

EatScotland Criteria

Informal Dining



Bar-Restaurant Food will usually be served in an establishment whose original, or principle, purpose is to operate as licensed premises, sometimes as part of a larger operation, sometimes on its own. There may be a designated eating area, or food may be consumed in the main part of the bar. It will of necessity be licensed. Opening hours for food will vary considerably.

Introduction

VisitScotland has a trained team of EatScotland food assessors who will eat in or purchase foods anonymously from establishments of scheme participants and complete a visit report on the visit experience. The food quality awards issued, following receipt and review of the report operate in parallel with the existing successful VisitScotland quality awards in accommodation, visitor attractions and caravan parks. Food is assessed for its appearance, quality of ingredients, skill and execution, flavour and appropriate portion size. Consideration is also given to the seasonal content of the menu and the use of natural fresh ingredients. Of course, other factors contribute to a successful and memorable eating experience such as hospitality, service and ambience. These too are considered in the assessment.

The EatScotland scheme is all embracing. Any restaurant, pub, tea room, hotel, take away or fast food outlet, guest house or bed and breakfast is able to join and all are potentially eligible for a quality award. It is therefore possible for anyone to make an informed decision about the best places to eat wherever he or she may be, across the whole of Scotland.

There is no attempt to enforce a straitjacket of formal upmarket standards or style through EatScotland. For example, an important and growing area of catering is the pub food sector where a less formal approach is taken. Such establishments will also be able to obtain the highest quality grade in their own category, as will sandwich shops or takeaways.

Participants of the scheme will be allotted a "designator" which indicates the style and nature of their operation. Assessment of quality will then take account of the standards and expectations appropriate to that designator. These will clearly be very different as between, for example, a restaurant in a 5 Star Hotel and a family-orientated "cafe".

In the pages that follow, we have attempted to outline the aspects of food, service and ambience that will be taken into account when making quality assessments. It must be remembered however that these are general indications. In a document of this size, it is impossible to cover every eventuality, every nuance and every individual characteristic of all the diverse establishments, styles, menus and philosophies that we will encounter.

Statutory Obligations

All statutory obligations (and amendments), where applicable must be met, including:

Consumer Protection from Unfair Trading Regulations 2008

Food Safety Act 1990

Consumer Protection Act 1979

The Health and Safety at work Act 1974 as amended

Licensing (Scotland) Act 1976 as amended

Sale of goods act 1997 amended 2002 to: Sale and supply of goods

Price display Orders 1977/79

Fire Precautions Act 1971

Hotel proprietors Act 1963

The Race Relations Act 1976 amended 2003

Standards of Achievements

Achieving the EatScotland Standard – the three rules

1. To achieve the EatScotland Standard the establishment must not have two or more 'Below Standard' in the following sections:
 - ☼ Serving Skills
 - ☼ First Course
 - ☼ Second Course
 - ☼ Third Course
 - ☼ Fourth Course
 - ☼ Sweet Dish
 - ☼ Vegetable/Salad

2. To achieve the EatScotland Standard the establishment must not have four or more 'Below Standard' in the following sections:
 - ☼ Menu
 - ☼ Sundries
 - ☼ Wine and other Alcoholic Beverages
 - ☼ Non Alcoholic Beverages

3. To achieve the EatScotland standard the establishment must not have one 'Below Standard' in any of the Hygiene sections (e.g. Toilets and Personal hygiene).

Informal Dining

Reception and Serving Skills	
Reservation:	Examples of standards required
<p>In many cases, no reservation will be necessary, particularly in bars. However where it is usual the following will apply.</p> <p>This takes into account all telephone or face to face reservations made where appropriate.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Friendly greeting and pleasant telephone manner throughout. • Explanation of dining restrictions due to time constraints e.g. table needs to be vacated by 8pm for next diner. • Offering explanation on any menu restrictions at time of call e.g. pre-theatre menu only.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Name and numbers taken in the party. • "Can we help in any other way?" • Offer directions/map.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Special dietary requirements checked. • Offer of directions/map plus follow up with email of reservation. • Telephone call close to time of reservation. • Offer of a choice of tables at time of booking.
	<p>Below:</p> <ul style="list-style-type: none"> • Rudeness or brusque manner. • No business greeting. • Putting phone down mid conversation. • No explanation of restrictions at time of booking. • No contact number taken.

Hospitality on Arrival	
Greeting/Friendliness	Examples of standards required
<p>In many cases, there will be no formal meeting and greeting procedure. Customer will enter the premises, find a table and order from the bar.</p> <p>However where reservations can be made and customers are asked to wait to be seated the following will apply.</p> <p>This may take account of the reception received on entering the establishment as well as a restaurant or dining room welcome. Staff should be cheerful and welcoming, make friendly conversation and demonstrate a willingness to oblige.</p> <p>Efficiency</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Acknowledging customer. • Efficient greeting and seating of customer and or guests. • Offer of menus and explanation of any restrictions. • If delay in seating offer of explanation plus alternative if necessary.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Greet customer by name. • Taking of coat/bags etc. • Escorted to table. • Offer of drinks whilst looking at menu.

<p>Where a table has been booked, whoever greets the diner should have a record of the booking and should be able to find it at once. He/she should know which table has been allocated, and for what time. He should know how many are in the party. If it is his function in that particular establishment to take an order for drinks or to bring a menu which should be done promptly. Similarly, coats, bags etc should be taken and returned at the end of the meal.</p> <p>Waiting area In many bars and restaurants, the activities in this section will take place in the dining area at the table itself.</p> <p>Offer of Drinks, etc. This also includes knowledge of drinks. The waiter should know what drinks the restaurant has-types of sherry, wine, beers, etc., to be able to offer helpful advice to a wavering diner, to listen to what the diner wants by way of a type of drink, and to offer suggestions as to which would meet that requirement.</p> <p>Offer of the menu High marks are awarded in this section for promptness and for accompanying helpful information on, for example, the "soup of the day" or the "chef's special". If any dishes are no longer available or have been changed in some way this should also be made clear at this stage.</p> <p>Offer of Wine List Similar considerations to the menu apply here. This again takes in product knowledge. The waiting staff should be able to answer pertinent questions about the wines on the list and to make suitable suggestions when asked about required wine styles, and which wines on the list would meet them. They should also be knowledgeable about any other drinks such as fortified wines, spirits and liqueurs served on the premises. They are not required to have an encyclopaedic knowledge, but sufficient to assist the guest in the choice of drinks.</p> <p>Where the style of service relies on the customer choosing from menus and/or wine lists displayed on the table and then ordering at the bar, this should also be carried out in a friendly and helpful manner. If staff are busy waiting, customers should be acknowledged and attended to as soon as possible. Staff should not continue conversations with each other while serving customers unless it concerns an enquiry important to the customer.</p>	<ul style="list-style-type: none"> • Well paced order taking (no long delay or rushed). <p>Outstanding: the above plus</p> <ul style="list-style-type: none"> • Being given plenty of time to review menus. • Attentive staff but not over bearing. • The overall impression that establishment is a "well oiled machine". <p>Below:</p> <ul style="list-style-type: none"> • Kept waiting • Unfriendly manner or attitude • Staff chatting and keeping customers waiting • Not paying attention to the customer being there • No note of reservation • Over familiarity • No knowledge of drinks available • Kept waiting for a table but no explanation offered
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Ordering	Examples of standards required
<p>This covers the manner and efficiency of the waiter(s) taking the order of both food and wine. This may be done either at the table or at the bar counter.</p> <p>The manner in which all the pre-meal service is conducted is of greatest importance. Credit will be given to cheerfulness and willingness to please.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Friendly with an ease of manner. • Good menu knowledge. • What is on and what is unavailable. • Cheerfulness and willingness to please. • Advising in any delays within kitchen.

	Exceeds: The above plus
	Outstanding: The above plus
	Below:

- Promptness and accompanying information within menu (e.g. soup of the day or chef's specials).
 - In-depth knowledge of individual dishes
 - Offer advice on special dietary requirements or further information on composition of dishes on menu.
 - Good knowledge of ingredients
- Comprehensive knowledge of ingredients and their provinces.
- Unfriendly manner or attitude
 - Menu not being handed to customer for a long while
 - Not knowing what is on/off menu / specials.

Staff Appearance	Examples of standards required
<p>In this section we are not judging styles of dress. In some establishments, all staff will wear a uniform, in others each member of staff will be dressed differently.</p> <p>We are not awarding credit for "designer" labels. Uniforms will not necessarily be preferred.</p> <p>Personal hygiene is of fundamental importance. All establishments are required to meet EatScotland Standards.</p>	Achieves:
	Exceeds: The above plus
	Outstanding: The above plus
	Below:

- Long hair tied back
 - Dress kept in style of establishment
 - Clean clothing
 - General all round hygiene and cleanliness
- House style throughout establishment adhered to
- Visually appealing and striking dress code
 - Well groomed and in appropriate clothing
- Un-kept or food-smearred clothing
 - Dirty fingernails or general poor hygiene

Serving Skills	Examples of standards required
<p>NB: Please note that it is possible that bread/butter – water – wine will be listed separately within the final reporting structure</p> <p>An integral part of the overall experience of eating out is the service received. Surly and indifferent staff can ruin an otherwise excellent meal. On the other hand, what would have been an adequate and enjoyable meal can be elevated into a memorable occasion by thoughtful attentive service. The following are the main areas to which attention will be paid during an assessment. Again, account will be taken of the style of the operation.</p> <p>The elements assessed under this section will vary widely according to the style of the restaurant. In a formal dining</p>	Achieves:

- Chilled or iced water should be available, either offered or request.
- Offer more as necessary
- Where it is the house practice water and/or bread/butter offered fairly soon after sitting down.
- Provision of adjuncts to drinks

<p>environment, we would expect to find more polished and disciplined serving skills and would assess them accordingly. In a more informal setting, whatever style the restaurant espouses should be performed with dexterity and efficiency. This assessment looks at technical skills and professional expertise.</p> <p>Where there is table service the waiter who takes the order should ideally make a note of who is having what so that he or other staff may lay out the correct cutlery and serve each course without interruption. This is not possible where orders are given at the bar.</p> <p>Water The style of water service will differ. Essentially water should be offered - preferably a choice of tap water/bottled water/still/sparkling.</p> <p>Wine/Drinks Service This includes the service of pre-meal drinks, and takes in such things as:</p> <ul style="list-style-type: none"> • Provision of adjuncts to drinks ice, lemon etc. • appropriate serving temperature • pouring of drinks, beer, bottled and draft, wine, mixers and decanted drinks • Correct glass for the drink. • Provision of a mat or coaster. • Clearing away of empty bottles/glasses. <p>These skills should be apparent at all levels of the market.</p> <p>It is important to use an appropriate glass, or to make sure that tea pots do not dribble or cups have coffee</p>	<ul style="list-style-type: none"> ice, lemon etc. • Wine should be served at the appropriate serving temperature • Pouring of drinks, beer, bottled and draft, wine, mixers and decanted drinks • Correct glass for the drink. • Provision of a mat or coaster. • Clearing away of empty bottles/glasses. • Wine should be presented for inspection. The year of the wine should be that specified on the wine list unless it has been explained that the year is different. • The wine should be at the correct temperature for its style. <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Double-checking of order plus which customer is taking which dish. • Service of dishes should be well paced and attended to guests' needs, bearing in mind the fact that in an informal setting all guests in a party may not take three courses. <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Flexible, sensitive and well timed service to suit all guests' needs. <p>Below:</p> <ul style="list-style-type: none"> • No offer of bread/butter • No offer of water • Offering bread/butter at inappropriate time (mid way through first course) • Touching any of the middle of dishes/food/or inside glasses by hand. • Not distributing wine etc evenly (thereby encouraging customers to purchase more bottles). • Unthinking waiter/waitress • Not in tune with party's needs.
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<p>Bill Handling</p> <p>All too often there is a long gap between the end of a meal and the presentation of the bill. Diners are forgotten and it is often difficult to get hold of the bill, and then to pay it. This can be as much a problem in a busy bar as in a restaurant. Staff should be sensitive to when customers require their bill.</p> <p>This section also covers the acceptance of payment. Staff should</p>	<p>Examples of standards required</p> <p>Achieves:</p> <ul style="list-style-type: none"> • Getting detailed bill once asked • Making sure bill is correct <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Prompt and efficiently handled <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Clearly made out
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<p>be well versed in accepting and processing credit cards and cheques if the establishment accepts these.</p> <p>Where customers are required to pay at the bar, they should be shown the bill before payment.</p>	<ul style="list-style-type: none"> • Style of bill / incentives to return • Asking if all was ok with meal and service • Offering of detailed receipt where necessary <p>Below:</p> <ul style="list-style-type: none"> • Having to ask for bill and being kept waiting • Having to ask repeatedly for the bill • Inaccurate billing • Ambiguous charging, For Example: Charging for service then leaving gap for gratuities • Giving bill over without seeing if customer has finished dining
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Menu	
Balance, Variety and Choice	Examples of standards required
<p>Cooking is a highly complex activity with innumerable variables. The result will depend on the quality of the ingredients and the skill of the chef(s) on any given occasion. It is simply not possible to be prescriptive about what precisely, in every case, will reach each of the standards outlined; but those listed gives a broad and general indication. If there is good reason or purpose for a restriction in variety and choice then this will be understood and accepted.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • A good spread across the main types of ingredients, though account would be taken of the nature and style of the establishment. A fish restaurant for example would probably have few, if any, meat dishes, and a vegetarian restaurant would have none. In most mainstream restaurants we would expect to find red and/or white meat, poultry, fish, possibly vegetarian option(s), perhaps a shellfish dish, a choice of hot or cold puddings of different degrees of "lightness" • There should be something on the list that could appeal to most people, so that if four friends are dining together they can all feel that the menu has something to offer each one and no one has to choose the least unappealing. <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • There might be, in addition, more unusual choices such as offal, game, or more complex dishes with more than one main ingredient, presenting novel or intriguing combinations. Choosing just one dish should be quite challenging. <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • There needs to be a "surprise" element; a feeling that horizons

	<p>are being opened up to new taste sensations, perhaps using familiar raw materials but presented in mouth-watering creations.</p> <ul style="list-style-type: none"> • It should be difficult to narrow down the choice to only one dish, as they are all appealing.
	<p>Below:</p> <ul style="list-style-type: none"> • Lack of choice on menu • No lighter options

Menu Appearance	Examples of standards required
<p>This section covers the text, content, design and physical appearance of the menu offered.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Clearly set out menu • Easy to access all relevant information • Gives clear breakdown of dish and style • If a written language other than English is used then an English explanation offered
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Informative and logically laid out
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Indication provided of where food was sourced • Detail regarding the fresh produce • High quality printed materials • Anecdotal, literate, amusing.....
	<p>Below:</p> <ul style="list-style-type: none"> • Dirty menu • Hand written but illegible • Dog eared • Too lengthy and complicated • Misleading inaccuracies in description of food offered • Use of technical terms should be correct and not a loose interpretation

Fresh Ingredients	Examples of standards required
<p>Refers to the ingredients stated on the menu as fresh or local.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Accurate, honest description of key ingredients.
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> • More detailed information on origin of fresh or local products.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Highly informative, interesting, readable descriptions of products giving a real insight into their source/production.
	<p>Below:</p> <ul style="list-style-type: none"> • No information provided.

Courses (1 st /2 nd etc)	
Appearance	Examples of standards required
<p>This broadly refers to the visual impact of dish as it is served.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> Care and thought given to the visual appeal of a dish, taking into account the balance of colour, arrangement of ingredients and the amount and viscosity of any integral sauce.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> A pleasing and artistic arrangement, perhaps introducing extra elements to add to visual impact or a suitable garnish.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> Exceptionally tempting, with garnish of unusual elements or displaying a high level of culinary skill.
	<p>Below:</p> <ul style="list-style-type: none"> Too heavy Too much Over complex Looks difficult to eat Too neatly arranged

Quality of Main Ingredients	Examples of standards required
<p>The quality of the raw ingredients will have a marked effect on the finished dish. Points to consider regarding the selection and quality of the raw ingredients when eating the finished dish are:</p> <p>Homemade does not necessarily mean the best – source good quality alternatives</p> <p>Taste and combination of flavours: The taste should exemplify the main ingredient, complemented by the other flavours on the plate thus delivering a balance where each ingredient has a recognisable taste but forms part of a coherent whole.</p> <p>Technical ability and consistency: The level of technical ability will be commensurate with the style of establishment and judged accordingly. However, the ability to produce technically demanding dishes will be credited in any establishment. Consistency is very important and the ability to produce food to a high standard at every meal will be credited.</p> <p>Creativity: Creativity will be judged wherever it is found based on its suitability for the occasion, originality, purpose and its balance within the overall meal.</p> <p>Fresh/Seasonal Content: Credit will be given to those establishments who use fresh, seasonal ingredients locally purchased.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> Meat should be tender and well trimmed and lean. The main ingredient should have good flavour, good colour and be of high quality. Good fresh aroma, especially fish and shellfish. Texture should be firm and suitably moist.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> Texture should be of above average tenderness and flavour. Length of cooking should be particularly well matched to the nature of the raw materials
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> Sensitive technical skills to provide a memorable dish.
	<p>Below:</p> <ul style="list-style-type: none"> Quality of material not suitable for the cooking, method (e.g. tough, dry, sinewy meat used for a sautéed dish). Stale, out-of-date, tired produce (e.g. tainted fish).

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Quality of Sauce / Accompaniment	Examples of standards required
<p>Where a sauce is part of the dish it should be of an appropriate consistency usually similar to a single cream. The flavour should complement the main ingredient not too weak or too strong. The appearance of the sauce should be bright and generally have a good shine.</p> <p>Accompanying sauces such as Tartare should be used to enhance or contrast the main ingredient but giving an overall balance.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Good flavour. • Good Aroma. • Good colour and gloss. <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Overall effect is particularly pleasing. • Distinct flavour of the style of sauce – a very good example of its type. <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Texture, flavour, consistency nor appearance could be improved. <p>Below:</p> <ul style="list-style-type: none"> • Unappealing. • Lack of texture. • Consistency – too thin or thick. • Lack of flavour.

Balance and Flavour	Examples of standards required
<p>Texture and freshness: We would expect a balance of texture between - soft, crisp and chewy. All foods used should be as fresh as possible and served in a way that preserves this quality</p> <p>Taste and combination of flavours: The taste should exemplify the main ingredient, complemented by the other flavours on the plate thus delivering a balance where each ingredient has a recognisable taste but forms part of a coherent whole.</p> <p>Fresh/Seasonal Content: Credit will be given to those establishments who use fresh, seasonal ingredients locally purchased</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Balance of texture throughout meal. • No jarring or over powering elements at the expense of others. • The sauce should deliver what is promised on the menu, as to its nature, and be in sufficient quantity to add to the dish. <p>Exceeds: the above plus</p> <ul style="list-style-type: none"> • Overall effect is particularly pleasing and adds significantly to the dish. <p>Outstanding: the above plus</p> <ul style="list-style-type: none"> • All of the above used to produce an exceptional dish displaying great technical skill. <p>Below:</p> <ul style="list-style-type: none"> • Dull or unattractive. • Sauce too thick or thin • Lacking flavour. • Poorly cooked (i.e. floury or burnt taste) • A sauce not complying to that advertised on the menu.

Culinary Skills	Examples of standards required
<p>One of the areas assessed is culinary skills displayed in a dish. The level of technical ability will be commensurate with the style of establishment and judged accordingly. However, the ability to produce technically demanding dishes will be credited in any establishment. Consistency is very important and the ability to</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Dish corresponds to the description on the menu. • Has a good blend and balance of flavours.

<p>produce food to a high standard at every meal will be credited.</p> <p>Creativity will be judged wherever it is found based on its suitability for the occasion, originality, purpose and its balance within the overall meal. We are not arbiters of fashion. We will not automatically give high marks to styles, which are in vogue and penalise those that are not.</p>	<ul style="list-style-type: none"> Presented in a tidy fashion. Appetizing. Competently prepared.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> Evidence of good manual skills. Innovative approach. Subtlety of flavours. Good visual impact. Delightful experience consistent through every aspect of the dish.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> Immediate eye-appeal displaying and artistic flair. Highly skilled use of ingredients (perhaps in novel combinations of flavours and textures). Memorable experience.
	<p>Below:</p> <ul style="list-style-type: none"> Burnt food. Under cooked or raw food. Ignoring cooking instructions, (e.g. duck is normally served 'pink' but the customer wants it well cooked).

Serving Temperature (Achieves or below standard only)	Examples of Standards
Serving Temperature of the dish will also be mentioned. However, this section can be 'achieves' or 'below standard' only.	<p>Achieves:</p> <ul style="list-style-type: none"> Correct serving temperature <p>Below:</p> <ul style="list-style-type: none"> Below the expected standard – too hot or too cold.

Sweet/Pastry Dish	
Appearance	Examples of standards required
As with the other courses the sweet dish must be part of a balanced meal:	<p>Achieves:</p> <ul style="list-style-type: none"> Good visual impact. Appealing.
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> Instantly tempting.
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> Attention to detail. Instantly appealing.
	<p>Below:</p> <ul style="list-style-type: none"> Too much. Over complex or fussy. Looks difficult to eat. Messy (e.g. melting, squashed)

Quality of main ingredient and general Texture and Consistency	Examples of standards required
<p>We would expect a balance of texture. All foods used should be as fresh as possible and served in a way that preserves this quality</p> <p>Sweets or Pastries may be bought in from a commercial producer, in which case they should be assessed on their merits</p>	<p>Achieves:</p> <ul style="list-style-type: none"> Bright, fresh colour or combination of colours. Well balanced flavours and textures. Good consistency.

	Exceeds: The above plus
	<ul style="list-style-type: none"> • Combination of at least two of the above presented.
	Outstanding: The above plus
	<ul style="list-style-type: none"> • All of the above contained within the dish. • None of the elements could be improved upon.
	Below:
	<ul style="list-style-type: none"> • Soggy or heavy pastry. • Lacking appropriate texture and flavour.

Quality of Sauce / Accompaniment	Examples of standards required
Where a sauce is part of the dish it should be of an appropriate consistency. The flavour should complement the main ingredient.	Achieves:
	<ul style="list-style-type: none"> • Good flavour. • Good aroma. • Good colour and gloss. • Appropriate temperature.
	Exceeds: the above plus
	<ul style="list-style-type: none"> • Overall effect is particularly pleasing comprising of most of the above elements.
	Outstanding: the above plus
	<ul style="list-style-type: none"> • None of the elements can be improved upon.
	Below:
	<ul style="list-style-type: none"> • Unappealing. • Lack of texture. • Consistency – too thin or thick. • Lack of flavour. • Too strong flavour.

Balance and Flavour	Examples of standards required
Taste and combination of flavours: The taste should exemplify the main ingredient, complemented by the other flavours on the plate thus delivering a balance where each ingredient has a recognisable taste but forms part of a coherent whole.	Achieves:
	<ul style="list-style-type: none"> • Well balanced, with no overpowering flavours to the detriment of others.
	Exceeds: the above plus
	<ul style="list-style-type: none"> • Finely balanced flavours that delight the palate.
	Outstanding: the above plus
	<ul style="list-style-type: none"> • Cannot be improved upon. • The overall effect of the dish is more than the sum of its parts.
	Below:
	<ul style="list-style-type: none"> • Unbalanced, jarring flavours. • "Off" taste. • Inappropriate textures or flavours.

Skills in Preparation and Presentation	Examples of standards required
One of the areas assessed is culinary skills displayed in a dish. The level of technical ability will be commensurate with the style of establishment and judged accordingly. However, the ability to produce technically demanding dishes will be credited in any establishment. Consistency is very important and the ability to	Achieves:
	<ul style="list-style-type: none"> • Competent skill in preparation and presentation.
	Exceeds: The above plus
	<ul style="list-style-type: none"> • Excellent technical skills

<p>produce food to a high standard at every meal will be credited.</p> <p>Creativity will be judged wherever it is found based on its suitability for the occasion, originality, purpose and its balance within the overall meal.</p>	<p>resulting in a particularly high quality dish.</p>
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Cannot reasonably be expected to be improved upon.
	<p>Below:</p> <ul style="list-style-type: none"> • Unappetising • "Thrown" together

<p>Serving Temperature (Achieves or below standard only)</p>	<p>Examples of Standards</p>
<p>Serving Temperature of the dish will also be mentioned. However, the grading for this section is achieves or below standard only.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Correct serving temperature
	<p>Below:</p> <ul style="list-style-type: none"> • Below the expected standard

Vegetables and Salads	
<p>Appearance</p>	<p>Examples of standards required</p>
<p>Similar considerations apply here as in the general remarks for all courses. The style of service is not an important factor.</p> <p>Whether the vegetables are served by the waiter, or ready plated, or are in serving dishes, they should look attractive, have a range of colour and texture and be arranged and garnished in an appealing way.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • A good range of colour. • Appealing arrangement. • Variety of cooking methods. • Attractive presentation.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Particularly tempting appearance.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Outstanding attention to detail. • Instantly appeal.
	<p>Below:</p> <ul style="list-style-type: none"> • Tired, lacked colour. • Vegetable mixed together in a messy pile. • Inappropriate texture (e.g. limp beans). • Overcooked

Quality and Execution	Examples of standards required
<p>Here an assessment is made of the basic quality and condition of the raw materials - are they old, soft, shrivelled, lacking flavour? Alternatively, are they fresh, firm and tasty? Also the quality of preparation and cooking. Technically demanding and creative use of salads and vegetables will be credited.</p> <p>Flavour, should be fresh and no taint of age. Texture, just cooked with a slight bite (unless of course they are to be pureed or mashed).</p> <p>The above points apply in principle to all establishments but account will be taken in the assessment of the house style.</p> <p>In some establishments, there may not be a wide selection of vegetables, but those that are available should be of good quality and well prepared.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Good quality of ingredients. • Well handled.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • A selection in tune with other dishes and complementing the overall menu. • Skilled technical handling.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • None of the elements can be improved upon. • Each element skilfully handled and the whole selection particularly well balanced.
	<p>Below:</p> <ul style="list-style-type: none"> • Below acceptable standard produce. • Under or over cooking. • Careless or inappropriate handling.

Selection/Variety	Examples of standards required
<p>Here marks are given for a balanced and interesting selection of vegetables, or salad items.</p> <p>A plate of vegetables comprising only boiled roots would probably not score well, but one consisting of a root vegetable with green vegetables such as beans or peas and a mixture of roasted, baked or fried vegetables would do better.</p> <p>Several salads, all drenched in mayonnaise would not offer a good choice.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Good, fresh selection. • In good condition.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • As above and in season. • Unusual or interesting varieties.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Unusual ingredients – well put together. • Locally sourced produce. • Innovative cooking / preparation method.
	<p>Below:</p> <ul style="list-style-type: none"> • Unappealing. • Dull. • All same colour/texture/cooking method. • Imbalance of imported varieties.

Flavour	Examples of standards required
<p>We would expect a balance of texture. All foods used should be as fresh as possible and served in a way that preserves this quality</p> <p>The taste should exemplify the main ingredient, complemented by the other flavours on the plate thus delivering a balance where each ingredient has a recognisable taste but forms part of a coherent whole.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Good balance of texture and flavour.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Overall effect is particularly tempting.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Use of noticeably superior produce. • Specialist or unusual ingredients. • Prepared in innovative ways.
	<p>Below:</p> <ul style="list-style-type: none"> • Lack of texture or flavour. • Cooked to incorrect consistency. • Too strong a flavour.

Fresh Content	Examples of standards required
<p>Credit will be given to those establishments who use fresh, seasonal ingredients locally purchased</p> <p>Fresh locally purchased vegetables and salad items are available throughout the year.</p> <p>Credit will be given to fresh local produce but it is also understood that these may well have to be supplemented by imported or “exotic” varieties.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Good proportion of fresh, local or seasonal vegetables.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • High proportion of fresh, local or seasonal vegetables.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Very high proportion of local, seasonal vegetables. • Evidence of unusual sourcing from the wild, e.g. truffles or other fungi.

	Below: <ul style="list-style-type: none"> • Mostly frozen or tinned vegetables. • Stale, tired produce.
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Serving Temperature (Achieves or below standard only)	Examples of Standards
Serving Temperature of the dish will also be mentioned. However, the grading for this section is achieves or below standard only.	Achieves: <ul style="list-style-type: none"> • Correct serving temperature
	Below: <ul style="list-style-type: none"> • Below the expected standard – too hot or too cold.

Sundries	
Water (Achieves or below standard only)	Examples of standards required
The style of water service will differ. Essentially water should be offered – preferably a choice of tap water, bottled water, still or sparkling.	Achieves: <ul style="list-style-type: none"> • Served chilled or iced. • Tap water served in a jug, with options offered of ice and possibly lemon slices. • Water glasses topped up as required.
	Below: <ul style="list-style-type: none"> • Tap water served warm. • Tainted flavour.

Bread/Butter	Examples of standards required
Credit will be given for quality, variety, choice, quantity and if totally produced in house, finished baked or brought in. The choice and quality of butter and butter substitutes will also be taken into account.	Achieves: <ul style="list-style-type: none"> • Good quality bread provided even if only one type. • Fresh.
	Exceeds: The above plus <ul style="list-style-type: none"> • Choice (e.g. unsalted and salted butter) • Minimum of two choices or specialist bread made specifically for the meal.
	Outstanding: The above plus <ul style="list-style-type: none"> • Unlimited supply • Wide variety. • Unusual breads offered.
	Below: <ul style="list-style-type: none"> • Stale. • Mouldy. • Sliced white bread only

Complimentary Courses	Examples of standards required
In an informal setting it is unlikely that complimentary courses, petit fours or canapés will be served but if these are, they will also be assessed using the same criteria as for other dishes depending type.	Achieves: <ul style="list-style-type: none"> • Canapés should be attractive and mouth watering to put an edge on the appetite. • Petit fours should be tempting and round off the meal in a satisfying way.
	Exceeds: The above plus <ul style="list-style-type: none"> • Both should achieve their aim. • A choice should be available.

	<ul style="list-style-type: none"> The should demonstrate the technical skill of the chef.
	Outstanding: The above plus <ul style="list-style-type: none"> They should achieve all the above without relying on bought in products.
	Below: <ul style="list-style-type: none"> Not fresh. Tasteless.

Beverages (Non Alcoholic)	Examples of standards required
In this section, an assessment will be made of the quality of beverages served at the end of a meal.	Achieves: <ul style="list-style-type: none"> Reasonable choice. Well made and served with appropriate accompaniments e.g. sugar/cream/milk.
Ideally, there should be a reasonable choice - coffee, tea and chocolate are desirable, with perhaps different types of coffee and tea, plus liqueur coffees.	Exceeds: The above plus <ul style="list-style-type: none"> Wide range of choice Freshly prepared for each guest.
	Outstanding: The above plus <ul style="list-style-type: none"> Using high quality products. Unusual choices.
	Below: <ul style="list-style-type: none"> Left to stew. Too strong or weak in flavour Tepid. Instant products of modest quality.

Wine and other Alcoholic Drink	
Wine List Appearance	Examples of standards required
The appearance of the wine list plus the extensiveness of the choice will be commented upon.	Achieves: <ul style="list-style-type: none"> In clean cover or folder. Easy to follow. Logical format. Few deletions.
	Exceeds: The above plus <ul style="list-style-type: none"> Good supplementary information. Very good quality printed materials.
	Outstanding: The above plus <ul style="list-style-type: none"> Excellent supplementary information including maps/anecdotes etc. Excellent quality printed materials.
	Below: <ul style="list-style-type: none"> Grubby. Badly set out. Difficult to use for the average person.

Range of Wines	Examples of standards required
Choice available	Achieves: <ul style="list-style-type: none"> Reasonable range from most

	mainstream production areas.
	Exceeds: The above plus <ul style="list-style-type: none"> • More unusual wines. • A good range of vintages. • Half bottles/carafes in good quality wines.
	Outstanding: The above plus <ul style="list-style-type: none"> • Deep specialisation of wine types or regions. • Good representation of wines for consumption with every part of the meal.
	Below: <ul style="list-style-type: none"> • Limited range. • Generally low quality. • Inappropriate for style of establishment.

Toilets/House Keeping Hygiene	
Please note that the following criteria within this section receives only an "Achieves" or "Below" Standard rating.	
Impression of Facilities	Examples of standards required
Cleanliness of toilets and housekeeping are of fundamental importance. All establishments are required to meet EatScotland entry standards.	<p>Achieves:</p> <ul style="list-style-type: none"> • Good standard of cleanliness and hygiene. • Well maintained. • Fresh, clean-smelling atmosphere. • Ease of entrance and exit into the toilet. • Good quality and condition of the entire décor including floor, ceiling and walls. • Good condition of the fittings. • Accessories and machines providing hygiene products well stocked and maintained. <p>Below:</p> <ul style="list-style-type: none"> • Dirty • Smelly • Encrusted grime etc • Poor maintenance of décor and fittings.