

ANNEXURE B – TOURISM GRADING COUNCIL FOOD AND BEVERAGE MINIMUM REQUIREMENTS



Grading Criteria for F&B Outlets

Grading Criteria for Food and Beverage (F&B) Outlets

Each establishment wishing to be graded needs to comply with the minimum criteria including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations. The criteria cover:

- Building exterior
- Internal fabric
- Toilets
- Menu and wine list
- Food and beverage
- Services and service
- Housekeeping and cleanliness
- A kitchen Hygiene (check list)

Not all areas will be applicable to all establishments. Where an area is not applicable it will not be graded and will therefore not count in the overall grading score. This means that F&B outlets will not be penalised for not having a service or facility beyond the minimum requirements.

The grading assessor will award a score between 1 and 10 for each area assessed. The score will be based on:

- q The assessor's experience which will comprise a balance between quality and condition (personal preference and fashion should not have an influence)
- q Consumer feedback and comments.

The score for each standard is defined as follows:

Excellent	10
Very good	9
Good	8
Standard	6 or 7
Acceptable	5
Poor	3 or 4
Unacceptable	1 or 2

In the TGCSA Star Grading Scheme the highest marks awarded, 9 or 10, reflect excellent quality together with excellent condition. These standards have been set at the highest levels possible to achieve.

Examples of all possible standards are provided in the criteria. It is important to consider that these are examples and guidelines only. The criteria are not exhaustive, rather a guideline to steer assessors and property owners or managers in the right direction in respect of scoring. In addition, an establishment need not comply with all criteria under a specific score in order to receive that score.

Required overall score for each grading band

Platinum Star Award

Overall score of	95% - 100%
Items to score	9 or 10
No more than 2 items to score	8

Gold Star Award

Overall score of	84% - 94%
Items to score	8 or more
No more than 2 items to score	7
All service elements to score	8, 9, or 10

Silver Star Award

Overall score of	71% - 83%
Items to score	7 or more
No more than 2 items to score	6
All service elements to score	8, 9 or 10

Bronze Star Award

Overall score of	50% - 70%
No unacceptable items	Less than 3
Items to score	4 or more
No more than 2 items to score	5
All service elements to score	6, 7, 8, 9 or 10

Exterior

1. Appearance of buildings

- 10 – 9** New buildings, absence of weathering, fresh well-maintained paintwork, an overall clean and “new” look. Older buildings – no unsightly staining and well-maintained paintwork. Visible outbuildings or annexes to be of a similar standard. Addition of attractive architectural features, etc.
- 8** High quality maintenance of paint, stone or brickwork although a certain natural weathering may be present. All areas of paintwork to be in sound condition. Some additional external features to enhance appearance.

- 7 – 6 Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. “Plain” architectural features are acceptable.
- 5 - 4 – 3 Some areas of paint may be ageing and rather weathered. Small defects, damage, cracks, etc. No evidence of recent repairs, paintwork, etc.
- 2 – 1 Generally neglected buildings. Obvious structural defects or damage. Flaking paint, illegible signs, rotting wood.

2. Grounds and Gardens

All grounds and facilities including children’s play areas, etc under the control of management should be evaluated in this section.

- 10 – 9 Evidence of systematic programme of maintenance (excellent standard) – well-tended formal gardens or attractive “natural” environment. Tidy pathways. Attractive appearance throughout the year. Well maintained driveway and entrance. No disorder or rubbish and no evidence of litter. Provision of garden furniture or architectural features appropriate to the nature of the guests attracted to the establishment.
- 8 High standards of maintenance in formal gardens. Pleasant and tidy appearance throughout the year. No clutter or disorder around service areas. Good driveway. Some architectural features appropriate to the market.
- 7 - 6 No overgrown, tangled areas. Immediate surrounds kept tidy and well maintained. Some attempt to produce a pleasing effect with interesting design. Uncluttered access to establishment and pathways. No potholes in driveway. Clear access.
- 5 - 4 - 3 Gardens and enclosed area around the establishment are kept under control. Little attempt at interesting design. Drive may have an uneven surface. Domestic disorder kept to a minimum.
- 2 - 1 Neglected and overgrown appearance. Badly surfaced driveway with large pot-holes or puddles. Rubbish and clutter visible. Disorderly appearance.

3. Parking

- 10 – 9 Sufficient, marked parking bays in a secure environment, within the grounds and within easy walking distance of the entrance. Alternatively plentiful and secure parking for vehicles close (adjacent) to establishment. General public parking facility with security provided.
- 8 Some organised, secure parking within the grounds of the establishment. Overflow parking outside grounds, in close proximity to establishment with security provided. Alternatively general public parking facility, fairly close

(but not adjacent).

- 7 - 6 Some parking in secure environment but not necessarily organised (not on property). Fairly close proximity to the establishment.
- 5 - 4 - 3 Unorganised parking outside grounds with no security, but in close proximity (e.g. on the pavement or street outside establishment).
- 2 - 1 Owner vehicles taking up most of available parking space. No parking available at the establishment and parking is located a long distance away. No control and no security provided.

4. **External lighting and signage (on property)**

- 10 – 9 Very good external security lighting. Effective and attractive lighting guiding patrons along pathways on property. Use of lighting to enhance appearance and highlight features. Good clear signage, guiding patrons to the main entrance, annexes, parking, etc.
- 8 Good security lighting in parking facilities and in grounds. Sufficient lighting to guide patrons to establishment and along pathways. Some attempt at attractive lighting to highlight features. Clear signage to guide patrons.
- 7 - 6 Some external lighting in important areas. Pathways sufficiently lit to guide patrons. Signage to guide patrons but perhaps not clear enough or insufficient.
- 5 - 4 - 3 Ageing and limited signage. Limited external lighting. Some security lighting. Difficult to navigate along pathways at night. Lights shining at eye level.
- 2 - 1 Poor or no lighting. Difficult to find to establishment, entrance and pathways. No signage.

Internal Fabric

All reception rooms, bars, dining rooms and eating areas accessible to patrons will be evaluated under this section. Where different standards are present, an average score will be applied, unless there is significant difference between the highest and the lowest score, in which case the lowest score will apply.

5. **Decoration**

- 10 – 9 High quality wall covering (paint, tiles, wallpaper, etc). Attention to detail. Thoughtful co-ordination of patterns, colours and textures. If the décor is “plain” then the addition of high quality pictures, objects d'art, etc. Although some “minimalist” styles require less. All work should look professional and be well executed.
- 8 High quality wall covering, but need not be in excellent condition. Slight signs of wear and tear (i.e. scratches, water splashes, finger marks, etc).

Room décor may range from excellent to good.

- 7 – 6 Competent, average quality wall coverings. Some pictures in good frames. Attempt to co-ordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not obviously damaged, scratched, torn or stained.
- 5 - 4 - 3 Ageing looking décor, of average quality to begin with. Amateur application of paint or wall paper. Little attention to detail. Plain style with no adornment. Some wear and tear, stains, marks, etc.
- 2 – 1 Low-grade materials poorly executed. Uncoordinated styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, marks, etc. Few pictures, graphics, wall hangings or works of art (if any). Unsightly pipe work, exposed wiring. Signs of damp.

6. Furniture and Furnishings

- 10 – 9 Excellent intrinsic quality and condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Full, well lined curtains with appropriate accessories, in working order. Or attractive and appropriate window coverings. High degree of comfort, well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Spacious tables.
NB: Some excellent antique furniture may show signs of “distress” which does not detract from its excellence depending on the degree of deterioration.
- 8 High intrinsic quality of materials may show some signs of use. Alternatively new, good (instead of excellent) quality furniture and furnishings. Some contract furniture even when brand new will only be “very good”. Curtains to be full and effective in retaining heat/keeping out light. Good quality and attractive window coverings. All of high quality but not necessarily the same design though co-ordinated. Good sized tables.
- 7 - 6 Furniture which may have been “excellent” or “very good”, but through ageing, showing signs of wear and tear. Alternatively, a medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying on furniture. No jarringly uncoordinated styles – all furniture to be of a similar standard. Window coverings showing slight wear and tear. Average quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good condition. Design may take precedence over comfort.
- 5 - 4 - 3 Furniture of average quality and in well-used condition. Little co-ordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well-maintained. Thin, short, skimpy curtains. Some stains, marks on soft furnishings. Maybe a mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Tables close together. Wobbles in tables and or chairs.

- 2 - 1 Furniture of a low quality material, poor construction, damaged, marked or scratched. Uncoordinated styles.Â Thin, unlined curtains, stained, worn upholstery.Â Inadequate table size – cluttered and inconvenient.Â Table cracked.Â Tables or chairs very wobbly.Â Cramped, uncomfortable layout.Â Â Â

7. Flooring and ceiling

- 10 - 9 High quality fitted carpets (high percentage wool content), good thick pile and underlay. Alternatively excellent quality domestic carpeting, fit for purpose. High quality wooden or tiled flooring with high quality occasional rugs or mats. Ceilings to be of an excellent quality, no sagging or evidence of water leakage or seeping, marks or stains.
All of the above should be professionally fitted, painted and in pristine condition.
- 8 High quality carpets beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc.Â Alternatively carpet with higher percentage of man-made fibre but in new condition.Â Wooden or tiled flooring in need of buffing but with high quality rugs.Â Ceiling of good quality, no sagging, evidence of water leakage or seeping.Â Professionally fitted and painted.
- 7 - 6 High quality carpet with flattening in areas of most traffic but all in sound condition – some small discolouration in places.Â Alternatively a cheaper new carpet.Â Wooden or tiled floors a little scratched in places.Â Ceiling of average quality, competent job of application.Â Paintwork competently applied, although not necessarily of a professional standard.
- 5 - 4 - 3 Carpets showing considerable use – flattened spots, bleaching by windows, some thinning.Â Unprofessionally fitted with ripples, rough ill-fitting edges, thin or no underlay.Â (There should be no holes, tears, burns or other defects that render the carpet unsound).Â Vinyl or low quality flooring.Â Chipped wooden or tiled floors. Poor quality ceiling, amateurishly fitted, but no evidence of sagging.Â Ceilings slightly stained paintwork of a poor standard.
- 2 - 1 Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams.Â DIY fitting with gaping joints, gaps between carpet and wall.Â Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones.Â Wooden floors that have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage.Â Stained paintwork, old and amateurishly done.

NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.

8. Temperature Control

- 10 - 9** Thermostatically controlled heating and or cooling system capable of maintaining a comfortable room temperature of between 18°C and 25°C in each separate dining or eating room (climate dependent).Â Appropriate to size and location of room.Â Appliance in excellent condition and quiet.Â In larger establishments an excellent score would apply for ducted or air-conditioning hidden from general view.Â In smaller establishments new domestic, excellent quality heating or cooling appliances are acceptable (free standing, wall or ceiling mounted – fan, heater or air-conditioner).Â In moderate climate, an adequate natural ventilation system i.e. large opening doors and windows may suffice.
- 8** Some ageing of excellent appliances.Â Good quality and quiet wall mounted (visible) air-conditioners could receive an 8 rating.Â In smaller establishments, new, good quality domestic heating or cooling appliances are acceptable (free standing, wall or ceiling mounted – fan, heater or air-conditioner).Â Good free airflow achieved throughout dining or eating areas in moderate climate.Â
- 7 - 6** Effective heating and or cooling provided in rooms when appropriate.Â Not necessarily the most up to date system.Â Large, slightly noisy, wall mounted air-conditioners apply here.Â In a smaller establishment good quality, not necessarily new heating or cooling, freestanding appliance is acceptable.Â Adequate free airflow in a moderate climate.
- 5 - 4 - 3** Free standing apparatus able of maintaining a reasonably comfortable temperature in room.Â Ageing appliances.Â In a smaller establishment low quality heating or cooling, freestanding appliance in good condition is acceptable.Â Limited free airflow in moderate climate. Room slightly stuffy and or cold in winter.
- 2 - 1** Old low quality appliances.Â Hot or cold only available close to appliance i.e. unable to maintain a comfortable temperature throughout the room.Â No heating or cooling system in extreme temperature environment. Very limited free airflow.Â No free airflow in moderate climate. Stuffy room. Very cold in winter.

Lighting

9.

- 10 – 9** Overall high standard of lighting providing sufficient light for all appropriate purposes. Also designed for good effect, showing off features, rooms, corridors, etc.Â Lighting appropriate to create the required mood. All lights and shades of high quality manufacture and in excellent order.Â No wobbly connections, burnt shades, flimsy bases that fall over, etc.Â No harsh fluorescent tubes. Picture lights. Recessed spot lamps.Â Lighting appropriate for the ambience.
- 8** Provision of more sources of light than is strictly necessary i.e. more than just central lights.Â Able to create an appealing dining experience.Â High quality fittings, lamps bases, etc. with more adequate spread of lighting for

practical use, though no sophisticated use of lighting “effects”.Â Lighting appropriate for the ambience.

- 7 – 6 More than adequate room light.Â Good blend of natural and electric light during day.Â Medium quality fittings in sound condition.Â No burnt shades, ageing lamps, etc. No extra lights for effect.
- 5 - 4 - 3 Minimum lighting in room.Â Restricted natural light.Â Fittings ageing, beginning to look scruffy.Â Enough light for practical use, but nothing more. No lighting provided for effect.Â Fittings dated, ageing, discolouration. Stark, unattractive, harsh lighting.
- 2 - 1 Low quality fittings in poor condition. Exposed, fraying wires, wobbly fittings, loose plugs.Â Dim, gloomy effect with dark areas.Â Glaring, irritating, harsh fluorescent lights with no diffuser. Light in inappropriate places. Poor natural light.Â Shades burnt, scruffy, stained, etc.

10. **Table Appointments**

- 10 - 9 An emphasis on style and high quality (stainless steel, silver, etc).Â All cutlery and crockery of a high quality, matching and co-ordinated.Â No wear, damage, cracks, chips, etc.Â Additional features such as flowers, candles and candlesticks, coasters, etc.Â Good quality linen or cloth napery.Â Large, fabric napkins.Â Tables all preset as per standard etiquette.Â All unclothed tables or surfaces to be in pristine condition.Â Equally high quality accessories i.e. ice buckets, sauce boats, etc.Â Provision of appropriate styles of cutlery and crockery for different dishes.
- 8 Items of similar style and quality as above but perhaps more limited in range, fewer glasses and smaller napkins.Â Alternatively, high quality crockery rather than high quality china.Â Fine glass rather than crystal, good quality stainless steel rather than silver, etc.Â Limited wear but no damage (chips, imperfections, etc).
- 7 - 6 Middle to high range cutlery and crockery. Good condition and main service matching.Â Accessories of different style but good quality.Â Thick (multiply) paper or fabric napkins. Alternatively sufficient quantities of large 1-ply serviettes accompanied by a refresher towel or finger towel.
- 5 - 4 - 3 Cutlery and crockery of varying of styles and quality (not intentional). Wear and tear (fading of pattern or glaze) but no chips or cracks.Â Thin (1-ply) but large paper napkins or well-used thin linen napkins.Â No accessories.Â Sauces in bottles or packets.Â Slight smudging on glasses, cutlery, crockery.
- 2 - 1 Mismatched patterns.Â Cracks, chips, well-used appearance.Â Low quality functional crockery.Â Small, thin (one-ply) napkins.Â Sticky sauce bottles on table.Â Cutlery, crockery, glassware obviously dirty.

11. **Atmosphere and ambience**

- 10 - 9 Harmonious combination of décor and lighting.Â Spacious room and good

layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience. Music/entertainment to be appropriate to the style of the outlet.

- 8 High standard of décor and lighting. Perhaps busy, with some background noise. Tables rather close together. Smaller room. Atmospheric lighting. Pleasant aromas.
- 7 - 6 Tables quite close but with sufficient space to allow private conversation, staff and customers can pass without inconvenience. A certain amount of noise and activity from other areas.
- 5 - 4 - 3 Crowded tables. Awkward access. Difficult to have private conversation. Intrusive noise and stuffy. Strong smells.
- 2 - 1 Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy. Intrusive. Unpleasant smells.

Toilets

If toilets are only available off the premises (for example, in shopping centres), management of the restaurant should have control to ensure safety and security.

12. Decoration and flooring

- 10 - 9 Highest quality floor and wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. Flooring well-fitted and free from stain or water damage. Overall attractive and high quality décor.
- 8 Maybe high quality finish but not recent – some signs of wear but all in good condition. Alternatively, maybe recently decorated but not with the highest quality materials, though a competent and professional job. High quality floor covering or tiles.
- 7 - 6 Not necessarily recently decorated though in good condition. Some signs of wear. Standard quality bathroom flooring. No stains or marks.
- 5 - 4 - 3 Lower quality materials, ageing and evidence of poor standard of DIY. Very plain with no attempt at adornment. Grouting discoloured. Tired, dated style. Some stains and marks.
- 2 - 1 Very tired and old style. Damp or condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured, damp. Smells.

13. Fixtures and fittings

- 10 - 9 High quality, solid, well-made fittings in excellent order and matching style. High quality finish. Easy to use with responsive controls. Plenty of hot water at all times.

- 8 Generally high quality fittings throughout, but not necessarily new. All porcelain in good condition– no cracks, crazing or dull finish, no stains. Matching and co-ordinated styles.
- 7 – 6 Standard domestic range of bathroom fittings. Maybe showing some wear but in good clean condition.
- 5 - 4 - 3 Ageing fittings – dull finish to porcelain, chrome wearing off. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting or sealant.
- 2 – 1 Stained or mouldy grouting or sealant. Cracked washbasin or toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc.

14. **Linen, hand drying facilities and accessories**

- 10 – 9 Thick, heavy, fluffy hand towels with plenty of pile (replaced after each use). Effective, efficient and quiet hot-air hand dryers. Thick, good quality paper towelling with easy to use dispenser. Excellent quality liquid hand-washing soap. Pleasant aroma. Extensive quantities of two-ply toilet paper. Addition of accessories such as air fresheners, flowers, hand cream to create a pleasing environment.
- 8 Hand towels - linen not as high quality as found above (replaced after each use). Slightly smaller or thinner paper towels with easy to use dispenser. Hot-air hand dryer not excellent (loud or less efficient). Very good quality liquid, hand-washing soap (not a bar of soap). Pleasant aroma. Sufficient two-ply toilet paper.
- 7 – 6 Good quality paper towelling system but possibly thin, small paper (disintegrates easily when wet). Large and loud hot-air hand dryer. Adequate quality liquid, hand-washing soap. Neutral aroma. Adequate quantities of one-ply toilet paper.
- 5 - 4 - 3 Loose paper towels that are thin and disintegrate easily. No dispenser. Slight unpleasant aroma. Liquid soap in poor dispenser. Adequate quantities of one-ply toilet paper.
- 2 – 1 Towels that are very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency. Not replaced after each use. No hand drying facilities. No soap. Poor, unacceptable aroma. No toilet paper.

15. **Lighting**

- 10 – 9 Lighting effective for all purposes particularly at washbasins and mirrors. Excellent lighting in all cubicles (even when door is closed). Excellent quality fittings. Recessed lights.
- 8 High standard of light fittings centre, main light plus adequate light at washbasins and mirrors. Possibly supplementary lights.

- 7 – 6 Centre light well positioned providing adequate light, even in closed cubicles.
- 5 - 4 - 3 Dim centre light.Â Stark fluorescent tube on ageing fittings.
- 2 – 1 Gloomy, badly placed, ageing, damaged light fittings.

Menu and wine list

16. Menu and wine list appearance

- 10 – 9 Excellent presentation appropriate to the market (maybe verbal, temporary i.e. blackboard or permanent).Â Attention to detail in all aspects of print, layout and descriptions.Â Clear, informative layout. Wines should be listed per cultivar. Attractive design in excellent condition. No grease, thumbprints, wine stains, written corrections, etc.Â Wine set out in clear sections and all available.Â All menus and wine lists clearly legible, given the lighting in the restaurant.Â No incorrect spelling. Words appropriately used to describe dishes and wines.Â All verbal descriptions clearly, accurately and eloquently presented.
- 8 High standard of presentation.Â May show a little wear, although not dirty.Â Where wines are not available – they should be clearly marked. No written corrections.Â Good, clear and accurate verbal descriptions.
- 7 – 6 Clear layout but not top quality production.Â Clean, not worn or grubby.Â Large majority of wines available and those that are not, clearly marked as such.Â Concise, “rattled off” but clear verbal descriptions.
- 5 - 4 - 3 Basic but legible.Â Scrappy appearance, over-used, stained. Many wines out of stock and not marked. Vintages wrong.Â Verbal descriptions not totally clear.
- 2 – 1 Dirty, dog-eared.Â Difficult to read.Â Wine list out of date, bears little relation to what is available. Unintelligible verbal descriptions.

17. Menu content

- 10 – 9 Well-balanced menu.Â Excellent range of dish options catering for different tastes and requirements (i.e. vegetarian dishes should be available).Â Variety of cooking styles available.Â Excellent use of seasonal ingredients.Â Complimentary range of starters, entrees and desserts available.Â All dishes to be appropriately described.Â Charges for dishes to be clearly detailed and legible.Â Minimum charges, services charges, payment terms, etc to be clearly detailed and legible.
- 8 Good range and variety of dishes, covering at least starters, mains and desserts (but not considered to be excellent).Â Vegetarians considered.Â Perhaps menu not quite as discerning as above.Â Good description of dishes.Â All charges clearly described and legible.

- 7 – 6 Variety in dishes and cooking styles available – but not extensive options.Â Some dishes with appropriate descriptions.Â Charges are clearly depicted.
- 5 - 4 - 3 Limited range of dishes available and limited options in terms of cooking style.Â Charges listed but not that clear.Â
- 2 - 1 No variety.Â Only one cooking style available.Â Menu illegible and unclear.Â

18. **Wine and beverage list content**

- 10 - 9 Sommelier or qualified, trained wine advisor to assist diners with their wine choice. Knowledge of in-stock and out-of-stock wines by year.Â Excellent variety of wines and beverages available.Â Wines from a variety of different cultivars available.Â Excellent description of wines available, (verbal or written) including year.Â A variety of good quality wines available by the glass.Â Excellent variety of beverages, liqueurs, liquor, etc. Variety of different brands per type of beverage.Â
- 8 Good range of wines from a variety of cultivars.Â Good variety of appropriate beverages but perhaps only one brand per option.Â Possibly only local beverages (with limited international brands) available.Â Good description of wines (verbal or written).
- 7 - 6 Wines from a number of different cultivars available but limited choices within each.Â Alternatively good number of different brands within limited cultivar range.Â Good, standard range of beverages.
- 5 - 4 - 3 Limited range of standard wines and beverages available.
- 2 - 1 No variety and choice in beverages. Only unbranded products available.

Food and beverage

19. **Meal presentation**

- 10 – 9 Well laid out on appropriately sized plate with attractive and complementary garnish or display.Â Pleasing combination of colours, textures, and shapes.Â Extremely imaginative and exclusive in concept and outstanding execution.Â Extreme attention to care with attention on visual appeal.Â Ingredients meticulously integrated with plate design.Â Highest skill applied to meal presentation.
- 8 Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill.Â Tendency to standardise garnish or display.Â Attention to food placement and design.Â Creative and artistic use of garnishes.Â Selection provides variety in texture, colour, substance, theme and temperature.
- 7 – 6 Attractive.Â Neat arrangement on plate.Â Complimentary garnishes to enhance overall appeal.

- 5 - 4 - 3 Unadorned and straightforward. No attempt to enhance appearance. Limited variety of colours and textures. No careful arrangement.
- 2 - 1 Badly presented. Inappropriate garnish. Dull combination. Lukewarm. Some drying out of food, wrinkled skin on sauce. Incorrect temperature.

20. **Beverage presentation**

- 10 - 9 Appropriate glasses for all beverages. Beverages presented, poured and displayed according to internationally accepted etiquette and the guest's specific request. Wide variety in beverage presentation. Wide variety of different glass types available. Guest's asked how they would like their beverage presented. Cognisance should be taken of changing styles in the F&B industry.
- 8 Some variety in different presentation styles for beverages, but overall presentation technique - standard. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
- 7 - 6 Beverage presentation standard, unexciting. Overall good use of different glasses.
- 5 - 4 - 3 Limited range of different glass types. Some attempt at basic etiquette.
- 2 - 1 Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.

21. **Quality of ingredients**

- 10 - 9 Skilful use of finest, fresh ingredients. Wide variety of different ingredients used. Preferably all dishes made fresh, on-site (pre-prepared ingredients and dishes are acceptable but quality is important and it should be indiscernible from freshly prepared). Could be simple style but with great attention to detail and quality. Everything prepared to the right degree.
- 8 High quality, fresh ingredients. No evidence of the use of artificial enhancers and discernable convenience items (i.e. pre-prepared in some manner, canned, frozen, pre-baked, pre-proportioned, individually wrapped, etc).
- 7 - 6 Mixture of fresh ingredients and high quality pre-prepared ingredients for meal components. Limited evidence of convenience items.
- 5 - 4 - 3 Basic ingredients, including use of convenience items. Low quality food.
- 2 - 1 Poor quality ingredients, poorly prepared. Dried out.

22. **Texture and flavour**

- 10 - 9 Interesting textures with layers and depth of flavour.Â Perfect flavour of different ingredients discernable.Â Perfect balance of a complex range of different flavours and textures.Â Texture and flavour according to menu specifications and guest's specific requests.Â Correct and appropriate textures.Â Pleasant aroma.
- 8 Correct texture of main ingredients.Â Well-balanced flavours.Â Appropriate flavours are discernable.Â Â Pleasing aroma.
- 7 - 6 Good and appropriate flavour.Â Correct texture of main ingredients.
- 5 - 4 - 3 Basic blend of flavours.Â Imbalance of flavours.Â
- 2 - 1 Inedible. Unacceptable flavour and or texture.Â Bland, no flavour.Â Incorrectly cooked.Â Badly flavoured too much salt, burnt, etc.Â Unpleasant aroma.

23. **Culinary skill and temperature**

- 10 - 9 Flawless and meticulous execution of all cooking methods. On a par with international culinary trends. Variety of cooking techniques applied to dishes.Â All menu items are prepared from scratch and in-house (pre-prepared ingredients or dishes should not be discernable from fresh, in-house preparation).Â With the exception of classic dishes, food is prepared in a manner that is highly imaginative and adventurous.Â Classic dishes correctly and expertly executed.Â Food served at the appropriate temperature.Â All dishes cooked correctly.
- 8 Advanced degree of culinary skill evident throughout.Â Variety of cooking techniques efficiently executed. Food correctly cooked.Â Food served at the appropriate temperature.
- 7 - 6 Adequate culinary skill.Â Correct cooking techniques applied.Â Food served at the appropriate temperature.
- 5 - 4 - 3 Average to limited degree of culinary skill evident. Incorporates limited variety of cooking techniques.Â Incorrect temperature, slightly too hot or too cold.Â
- 2 - 1 No culinary skill evident.Â Food at incorrect temperature, too hot or cold.Â Cooking techniques incorrectly applied.

24. **Sundries**

- 10 - 9 Appropriate range of sundries e.g. breads, condiments, sugars, butters, herbs, spices, etc as per the character of the establishment.Â Clean, easy to dispense cruets, at least half full.Â Excellent quality.Â Â Covered after-dinner sweets and toothpicks of excellent quality.
- 8 Good quality and appropriate range of sundries.Â Clean, easy to dispense cruets.Â Good quality (covered) after dinner mints, sweets and toothpicks.

- 7 - 6 Limited range of good quality sundries.Â Alternatively good range of standard quality sundries.Â Clean cruets.
- 5 - 4 - 3 Inappropriate sundries, but quality acceptable.Â Limited range of sundries as would typically be expected.Â Some standard sundries absent.Â Difficult to dispense cruets
- 2 - 1 No sundries.Â Dirty, sticky condiment, salt and pepper dispensers, etc.Â Empty cruets.Â Stale bread.Â Uncovered sweets and toothpicks.

Services and service

25. Reservations

- 10 - 9 Efficient and helpful telephone reservation. All details taken down and checked and all necessary information about the establishment given (i.e. booking policy, licensed, minimum charges, corkage, smoking, children, dress code, etc).Â May call to confirm or provide written or SMS confirmation.Â Overall personalised approach to reservation.Â Prompt service.
- 8 Reservation dealt with promptly and all necessary information taken and provided.Â Â High degree of telephone etiquette evident.Â Guest information confirmed for accuracy.Â Thanks patron for calling.
- 7 - 6 Reservation dealt with fairly well and all necessary information taken and provided.Â
- 5 - 4 - 3 Name taken. Minimal information given.Â Casual approach to bookings.Â
- 2 - 1 Name not taken.Â Surly, off-hand phone manner.Â Failure to properly record booking.Â Failure to answer telephone or return messages.Â Information not available.

26. Welcome, attitude and seating

- 10 - 9 Courteous greeting from maitre d' or someone of similar authority.Â Patrons addressed by name.Â Warm friendly smile.Â Helpful attitude. Help with provision of information about the establishment.Â Orientation provided.Â Attempt to establish a good rapport and show willingness to please.Â Patrons offered use of pre-dining area.Â Patrons shown to table and seated.Â Table preset per reservation.Â Management of queue efficiently and effectively handled (time provided is adhered to, list kept up-to-date, friendly and pleasant attitude). Charges from lounge or bar are transferred to dining room.Â Menus and wine lists presented promptly.
- 8 Courteous greeting by host or hostess.Â Personal assistance provided as appropriate.Â Cheerful demeanour and attitude.Â Patrons shown to table and given necessary information. Encouraged to ask if anything else required.Â Menus provided promptly.Â Extra place settings removed.

- 7 - 6 Greeting from host or hostess.Â Offers a seat in waiting area if seating is delayed.Â Pleasant appearance.Â Willingness to help when asked.Â Casual guidance to table or self-seating.Â Menu and wine list presented at appropriate time.Â
- 5 - 4 - 3 Unenthusiastic welcome, just doing the job.Â Limited assistance from staff.Â Menu not presented promptly.Â Queue not managed efficiently – time taken is significantly longer than indicated.
- 2 - 1 Off-hand behaviour.Â Clear indifference to patrons, irritation at being asked for anything.Â No greeting.Â Menus not presented or presented at the door.Â Queue poorly managed, not kept up-to-date, name left off the list, time not adhered to, etc.

27. **Management efficiency**

- 10 - 9 Prompt, thorough acknowledgement of guest comments or complaints.Â Management confirmation of guest experience.Â Patron needs anticipated.Â All guest comments, complaints handled at management level.Â Complaints handled promptly and courteously.Â Management identification of problems that may arise. An excellent dining experience would be an evidence of management efficiency (often behind the scene).
- 8 Good responses to any requests, but patron needs aren't anticipated.
- 7 - 6 All requests dealt with pleasantly.
- 5 - 4 - 3 Rather unwilling response to any requests.
- 2 - 1 Off-hand manner.Â Marked reluctance to give any help.Â No manager present.

28. **Meal service**

- 10 - 9 Cheerful, friendly, polite, well-trained staff.Â Well-informed about food and wine. Extensive menu knowledge, including how dishes are prepared.Â Thorough knowledge of specials.Â Appropriate description of menu and specials provided.Â All descriptions presented in a clear tone and at an appropriate pace. High standard of personal cleanliness.Â Prompt and efficient service.Â Correct cutlery and glasses supplied for each meal.Â Good judgement on timing of courses and drinks.Â Any further needs responded to. Guest needs anticipated.Â Polished, professional manner.Â Plates are only cleared when all meals are finished (or if guest requests plate to be cleared).Â All food should be presented simultaneously to correct guest specifications.Â Internationally accepted high standard of serving etiquette and protocol to be observed.
- 8 Well-motivated, willing, helpful, attentive staff that shows evidence of aspiring to an excellent standard, but may fall a little short. Could benefit from more training.Â

- 7 - 6 Willingness to be helpful and attentive.Â More enthusiastic than polished, but trying to do their best.Â Would benefit from further training.Â Staff always present and respond helpfully when asked.Â
- 5 - 4 - 3 Low skills but basically pleasant.Â Informality bordering on inefficiency. Not really interested, but respond in reasonably helpful way to requests.Â Conversely well skilled and trained but lacking social skills, arrogant, insensitive.Â Staff difficult to locate at times.Â Do what they are asked without enthusiasm.Â No rapport.Â Little interest.Â Stacking of plates at the table.Â Stretching across the table to access plates, etc.
- 2 - 1 Off-hand, indifferent, unskilled staff.Â Slow service.Â Disinterest.Â Inefficient staff missing for long periods of time.Â No willingness to be helpful.Â Ignoring customers they are serving.Â Little product knowledge.Â Stacking of plates on the table.

29. **Wine and beverage service**

- 10 - 9 Sommelier or trained advisor present.Â Drinks correctly served and presented.Â All bottles opened correctly at table and service etiquette followed.Â Top ups offered.Â Beverages served from left and cleared from right.Â If necessary partially full bottles to be stored in ice-bucket.Â Remove all empty bottles and ice-buckets.Â Canned drinks opened at the table, request if guest would like their drink poured.Â Attention to detail, patrons' glasses kept half full at all times.Â No need for patrons to request for top-ups or help themselves.Â Efficient, courteous service.
- 8 Some slight lapses in beverage etiquette.Â Attempt at excellent standard.
- 7 - 6 Overall good service, but lapses in serving etiquette.Â Patron needs not anticipated.Â Service slightly slow.
- 5 - 4 - 3 Patron needs not anticipated.Â Patrons fill own wine glasses.Â Wine offered for tasting but no knowledge of wine or other standard serving etiquette evident.
- 2 - 1 Server with no wine training or knowledge.Â Bottle held between knees when opened.Â No taste poured for the patron.Â Beverages not presented to table.Â

30. **Payment and departure**

- 10 - 9 Waiter/waitress anticipates when patron wants the bill.Â Clear, legible, correct and well-itemised bill presented in a folder (consistent with theme).Â Bill typically accompanied by some form of complement such as mint or speciality candy.Â Server quickly, efficiently and discreetly handles settlement.Â Waiter/Waitress and Maitre'd willingly acknowledge patron's departure. Use of patron's name in all acknowledgements.Â All payments handled at the table.
- 8 Server anticipates when patron wants the bill or reacts quickly to patron request.Â Clear, legible, correct and itemised bill presented in a folder

(consistent with theme).
Bill typically accompanied by some form of complement such as mint.
Server quickly and efficiently handles settlement.
Server and greeter willingly acknowledge patron's departure.

- 7 - 6** Bill presented on a plate, in a folder or on a tray upon request from patron.
Server and greeter willingly acknowledge patron's departure.
- 5 - 4 - 3** Bill presented after meal or upon request.
Pay at cashier.
Server handles payment with limited enthusiasm.
Server briefly thanks patrons or says farewell.
- 2 - 1** Bill not presented after meal or upon request.
Repeated request for bill.
Incorrect charges or items on bill.
No farewell on departure.
Unacceptably slow processing of bill and payment.
Bill presented in a dirty, unacceptable folder.

Housekeeping

31. Public areas

Includes all general public areas visible to patrons such as open kitchens and work areas, pre-dinner areas, patios, gardens, pavements, etc but excluding the eating/dining areas.

- 10 – 9** All well cleaned and vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well-polished, no smears.
Ashtrays clean.
No fingerprints or smudges on windows or glass doors. No fingerprints on door plates, light switches, etc.
Flowers fresh and well arranged.
Newspapers, books, etc up to date and tidy.
Overall excellent standard of cleanliness evident and neat appearance.
- 8** Generally very good level of vacuuming and dusting.
All surfaces, high and low, dust free, no cobwebs. Table surfaces well-polished, no smears.
Ashtrays clean.
Everything tidy and well arranged.
- 7 – 6** High level of cleanliness.
Pre-dinner area may have "lived-in" feel.
- 5 - 4 – 3** Clean but with some dust on high and low surfaces.
Personal clutter.
Dying plants, flowers.
Smears on surfaces.
- 2 - 1** Generally neglected housekeeping – carpet badly vacuumed, floors dirty.
All surfaces dusty.
Cobwebs, dead insects.
Evidence of pests.
Dead/wilting plants or flowers.
Ashtrays full and dirty.
Dirty glasses, cups on tables.

32. Dining and eating rooms

- 10 – 9** Excellent standard of cleanliness in all areas no evidence of previous meal.
Efficient cleaning and vacuuming.
Tables always set to highest standard.
Waiter station neat and orderly.
Restaurant fully set when not

in use complete with flowers, crockery and cutlery. During meal times vacated tables are cleared, cleaned, provided with fresh linen (neat and tidy). Crumbing of tables executed flawlessly.

8 Generally high standard of cleanliness no dust, etc. May be some clutter.

7 – 6 Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness. Some tables remain unset during meal service but have been cleared and cleaned.

5 - 4 – 3 Not always at it's tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Pot plants and flowers neglected. Crumbing of tables poor, crumbs dropped onto the floor.

2 - 1 Dusty, crumbs on carpet, surfaces smeared, ring marked, dead or dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays. Dirty cutlery and crockery on tables.

33. Public toilets

10 – 9 Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency. Toilets, including access area to toilets are kept clean throughout use of restaurant. Lots of toilet paper available.

8 Generally very high standard, but perhaps one or two slight lapses.

7 – 6 No evidence of dust, hairs or grime. Surfaces all clean. Floor clean, vacuumed and free from dust.

5 - 4 - 3 Generally clean but lacking attention to detail. Dust on low and high surfaces and in inaccessible places.

2 - 1 Low standard of housekeeping dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly. No toilet paper. Toilet paper on floor, blocked toilets, leaking toilets, etc.

34. Appearance of staff

The nature of the establishment will be taken into account as formality may vary significantly.

10 - 9 Clean, neat, appropriate clothes that fit properly. A general smart, well-groomed appearance. Sleeves and trousers the right length. Clothing fresh and well ironed. Hair clean and under control. Hands and fingernails clean. Standard of dress uniform throughout serving staff. Polished shoes. Uniform appearance, quality and type consistently applied across all staff

8 Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean. Standard of dress uniform throughout serving staff. Excellent standard of personal cleanliness and grooming.

- 7 - 6 A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness. All clothing clean. Very high standard of personal cleanliness and grooming.
- 5 - 4 - 3 Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
- 2 - 1 Clothing dirty, stained, frayed, holed. Dirty shoes. Hands and fingernails grubby. Hair unwashed and out of control. Unshaven. Personal hygiene lacking.

36 **Additional Requirements for Gold and Platinum Star outlets**

36.1 **General**

All Platinum Star outlets should have private guest toilets located within the same property as the restaurant and under the control of restaurant management. Alternatively if only public toilets are available then the Platinum Star outlet owner/manager should ensure that these public toilets are continuously monitored and kept clean.

36.2 **Services**

Table Reservation

All Gold and Platinum Star outlets should offer a table reservation service.

Wine List

A wine list with a good selection of wines must be available and management/waiting staff must have adequate knowledge of the different varieties on the menu.

Table Appointment

Table appointment: High quality cutlery, crockery, glassware and linen. Appropriate table cloths and placemats to be used.

Food Menu

Food menu should offer a variety of items: entrees, seafood, poultry, meat dishes, salads, desserts, and dishes for vegetarians.

Noise Levels

Entertainment/background music (where available) should be set at the appropriate noise level.

Table Spacing

There should be adequate space between tables to ensure privacy for conversation.



Food and Beverage Minimum Requirements

Food & Beverage Outlets

Definition

Food and Beverage (F&B) outlets are commercial establishments offering eating and drinking facilities to customers. Meals can be prepared on the premises or bought in to be consumed on site or to take away. Examples of F&B outlets include Restaurants, Coffee Shops, Quick Service Restaurants; Bars, Pubs, and Taverns.

Minimum Requirements for Food and Beverage Grading

1. General

1.1 **Safety and Security**

A high degree of general safety and security should be maintained.

All reasonable precaution must be taken to secure the personal safety of patrons and staff and prevent damage to or theft of their possessions.

Information on procedures in the event of an emergency should be clearly displayed in the F&B outlet (exit signs, etc).

There should be adequate levels of lighting for guest safety and comfort in all public areas, including stairwells and car parks.

1.2 **Cleanliness and Hygiene**

A high standard of cleanliness should be maintained in all parts of the establishment. Particular attention should be paid to toilets, kitchen and food storage and preparation areas.

Each F&B outlet must have a valid and current **Certificate of Acceptability** to handle food - issued by the Environmental Health Services Division of the local Department of Health. This certificate must be valid for the current owner (the certificate is issued in the name of the person in charge of the establishment, when this changes a new certificate is required).

The *Certificate of Acceptability* should be displayed in a conspicuous place in the food premises – for public viewing. Alternatively where the display is impractical a copy should be made available on request.

Management should commit to a programme of optimum hygiene covering all aspects of food handling. Vigilant and competent supervision is essential (verbal and/or written policy confirmation required).

With regard to hygiene, it is mandatory for each F&B outlet to comply with the **TGCSA Hygiene Checklist** included in the **F&B Grading Criteria** document. In addition, all employees should be clean and appropriately groomed and dressed.

1.3 **Statutory Obligations**

Premises are expected to comply with all relevant statutory and national, provincial and local government regulations. Assessors may request that relevant documentation or proof of compliance be presented at the time of the assessment. This includes, inter alia:

- Provincial registration (if applicable);
- Business registration which entitles the establishment to legally operate;
- Public liability insurance;
- Evidence of a smoking management policy;
- Health, hygiene and food safety regulations (an appropriate and valid hygiene certificate);
- Liquor license (if applicable);
- Compliance with national and local authority regulations including (but not limited to);
 - Fire safety certificate;
 - Compliance with building regulations – in particular with regard to accessibility.

1.4 **Access**

There should be no discrimination to accepting patrons based on their race, citizenship or nationality, gender, ethnicity, physical or mental condition, etc.

However, notwithstanding the above, management has the right to refuse access in the interest of other users of the establishment.

Establishments should be open on the days stipulated by management and advertised as such.

Appropriate service and facilities should be available on all days that the establishment is open (unless advertised otherwise).

1.5 **Courtesy**

The highest standard of courtesy should be shown to patrons at all times.

Guest complaints should be dealt with courteously and promptly (including those received via the Tourism Grading Council's Consumer Feedback mechanism).

1.6 **Marketing, Reservations and Pricing**

There should be friendly and efficient service appropriate to the style of the establishment.

All enquiries, requests, reservations, correspondence and complaints should be handled promptly and courteously.

It should be made clear to patrons what is included in the prices quoted including service charges and other surcharges.

Prices for all meals and beverages served at the establishment should be clearly displayed and/or presented and available on request. Prices should include VAT.

Menus and wine lists, where appropriate, should be clean and well presented and provide accurate descriptions (where applicable) of the meals and beverages on offer. Menus and wine lists may be presented verbally.

Full details of the establishment's cancellation policy should be made clear to patrons at the time of booking. Details of any in-house policies e.g. no smoking or no children should be communicated at the time of booking.

Each customer should be provided, on request, with details of payment due and a receipt of payment. The bill should be clearly presented and well laid out.

Facilities and services provided by the establishment should be described fairly and truthfully to all visitors and prospective visitors, whether by advertisement, brochure, website, verbal communication or other means.

2. **Buildings**

2.1 **Exterior**

Grounds and gardens under the control of the operator should be neat and appropriate.

The exterior of the property must be well maintained and in a sound and clean condition.

There should be appropriate signage (suitable to the requirements of the market) to direct patrons to the main entrance of the establishment.

Paths under the control of the operator should be well lit and directional signage should be provided.

2.2 **Interior Maintenance**

The interior of the building/s including all fittings, fixtures and furnishings must be maintained in a sound and clean condition and must be fit for the purpose intended.

All electrical equipment should be safely maintained and in good working order.

3. **F&B Outlet Areas**

3.1 **Reception Area**

A clearly designated reception or "wait to be seated" area should be provided. A moveable podium is also considered appropriate.

3.2 **Dining Area**

A dining area should be provided which is available during operating hours with appropriate seating.

3.3 **Public Toilets**

Public toilets should be provided for the use of patrons (located within close proximity – these need not be the property of the establishment). Ideally the toilets should not be connected directly to the kitchen (refer to Hygiene Regulations).

The number of sanitary conveniences provided per member of staff and maximum number of patrons must be in accordance with South Africa's Hygiene Regulations.

All toilets should be well maintained, clean and frequently checked.

At minimum a basin with running water, toilet, toilet paper, liquid soap and a hand drying mechanism (clean towel per user, paper towels, hot air dryer, etc) should be provided. Toilet cubicles should be lockable.

Fabric towels for hand drying purposes may only be provided if they are washed and replaced after a single use (Hygiene Regulations).

3.4 **Food and Beverage**

All food and beverage should be hygienically stored, prepared and presented.

3.5 **Service**

Staff should demonstrate adequate levels of product knowledge and provide efficient service.

Management and staff should be well trained, attentive, polite and helpful. They should be dressed in clean, well-fitting clothes and be personally well-groomed.

4. **Additional Requirements for Gold and Platinum Star outlets**

4.1 **General**

All Platinum Star outlets should have private guest toilets located within the same property as the restaurant and under the control of restaurant management. Alternatively if only public toilets are available then the Platinum Star outlet owner/manager should ensure that these public toilets are continuously monitored and kept clean.

4.2 **Services**

Table Reservation

All Gold and Platinum Star outlets should offer a table reservation service.

Wine List

A wine list with a good selection of wines must be available and management/waiting staff must have adequate knowledge of the different varieties on the menu.

Table Appointment

Table appointment: High quality cutlery, crockery, glassware and linen. Appropriate table cloths and placemats to be used.

Food Menu

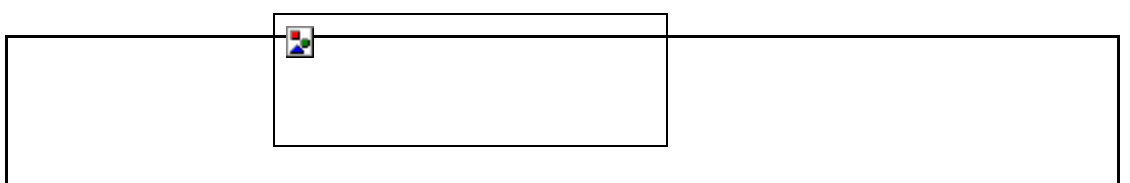
Food menu should offer a variety of items: entrees, seafood, poultry, meat dishes, salads, desserts, and dishes for vegetarians.

Noise Levels

Entertainment/background music (where available) should be set at the appropriate noise level.

Table Spacing

There should be adequate space between tables to ensure privacy for conversation.



Food & Beverage Hygiene Checklist

Name of F&B Establishment: _____

Date:Â _____

STAFF HYGIENE (PERSONAL HYGIENE AND STAFF FACILITIES)		
	Yes or No	COMMENTS
Staff Uniforms are appropriate and suitable		
Jewellery and make-up worn is appropriate		
Staff observed to be healthy in general and wounds covered		
Procedure:Â Reporting of illnesses		
First Aid Kit accessible and adequately equipped		
Staff hand-wash basins adequate and easily accessible, with anti-bacterial hand soap/sanitiser and nail brush available		
Hand-drying facilities adequate and disposable		
Policy:Â No smoking in food areas		
Staff Toilets / ablution facilities clean and well-maintained with toilet paper available		
Staff area waste bins adequate		
RECEIVING AREA		
	Yes or No	COMMENTS
Loading dock clean and in good condition		
Wall, floor and ceiling finishes appropriate		
Procedure:Â Temperatures of perishable food products checked		
STORAGE AREAS (DRY, FRIDGES, FREEZERS)		
	Yes or No	COMMENTS
Storage areas clean and in good condition		
Procedure:Â Stock rotation (FIFO)		
Different types of stock items stored seperately		

Thermometers adequate		
Wall, floor and ceiling finishes appropriate		
Lighting and light coverings adequate		
Storage containers appropriately covered		
PRODUCTION AREAS (PREPARATION & COOKING)		
	Yes or No	COMMENTS
Tabling and work tops suitable		
Wall, floor and ceiling finishes appropriate		
Preparation and Cooking areas clean and in good condition		
Procedure:Â Maintenance of cold and hot chain maintained		
Procedure:Â Proper sanitising procedures in place during production		
Waste bins, bin liners and lids adequate		
Equipment (including oil) and canopies adequately clean		
Shelving suitable		
SCULLERY AND CLEANING		
	Yes or No	COMMENTS
Wall, floor and ceiling finishes appropriate and drainage adequate		
Equipment, crockery and cutlery cleaned correctly stored in scullery and cleaning areas		
Shelving material suitable		
Scullery and Cleaning areas clean and in good condition		
Bins clean and in good condition with bin liners		
Procedure:Â Regular removal of bins and waste		
Cleaning materials labelled correctly and SABS (or similar) approved		
Procedures:Â Cleaning schedules		
Chemicals correctly stored		

Policy:Â Staff training regarding use of chemicals		
SERVING AREAS		
	Yes or No	COMMENTS
Serving areas suitability of tabling and worktops		
Serving areas appropriate finishes (wall, floor & ceilings)		
Serving areas suitability of shelving material		
Serving areas appropriate ventilation		
Condiments and serving utensils correctly stored, clean and maintained		
General fabric maintenance		
Equipment in general good condition and clean		
Customer and serving areas clean		
Tableware appropriately stored		
Procedure:Â Evidence of maintenance programmes		
Customer toilets clean, in good condition and well maintained (toilet paper available)		
Customer toilet hand basin, liquid soap/sanitizer and hand drying facilities available		
Waste bins adequate		
DISPOSAL / YARD / PEST CONTROL		
	Yes or No	COMMENTS
Bins/skips adequate and well maintained		
Procedure:Â Cleaning/sanitising of bins and regular refuse removal		
Refuse area clean in general		
Refuse area suitably located		
Procedure:Â Pest control (including staff training)		

All items to score "yes" in order to meet minimum requirements

GRADING ASSESSOR

DATE

F&B ESTABLISHMENT REPRESENTATIVE

DATE