

## Franchise Restaurant

*Use to assess full-service franchise restaurant quality.*

| Performance Dimensions   | Performance Criteria   | Qualitative Differences  |  |  | Row Total<br>(25 pts. possible)<br>= |
|--|--|--|--|--|--------------------------------------|
|  |  | Needs Improvement<br>(1 pt.)   | OK<br>(3 pts.)   | Excellent<br>(5 pts.)  |                                      |
| <b>Food Quality</b><br>Ability to prepare food.                              | <b>Temperature</b><br>Ability to prepare food that meets FDA regulations.                          | Food is not served at ideal temperature and is not cooked to FDA regulations, and does not meet patron's specifications (when applicable). | Food is served at ideal temperature and is cooked to FDA regulations, but does not meet patron's specifications (when applicable). | Food is served at ideal temperature and is cooked to FDA regulations, and patron's specifications (when applicable). |                                      |
|  | <b>Cost</b><br>Ability to prepare food that is of appropriate size and taste compared to its cost. | Portion size is incomparable and taste is bland or unsatisfying when compared to cost.   | Portion size is appropriate and taste is mildly satisfying when compared to cost.  | Portion size and taste are exemplary when compared to cost.  |                                      |
| <b>Service Quality</b><br>Ability to provide service to patrons.             | <b>Order Accuracy</b><br>Ability to accurately take and deliver patron's order.                    | Makes several errors in taking and delivering order accurately.  | Makes few errors in taking and delivering order accurately.  | Makes no errors in taking and delivering order accurately.   |                                      |
|  | <b>Promptness &amp; Efficiency</b><br>Ability to attend patrons in a timely manner.                | Staff is generally inattentive, rarely appearing at patron's table.  | Staff is generally attentive, appearing at patron's table when necessary.  | Staff is exceptionally attentive, appearing at patron's table regularly.   |                                      |
| <b>Environment Quality</b><br>Ability to maintain a presentable environment. | <b>Cleanliness</b><br>Ability to maintain clean tables, chairs, and dishware.                      | Tables, chairs, and dishware are dirty.  | Tables, chairs, and dishware are clean enough to use.  | Tables, chairs, and dishware are spotless and thoroughly clean.  |                                      |
| <b>RUBRIC TOTAL =</b>  |  |  |  |  | <u>    </u> out of<br><b>25</b>      |

