

# Consistency Check: Self-Assessment Tool



## Guest Welcome

- Are all guests greeted within 30 seconds?
- Is the tone of welcome warm and consistent across all staff?
- Are return customers recognised when possible?

## Service Flow

- Are menus delivered promptly and confidently introduced?
- Is water offered/poured consistently without prompting?
- Are orders taken within a consistent timeframe?
- Do food & drink items arrive within expected time targets?

## Food & Beverage Quality

- Is food presentation consistent across chefs/shifts?
- Are key dishes always executed to spec?
- Do portions match what's shown/promoted online or on menu?

## Team Culture & Communication

- Is service language consistent (e.g., how we say goodbye)?
- Do staff communicate seamlessly during busy periods?
- Are daily briefings or service huddles held regularly?

## Environment & Ambience

- Is the music, lighting, and temperature consistent across shifts?
- Are all spaces (including bathrooms) cleaned at consistent intervals?

## Reflections & Action Steps

- One area we're doing well in: \_\_\_\_\_
- One area we'll improve this week: \_\_\_\_\_
- Small win we're celebrating: \_\_\_\_\_