



BASIC CONSIDERATIONS OF THE **BEST OF** JUDGEMENT

RESTAURANTS

PREMISES

- Order, cleanness, hygiene (eating area, kitchen, restrooms)
- Comfort (tables, chairs...)
- Design
- Quality of the ventilation system

CHOICE

- The uniqueness of food and drink choice
- Ingredients (freshness, succulence...)
- The quality and flavor of food and drinks
- Price/value ratio

SERVICE

- The appearance of the personnel (clean, orderly outfit...)
- The knowledge of the personnel (knowledge of the menu, of wine list...)
- Knowledge of foreign languages
- Serving (how courses are served...)
- Readiness to help (politeness, attention...)
- Proper invoicing

OTHER

- Mobile bankcard terminal...

HOTELS

PREMISES

- Order, cleanness, hygiene (guest rooms, common space, restaurant, restrooms)
- Comfort
- Design
- Quality of the ventilation system

CHOICE

- Keeping the promise of quality
- Price/value ratio

SERVICE

- The appearance of the personnel (clean, orderly outfit...)
- The knowledge of the personnel (concierge service, program offers...)
- Knowledge of foreign languages
- Readiness to help (politeness, attention...)

OTHER

- Access, location
- The equipment of the conference room(s)
- Safe in the rooms...

IN CASE OF OTHER SERVICE PROVIDERS

PREMISES

- Cleanness, hygiene (guest area, restrooms)
- Design
- Quality of the ventilation system

CHOICE

- Keeping the promise of quality
- Price/value ratio

SERVICE

- The appearance of the personnel (clean, orderly outfit...)
- The knowledge of the personnel
- Knowledge of foreign languages
- Readiness to help (politeness, attention...)

OTHER

- Access, location