Breakfast Buffet Scoring Report

FIVE DIAMOND ◆ HOSPITALITY

Location	Host	Server

Score			Business Level
Breakfast Selling Standards:		17	
Breakfast Standards:		17	
Breakfast Service:		17	
Total Breakfast Score:		**51**	

Breakfast Selling Standards Summary

	Standard Description	Avail	Score	Example
1.	The host/hostess greeted the guest with a friendly smile, eye contact and their complete attention • Analyst should be acknowledged within 1 minute of arriving at the restaurant.	2		
2.	The host/hostess pointed out the buffet • Host/hostess should inform the guest that a buffet is available and show the location of the buffet before the guest is seated	1		
3.	All guests were handed menus when they were seated • Host/hostess should wait until all guests are seated and hand each guest a menu. • Host/hostess should hand each guest a menu, not set them on the table	2		
4.	The table was clean, preset to standard, in proper condition, and the surrounding area free from crumbs and debris from the previous guest	2		
5.	The server arrived at the table within 2 minutes and introduced himself/herself by name	2		
6.	The server explained the buffet options including the prices	2		
7.	The server made entrée suggestions mentioning at least two items by name • Upon taking the entrée order, the server should suggest two or more items by name and offer to guide the guest around the menu.	2		
8.	Server demonstrated knowledge of the menu and can answer any questions regarding	2		

Breakfast Buffet Scoring Report

FIVE DIAMOND ◆ HOSPITALITY

	Standard Description	Avail	Score	Example
	restaurant or non-restaurant issues			
9.	The server asked appropriate questions to ensure that the order was complete and repeated the order back to ensure accuracy • The order should be repeated back and all necessary questions to complete the order should be asked (i.e. confirming any side item choices).	2		
	Totals	**17**		

Breakfast Standards Summary

	Standard Description	Avail	Score	Example
10.	The server removed the extra table settings • Unnecessary table settings should be removed by either the server or the host/hostess.	1		
11.	Beverages are offered by the server and delivered in a timely matter	2		
12.	When tea was ordered, 3 types were offered, lemon or milk were offered, and 2 tea bags were served on the side	1		
13.	When coffee is ordered, a fresh pot is brought to the table, poured for the guest and then the pot is left on the table	1		
14.	The server visited the table shortly after the guest received food to check on the quality (from kitchen or buffet)	2		
15.	The server offered necessary condiments such as ketchup and hot sauce	2		
16.	The server is seen to be monitoring all of their tables and pre-bussing items, clearing plates and discarded wrappers as appropriate • Server should be seen attending to all tables in his/her section by clearing finished or used items.	2		
17.	Server offered to refresh beverages	2		
18.	The check was automatically delivered after the entrée was served • The guest check should be delivered during the entrée, before finishing. Check should not have to be asked for.	2		
19.	The server dealt promptly with the payment • Payment should be taken and processed in a timely manner.	2		
	Totals	**17**		

Breakfast Buffet Scoring Report

FIVE DIAMOND ◆ HOSPITALITY

Breakfast Service Summary

	Standard Description	Avail	Score	Example
20.	The server is in the proper uniform with name badge and follows all grooming standards	1		
21.	The server maintains eye contact and smile during all interactions with guests	2		
22.	The server thanks all guests by name if they pay by room charge or credit card	2		
23.	All staff thanked the analyst on their way out • All employees within a 15 foot radius should make eye contact and thank the analyst on the way out	2		
24.	Host/hostess friendliness/service level • Service ranking based on analyst opinion on a scale of 1 to 5	5		
25.	Server friendliness/service level • Service ranking based on analyst opinion on a scale of 1 to 5	5		
	Totals	**17**		

Food Quality Summary:

Item Ordered		Item Ordered	
Presentation		**Presentation**	
Temperature		**Temperature**	
Overall		**Overall**	

_____

_____

_____

_____

Additional Observations:

_____

_____

_____

_____

www.fivediamondhospitality.com

FIVE DIAMOND ◆ HOSPITALITY

Overall Service Summary:

_____

_____

_____

_____