

Franchise Restaurant

Use to assess franchise restaurant quality.

Performance Criteria	Qualitative Differences			Row Total (15 pts. possible) =
	Needs Improvement (1 pt.)	OK (3 pts.)	Excellent (5 pts.)	
Food Quality The franchise restaurant's ability to prepare and serve food, based on the patron's specifications.	Food is not served at ideal temperature or cooked exactly to patron's specifications. Portion size is unacceptable and taste is bland or unsatisfying.	Food is served at ideal temperature, but is does not meet patron's specifications. Portion size is appropriate and taste is mildly satisfying.	Food is served at ideal temperature and cooked exactly to patron's specifications. Portion size and taste are exemplary.	
Service Quality The franchise restaurant's ability to provide service to patrons.	Staff is generally inattentive, making several errors in taking and delivering order accurately. Staff requires several cues from patron.	Staff is generally attentive, making few errors in taking and delivering order accurately. Staff requires few cues from patron.	Staff is exceptionally attentive, making no errors in taking or delivering order accurately. Staff does not require cues from patron.	
Environment Quality The franchise restaurant's ability to maintenance their environment.	Environment is unsanitary and not of well-maintenance, with several health hazards and violations.	Environment is somewhat sanitary and of "okay"-maintenance, with few health hazards and violations.	Environment is sanitary and of well-maintenance, with no health hazards or violations.	
RUBRIC TOTAL =				____ out of <u>15</u>