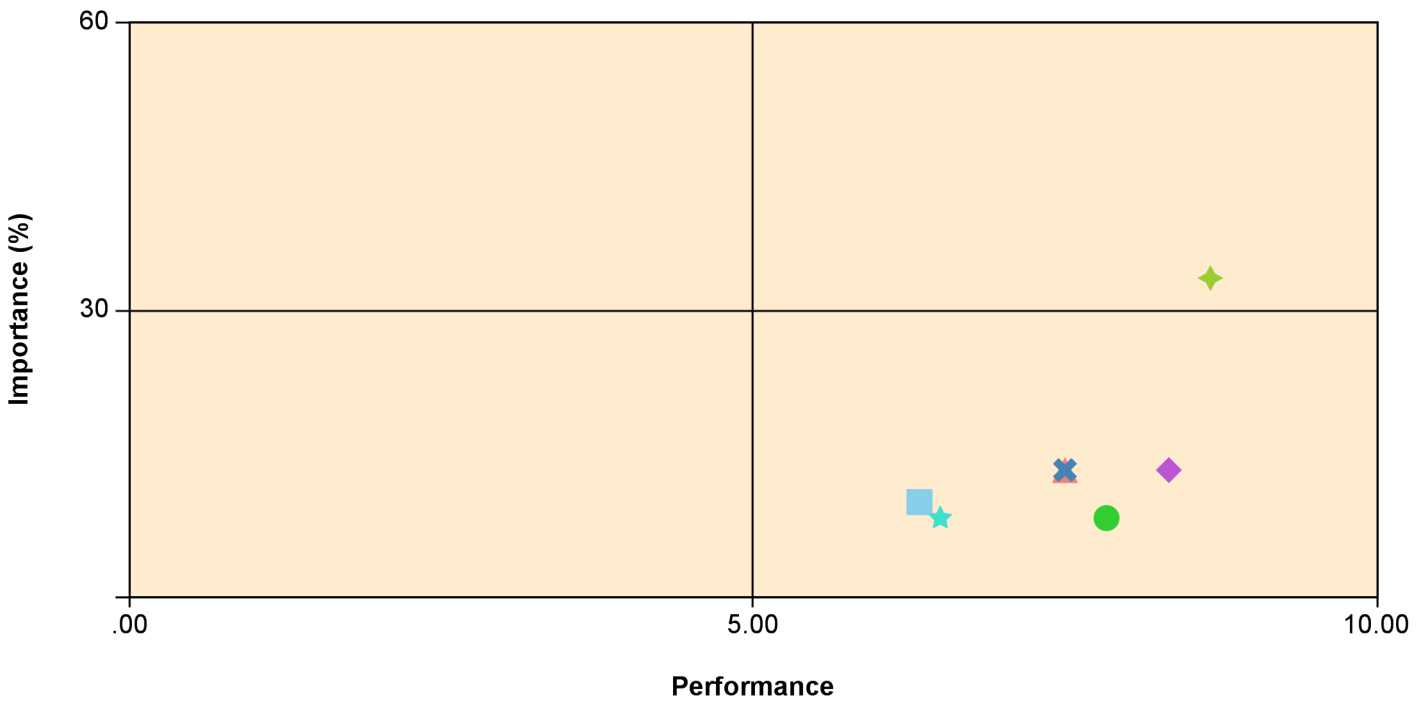


<b>BACKGROUND</b>	
<b>Venue</b>	All states,All Regions,Bendigo Restaurant Café
<b>Number of Visits Contributing to this audit</b>	2
<b>Auditor's Market Segment</b>	RESTAURANT & CAFÉ

### Audit Performance Overview

PERFORMANCE	PERFORMANCE (OUT OF 10)	IMPORTANCE (PERCENTAGE)
Overall quality of planning enquiry booking	6.33	10.0
Overall quality of access / signage / parking	7.83	8.3
Overall quality of first impression	8.33	13.3
Overall quality of check-in / arrival	7.50	13.3
Overall quality of amenities	7.50	13.3
Overall quality of food and beverage	8.67	33.3
Overall quality of departure	6.50	8.3

**Audit Report Performance Matrix**



■ Overall quality of planning enquiry booking	× Overall quality of amenities
● Overall quality of access / signage / parking	◆ Overall quality of food and beverage
◆ Overall quality of first impression	★ Overall quality of departure
▲ Overall quality of check-in / arrival	

<b>PERFORMANCE</b>	<b>SCORE(%)</b>
Average for PLANNING ENQUIRY BOOKING	50.0%
Average for ACCESS / SIGNAGE / PARKING	100.0%
Average for FIRST IMPRESSIONS	100.0%
Average for CHECK-IN / ARRIVAL	72.2%
Average for AMENITIES	85.7%
Average for FOOD AND BEVERAGE	90.9%
Average for DEPARTURE	58.3%
Average for SUMMARY	100.0%
Average for the whole audit	86.6%

<b>PLANNING ENQUIRY BOOKING</b>	<b>Auditor's Assessment</b>
Was the "venue" clearly identified	50.00%
Did the person identify himself/herself	50.00%
Was the person willing and helpful	50.00%
Did the person freely offer information on the venue	50.00%
Did the person encourage you to make a reservation / visit	50.00%
Where you advised about: access	50.00%
Where you advised about: parking	50.00%
Did the person leave you feeling positive about your visit	50.00%
<b>Average for PLANNING ENQUIRY BOOKING</b>	<b>50.00%</b>
<b>ACCESS / SIGNAGE / PARKING</b>	<b>Auditor's Assessment</b>
Was adequate directional signage in place	100.00%
Were the entrances clearly visible	100.00%
Were the roads / pathways well maintained	100.00%
Was the parking adequate for the volume and type of traffic use	100.00%
Were the opening hours clearly displayed	100.00%
<b>Average for ACCESS / SIGNAGE / PARKING</b>	<b>100.00%</b>
<b>FIRST IMPRESSIONS</b>	<b>Auditor's Assessment</b>
Was the external appearance appealing	100.00%
Was the premises appropriate to its surroundings	100.00%
Was the entrance clean / tidy	100.00%
Were you acknowledged within an appropriate timeframe	100.00%
<b>Average for FIRST IMPRESSIONS</b>	<b>100.00%</b>
<b>CHECK-IN / ARRIVAL</b>	<b>Auditor's Assessment</b>
Was the service prompt	100.00%
Were the staff suitably presented	100.00%
Were the staff easily distinguished from the customers	100.00%
Were you greeted with: a pleasant smile	50.00%
Were you greeted with: warm eye contact	50.00%
Were you greeted with: a spoken greeting	50.00%
Was your arrival handled with a minimum of fuss	100.00%
Did you feel welcome / relaxed	50.00%
Were you given adequate orientation information	50.00%
<b>Average for CHECK-IN / ARRIVAL</b>	<b>72.22%</b>
<b>AMENITIES</b>	<b>Auditor's Assessment</b>
Were the toilets easily located	100.00%
Were there adequate toilets available	100.00%
Were disabled toilets facilities available	50.00%
Were the toilets clean	100.00%
Were the toilets well serviced	100.00%
Were the toilets dual flush	100.00%
Was the venue pram & wheelchair friendly	50.00%
<b>Average for AMENITIES</b>	<b>85.71%</b>

<b>FOOD AND BEVERAGE</b>	<b>Auditor's Assessment</b>
Was the restaurant/café pleasantly decorated	100.00%
Was the restaurant/cafe neat / tidy	100.00%
Was the restaurant / café clean	100.00%
Was the temperature comfortable	100.00%
Were the tables appropriately set	100.00%
Was the room appropriately lit	100.00%
Was the music style appropriate	50.00%
Was the music volume appropriate	50.00%
Was the service prompt	100.00%
Was the service efficient	100.00%
Were the staff helpful / friendly	100.00%
Was the menu clear and easily understood	100.00%
Was there sufficient variety on the menu	100.00%
Was the menu and specials explained to you	50.00%
Was there an emphasis on regional food and wine	50.00%
Was your order served promptly	100.00%
Was your food visually appealing	100.00%
Were you satisfied with the quality of food	100.00%
Were you satisfied with the quality of beverages	100.00%
Was the table cleared in a timely manner	100.00%
Were any special requests / problems handled to the satisfaction of the guests	100.00%
Did you feel the food and beverage experience represented value for money	100.00%
<b>Average for FOOD AND BEVERAGE</b>	<b>90.91%</b>
<b>DEPARTURE</b>	<b>Auditor's Assessment</b>
Was your feedback encouraged	50.00%
Did a member of staff enquire about your visit	50.00%
Was anything said or done to encourage your return	50.00%
Were you offered a pleasant parting comment	50.00%
Was your account processed efficiently	100.00%
Were you issued with a tax receipt	50.00%
<b>Average for DEPARTURE</b>	<b>58.33%</b>
<b>SUMMARY</b>	<b>Auditor's Assessment</b>
Were your expectations met	100.00%
Does it represent value for money	100.00%
Would you recommend this to others	100.00%
Would you come back again	100.00%
<b>Average for SUMMARY</b>	<b>100.00%</b>
<b>Total Score for the Audit</b>	<b>Auditor's Assessment</b>
<b>Average for the whole audit</b>	<b>86.63%</b>

## **Some final Comments**

**Negative comments about this visit(s)**

**Positive comments about this visit(s)**

**How can the experience be improved**