasant level in the room			
5	Where all tables set up in a uniform way, with the appropriate crockery, cutlery, salt and pepper units			
6	Were the ceiling, walls and skirting's clean and well maintained			
7	Was the carpet/floor clean and free from stains/crumbs			
8	Was the table and chairs clean and free from stains/crumbs			
Set-up Per Cover		Meet	Below	N/A
9	Main course knife and fork, tablespoon and teaspoon			
10	A flat white napkin placed under the cutlery			
Set-up Per Table		Meet	Below	N/A
11	Salt and pepper units, (checked for cleanliness and contents is full)			
12	Sugar bowl containing brown and white sugar and sweetener options			
13	All crockery clean and checked for cracks and chips			

Food and Beverage - Breakfast

Service		Meet	Below	N/A
14	Were the guests greeted on arrival and asked for their name first and not their room number			
15	Was the buffet offering explained to the guest			
16	Did the host wish the guests a pleasant breakfast			
17	Did the back of house service doors remain closed during service			
18	Upon leaving, were the guests thanked and wished a pleasant day			
19	Was Breakfast served available between 06.30 am – 10.00 am on weekdays and 07.00 am – 11.00 am on weekends and bank holidays			
Service Stations		Meet	Below	N/A
20	Were service station tops, shelving and mirrors regularly wiped/polished			
21	Were bins emptied regularly			
22	Were floors regularly swept and any spillages immediately addressed			
23	Were the stations tidy and free from clutter			
Breakfast Buffet		Meet	Below	N/A
24	Was the buffet well presented, clean and enticing for the guest			
25	Were all stations maintaining food items at the correct temperatures			
26	Was the coffee machine/station set up, clean and in good working order			
27	Was the toaster clean, at the appropriate temperature with stocks of bread located nearby			
28	Were buffet items re-stocked appropriately			
29	Were all items available throughout service			
30	Were a range of vegetarian, vegan or gluten free items available			
31	Was allergy information readily available			
32	Were all food items labelled			
33	Were all food items accompanied by the appropriate cutlery and serving utensils			
34	Were fresh orange and apple juices available (as a minimum), along with clean glasses			
35	Were clean, polished breakfast glasses placed by the chilled juice			
36	Were unheated plates and bowls for cold dishes placed at appropriate service points on the counter			

Food and Beverage - Breakfast

	Meet	Below	N/A
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Clearing

	Meet	Below	N/A
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Behavioural Standards

	Meet	Below	N/A
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Food and Beverage - Breakfast

		<u>Meet</u>	<u>Below</u>	<u>N/A</u>
55	Was there a genuine, individual and natural way the team member engaged the guest on arrival as well as when guest was leaving the outlet			
56	Did the team member check back with the guest during their dining or beverage experience			
57	Did the team member use the guest name at least once during the interaction			
58	Did the team member personalise the interaction in anyway and engage the guest as individuals			
59	Did the team member maintain eye contact, giving the guest their undivided attention			
60	Did the team member offer a sincere farewell at the end of the interaction			