



NEW ZEALAND /  
**CAFÉ**  
OF THE YEAR

## 2017 Judging Assessment Form

**Note:** Assume all entrants have 100 marks and subtract marks as required ensuring you justify all your reasons for any deductions you make.

<b>CAFÉ NAME:</b>			
<b>COMPETITION REGION:</b>			
<b>NAME OF JUDGE PROVIDING ASSESSMENT:</b>			
<b>DATE OF ASSESSMENT:</b>			
<b>TIME IN:</b>		<b>TIME OUT:</b>	

<b>TOTAL SCORE:</b>	<b>/ 100</b>
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<b>CUSTOMER CARE – ACCESS, APPEARANCE &amp; ATMOSPHERE</b>	
From the outside, does the establishment look welcoming? Is the atmosphere appealing? Does the café appear clean and tidy? Is the bathroom area clean and well maintained? Was material promoting the Meadow Fresh NZ Café of the Year clearly displayed in the café?	
<b>JUDGES COMMENTS:</b>	
Please score this section between 1 and 15 marks. 1 = inadequate access, appearance and atmosphere, 15= exceptional access, appearance and atmosphere	
<b>TOTAL SCORE:</b>	<b>/ 15</b>



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<b>STAFF – First impressions</b>	
Were you immediately acknowledged or greeted by staff? Where were you first acknowledged – reception desk, counter, table? Did you receive a warm and friendly welcome (i.e. was the staff member polite, smiling, upbeat and did they use a happy and welcoming tone of voice)? Were all the staff tidy in appearance/well groomed? Were they wearing a uniform? Did you notice a positive and co-operative team atmosphere amongst the staff members.	
<b>JUDGES COMMENTS:</b>	
Please score this section between 1 and 15 marks. 1 = inadequate staff performance and interaction, 15= exceptional staff performance and interaction	
<b>TOTAL SCORE:</b>	<b>/ 15</b>



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<b>STAFF – Performance and interaction</b>	
Were you informed of the competition dish when ordering your meal? Did the coffee/beverage you ordered, meet your expectations in terms of look, taste and temperature? Were you asked if you like another one in a reasonable time frame? Were the tables pre-set? Did you have to ask for cutlery? Were the working areas clean and tidy?	
<b>JUDGES COMMENTS:</b>	
Please score this section between 1 and 15 marks. 1 = inadequate staff performance and interaction, 15= exceptional staff performance and interaction	
<b>TOTAL SCORE:</b>	<b>/ 15</b>



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<b>MEAL</b>	
<p>Describe in detail the dish(s) you ordered from the menu or from the cabinet? If the meal(s) was delivered to your table... Did it arrive in a timely manner? Was each meal delivered to the correct person? Was the plate warm/hot when delivered? Was the dish true to its menu description?</p> <p><i>General appeal:</i> Was the portion size appropriate? Were the promised ingredients all evident? Did the dish look appealing? Did the components of the dish display the correct balance on the plate? Did the dish contain appropriate nutritional balance? Did the dish display any originality/innovation? Was there a balance of textures on the dish?</p> <p><i>Taste:</i> Is the seasoning appropriate? In general, is there a harmony of flavours? Did the meal as a whole taste good?</p>	
<b>JUDGES COMMENTS:</b>	
Please score this section between 1 and 30 marks. 1 = an inadequate meal, 30 = an exceptional meal	
<b>TOTAL SCORE:</b>	<b>/ 30</b>



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CLOSING AND PAYMENT			
When you paid for your meal did the staff member remind you to vote in the competition? Was the staff member friendly and polite?			
TOTAL COST OF MEAL	\$	DID THIS REPRESENT GOOD VALUE?	
JUDGES COMMENTS:			
Please score this section between 1 and 30 marks. 1 = poor value, 10 = exceptional value			
<b>TOTAL SCORE:</b>	<b>/ 10</b>		

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OVERALL EXPERIENCE	
Was your overall experience enjoyable and would you recommend this establishment to others? At any stage during your visit did you experience exceptional service or a 'wow' factor moment?	
<b>JUDGES COMMENTS:</b>	
Please score this section between 1 and 10 marks. 1 = an inadequate experience, 15 = an exceptional overall experience	
<b>TOTAL SCORE:</b>	<b>/15</b>