



## **FORBES TRAVEL GUIDE**

2025 Restaurant Standards

All Sections - All Classifications

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2025 Restaurant Standards by Section  
Host Service

STANDARD	TAG	CLASSIFICATION
If a reservation is made over the phone, staff patiently and graciously accepts the reservation, thanks the guest for the booking and closes the interaction with a polite and appropriate remark	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Online reservation engine is available, easy to navigate and complete a booking	Service	Guest Comfort & Convenience
Reservations are confirmed prior to visit or, when in residence, upon arrival to hotel	Service	Guest Comfort & Convenience
Staff politely acknowledges the guest when appropriate, including an immediate greeting upon arrival	Service	Courtesy & Manners
Staff is highly articulate and avoids slang and excessive use of phrase-fragments	Service	Courtesy & Manners
Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction	Service	Courtesy & Manners
Staff readily smiles and maintains an engaging expression	Service	Courtesy & Manners
Staff makes eye contact and keeps focus on the guest	Service	Courtesy & Manners
On arrival, assistance with personal belongings is proactively offered	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
The details of the reservation, including name, number of guests and time, are accurate	Service	Technical Execution, Skill & Knowledge
If reserved, tables are ready within five minutes of the appointed time	Service	Efficiency
If waiting is required, the guest is offered a comfortable seating area	Service	Guest Comfort & Convenience
If waiting is required, host quotes an estimated wait time. The guest is seated no more than 10 minutes past the quoted time	Service	Efficiency
If the guest has taken cocktails in the bar, staff carries beverages to the dining table on a tray	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
If the guest has taken cocktails in the bar, the charges are automatically transferred to the dinner bill; the guest is not presented with a bill in the bar	Service	Guest Comfort & Convenience
Guests are fully escorted to their seats, and staff remains beside the table until all guests are comfortable	Service	Graciousness, Thoughtfulness & Sense of Personalized Service

STANDARD	TAG	CLASSIFICATION
When appropriate, chair assistance is offered	Service	Guest Comfort & Convenience
If reserved, the table is preset for the exact number of guests upon seating	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
The guest is greeted warmly and appreciatively	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
If the guest has checked personal belongings, the process is secure. Staff is aware of this and retrieves the items automatically upon departure without reminder from the guest	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
The guest's departure is handled graciously and thoroughly, including at least a partial escort to the doorway	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
The service is handled without excessive delays or interruptions	Service	Efficiency

2025 Restaurant Standards by Section  
Food and Beverage Quality

STANDARD	TAG	CLASSIFICATION
If ordered or provided, bread service and accompaniments are exceptional in quality and presentation	Service	Food & Beverage Quality
If ordered, the cheese course is distinctive in presentation and selection	Service	Food & Beverage Quality
A distinctive culinary gift from the chef is delivered to the table at some point during meal	Service	Sense of Luxury
All foods are fresh; they are never frozen unless specifically advised on the menu and never tinned	Service	Wellness
Portions are appropriate	Service	Food & Beverage Quality
Food presentations are dynamically interesting and photogenic *	Service	Food & Beverage Quality
Dishes are interesting to eat and provide varying contrasts of texture	Service	Food & Beverage Quality
Food presentations are perfectly executed with evident care given to each individual item on each plate *	Service	Food & Beverage Quality
Serving dishes are varied and enhance the presentation of the food	Service	Food & Beverage Quality
Food presentations are approachable and not difficult to eat	Service	Food & Beverage Quality
Food temperatures are perfectly balanced at the moment of service	Service	Food & Beverage Quality
For dishes that have been ordered with a specific temperature, the preference is matched exactly	Service	Food & Beverage Quality
For cooked dishes with no requested temperature, the cooking is perfectly executed	Service	Food & Beverage Quality
Food flavor indicates a complete balance *	Service	Food & Beverage Quality
When serving each dish, staff provides a brief description or highlights unusual ingredients	Service	Technical Execution, Skill & Knowledge
All condiments are presented in small ramekins or dishes with appropriate service piece; no portion packets are used except sweeteners	Service	Sense of Luxury
A full range of specialty coffees and teas is available	Service	Food & Beverage Quality
If provided, the beverage menu lists at least two high quality non-alcoholic options	Service	Wellness

STANDARD	TAG	CLASSIFICATION
All beverages are served at appropriate temperatures or within the parameters of the guest's request	Service	Food & Beverage Quality
Mixed drinks and cocktails are correctly prepared and well-balanced	Service	Technical Execution, Skill & Knowledge
Mixed drinks/cocktails are dynamically interesting and/or photogenic	Service	Sense of Luxury
Menu offers a variety of nutritionally focused options; dietary restrictions are considered	Service	Wellness
Menu features items that are clearly appropriate to the season	Service	Food & Beverage Quality
The menu offers an interesting interpretation of the restaurant's concept *	Service	Food & Beverage Quality
Menu offerings are diverse in that there are a range of dishes for more- and less-adventurous diners	Service	Food & Beverage Quality
The dessert menu offers a variety of creative choices that are in keeping with the cuisine style of the restaurant	Service	Food & Beverage Quality

## 2025 Restaurant Standards by Section Dinner Service

STANDARD	TAG	CLASSIFICATION
Staff is highly articulate and avoids slang and excessive use of phrase-fragments	Service	Courtesy & Manners
Staff is polite and maintains a gracious tone and appropriate pace throughout the interaction	Service	Courtesy & Manners
Staff readily smiles and maintains an engaging expression	Service	Courtesy & Manners
Staff makes eye contact and keeps focus on the guest	Service	Courtesy & Manners
Staff exhibits a genuine sense of interest and concern for the guest's satisfaction and/or demonstrates anticipatory service when appropriate and helpful	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff can confidently exhibit the ability to engage guests with remarks about the food, wine or related topics in a fluent and nonintrusive manner	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Channels of communication among staff are consistent and complete - one does not have to fully repeat themselves and requests are conveyed to the appropriate members of service/kitchen staff	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff consistently and respectfully personalizes interactions, addressing the guest in accordance with their preference, if known	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff is discreet and unintrusive throughout the meal	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Staff does not decline any request without offering appropriate alternatives	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
All staff encountered are wearing clean and well-fitted uniforms	Service	Staff Appearance
Staff uniforms are exceptional in design and style and appropriate to the setting	Service	Sense of Luxury
Staff's appearance is consistent with the property style and demonstrates a strong sense of personal care and hygiene	Service	Staff Appearance
Staff maintains alert posture and behaves professionally in view of the guest	Service	Staff Appearance
Once the guest is seated, the table is politely greeted within one minute	Service	Efficiency

STANDARD	TAG	CLASSIFICATION
All pre-dinner beverages requested for the table, bar counter or lounge are served within seven minutes of being ordered	Service	Efficiency
Refills or follow-up rounds are readily offered or provided within 30 seconds of the guest's beverage being fully empty	Service	Efficiency
A choice of waters is offered prior to pouring	Service	Technical Execution, Skill & Knowledge
When fresh bottles of water must be opened after the original bottle is depleted, the staff either asks the host's permission to replace or there is no charge for additional bottles	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
No bottles are left directly on the table; if a bottle is left on the table, a bucket or coaster is used	Service	Technical Execution, Skill & Knowledge
All menus are distinctive in design and consistent with the restaurant's identity	Facility	Sense of Luxury
Menu and check presenter are in pristine condition, free of any damage. Menu is grammatically correct	Facility	Cleanliness & Condition
All collateral, including menus and digital content, is current, free of errors and grammatically correct	Service	Technical Execution, Skill & Knowledge
Staff explains the menu and/or points out highlights prior to taking the food order	Service	Technical Execution, Skill & Knowledge
Before taking the guest's order, service staff inquires about dietary restrictions, preferences or allergies or proactively acknowledges these if previously made known	Service	Wellness
If asked for a menu recommendation, the staff seamlessly offers thoughtful suggestions	Service	Technical Execution, Skill & Knowledge
Staff can describe with considerable detail the preparation methods and ingredients of each menu item	Service	Technical Execution, Skill & Knowledge
If asked for an off-menu item or an adjustment to a menu dish, the staff reacts graciously and accommodatingly	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Throughout all ordering and recommendations, staff remains patient, helpful and enthusiastic	Service	Courtesy & Manners
Menu is not written in a way that is intimidating or confusing to the guest	Facility	Guest Comfort & Convenience

STANDARD	TAG	CLASSIFICATION
If appropriate to cuisine style, a wine list or equivalent is automatically provided	Service	Technical Execution, Skill & Knowledge
Staff can make knowledgeable and helpful wine recommendations	Service	Technical Execution, Skill & Knowledge
Wine service is delivered with no sense of pretension	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
At least five well-chosen and diverse red wines, five white wines and three Champagne/sparkling wines by the glass are available	Facility	Sense of Luxury
Wine service always includes demonstration of the label and pouring at the table with the label of the bottle facing the guest	Service	Technical Execution, Skill & Knowledge
Wine service includes the offer of a tasting sample	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
Wines are served in varietal-appropriate stemware; one style glass is not used for all wine styles/varietals	Service	Sense of Luxury
The wine list is thoughtfully compiled. Wines listed are all available. Reserve bins are treated equally and listed together among all wines	Facility	Guest Comfort & Convenience
A sommelier/wine steward's assistance is offered or available	Service	Sense of Luxury
In the case of a wine pairing, wine is poured prior to food being served	Service	Technical Execution, Skill & Knowledge
All dishes and beverages are accurately served as ordered and to the guest who ordered them; staff does not have to ask who receives which item	Service	Technical Execution, Skill & Knowledge
Appropriate cutlery is delivered to the table prior to each course and is taken away when the course is cleared; fresh cutlery is set for each new course	Service	Technical Execution, Skill & Knowledge
All guests are served simultaneously, course by course, and cleared simultaneously, course by course	Service	Efficiency
Clearing of the table before the dessert course will be especially thorough, with all food and condiment tableware removed and the table thoroughly crumbed or equivalent	Service	Technical Execution, Skill & Knowledge
Napkins are either refolded or replaced when a guest gets up from the table during the meal	Service	Graciousness, Thoughtfulness & Sense of Personalized Service

STANDARD	TAG	CLASSIFICATION
In the event that a spill occurs, the staff reacts immediately, with graciousness, and ensures that the tabletop is restored to a pristine condition without creating a diversion	Service	Technical Execution, Skill & Knowledge
The pace of the meal is such that the guest is not required to think about when the next step will occur	Service	Efficiency
It is not necessary to prompt for the staff, as they have anticipated all requirements and automatically provided or offered them	Service	Guest Comfort & Convenience
In handling all dishes, glasses and bottles, staff is efficient yet discreet, always precise and professional in their movements and uses trays as appropriate	Service	Technical Execution, Skill & Knowledge
Throughout the meal, table is attentively maintained	Service	Technical Execution, Skill & Knowledge
The level of interest in service remains constant and positive throughout the meal	Service	Technical Execution, Skill & Knowledge
If restaurant features an open kitchen within guest view, kitchen staff behaves professionally	Service	Staff Appearance
The bill is not presented until requested or until it is obvious that the guest is ready to leave; if requested, it is ready within two minutes	Service	Efficiency
The bill is completely accurate when presented	Service	Technical Execution, Skill & Knowledge
If applicable, charge errors called to the attention of the staff are quickly and discreetly rectified with words of apology	Service	Guest Comfort & Convenience
Staff specifically thanks the guest and closes the evening with a polite and appropriate remark	Service	Courtesy & Manners
There was nothing to complain about during the meal	Service	Guest Comfort & Convenience

## 2025 Restaurant Standards by Section Facility and Design

STANDARD	TAG	CLASSIFICATION
The restaurant's website is notable in design and consistent with the property and/or brand	Service	Sense of Luxury
The restaurant's website is intuitive and seamless to navigate	Service	Guest Comfort & Convenience
Content on the restaurant website is current, free of errors and grammatically correct	Service	Technical Execution, Skill & Knowledge
Tables, chairs and/or seats are completely clean and hygienic in appearance *	Service	Cleanliness & Condition
Tables, chairs and/or seats are well-maintained and in excellent condition *	Facility	Cleanliness & Condition
Within the guest's specific dining area, floors/carpets are completely clean, free of crumbs, debris or other unsanitary items	Service	Cleanliness & Condition
All table linens are extremely clean and pressed	Service	Cleanliness & Condition
All table linens are in pristine condition	Facility	Cleanliness & Condition
Cloth napkins are used. All table linens are of excellent quality	Facility	Sense of Luxury
All serviceware is completely clean and hygienic in appearance *	Service	Cleanliness & Condition
All serviceware is in excellent condition, free of damage or wear *	Facility	Cleanliness & Condition
Serviceware is of excellent quality and cohesive in appearance	Facility	Sense of Luxury
Coffees and/or teas are appropriately presented in high quality serviceware	Service	Sense of Luxury
Vacated tables are swiftly cleared and reset with key components for dinner service, regardless of the hour	Service	Technical Execution, Skill & Knowledge
Side stations are kept neat and organized; jack stands are not used on the dining room floor	Service	Technical Execution, Skill & Knowledge
The dining room exhibits a well-organized and professional appearance; tables are uniformly set	Facility	Technical Execution, Skill & Knowledge
The restaurant and tabletop are notable in terms of their design and the elements combine to create a sense of place while remaining consistent with the theme *	Facility	Sense of Luxury
The dining room temperature is comfortable and unnoticed by guests	Facility	Guest Comfort & Convenience

STANDARD	TAG	CLASSIFICATION
The restaurant lighting is comfortable, enabling menu reading, but provides privacy and ambiance	Facility	Guest Comfort & Convenience
Music and/or entertainment are provided in a style appropriate to the restaurant setting; volume and sound quality are comfortable	Facility	Guest Comfort & Convenience
The overall noise level of the restaurant is comfortable	Facility	Guest Comfort & Convenience
The public areas of the restaurant are thoroughly clean and hygienic in appearance	Service	Cleanliness & Condition
The public areas of the restaurant are in excellent condition and well-maintained	Facility	Cleanliness & Condition
The restroom is conveniently located within or near the restaurant	Facility	Guest Comfort & Convenience
When asked where the restroom is located, a member of the staff at least partially escorts the guest there	Service	Graciousness, Thoughtfulness & Sense of Personalized Service
The restrooms are extremely clean and well-stocked	Service	Cleanliness & Condition
The restrooms are in excellent condition, free of maintenance issues	Facility	Cleanliness & Condition
The restrooms are in keeping with the interior design style of the restaurant or overall property, if applicable. Adequate space and lighting are available for grooming	Facility	Sense of Luxury
The table arrangement is comfortable and private, enabling conversation and adequately distanced from service traffic	Service	Guest Comfort & Convenience

2025 Restaurant Standards by Section  
Guest Experience

STANDARD	TAG	CLASSIFICATION
The restaurant location, design and/or other aesthetic elements combined to create a strong sense of place	Service	
Food quality and presentation were exceptional in a way that was remarkable or memorable	Service	
The uniqueness of the restaurant concept was apparent throughout the visit, and the overall experience distinctly stood out	Service	
You would readily recommend this restaurant to others, and there was great value in the service and overall experience	Service	