

EatScotland Criteria

Self-Service



The food offered in self-service restaurants can be of various types, but the style of service is the determining feature. Customers are generally required to take a tray, to form a queue at the point of service, and to carry the food to a table. This applies to each course, and to such things as tea and coffee. Service from staff is usually limited to clearing and cleaning tables.

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).

Self-Service

Reception and Serving Skills	
Hospitality on Arrival	Examples of standards required
Greeting/Friendliness Staff should be cheerful and welcoming, make friendly conversation and demonstrate a willingness to oblige. A warm welcoming smile and willingness to help are essential to achieving a higher assessment.	<p>Achieves:</p> <ul style="list-style-type: none"> • Acknowledging customer. <p>Exceeds: The above plus</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"> • 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 where applicable. • Over familiarity. • No knowledge of drinks available. • Kept waiting for a table but no explanation offered.
Ordering	Examples of standards required
In a self-service restaurant, the service offered will necessarily be limited to certain functions, mainly dispensing food from behind a counter, tidying and replenishing the display, clearing tables and preparing them for the next customers, and taking payment. As with any other sector these service functions can be either well or badly performed. More than technical competence is required here. During certain times of the day self-service restaurants operate at high volume. An essential part of good service, which will be assessed, is speed in both dispensing food and in clearing and preparing tables.	<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. <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • 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. <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Comprehensive knowledge of ingredients and their provenance.

	<p>Below:</p> <ul style="list-style-type: none"> • Unfriendly manner or attitude • Not knowing what is on/off menu or specials.
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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 entry standards.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Long hair tied back. • Dress kept in style of establishment. • Clean clothing. • General all round hygiene and cleanliness.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • House style throughout establishment adhered to.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • Visually appealing and striking dress code • Well groomed and in appropriate clothing.
	<p>Below:</p> <ul style="list-style-type: none"> • Un-kempt or food-smearing clothing. • Dirty fingernails or general poor hygiene.

Serving Skills	Examples of standards required
<p>The elements assessed under this section will vary widely according to the style of the restaurant. In a formal dining 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>In a self-service environment the cheerfulness and efficiency of behind the counter staff is the main element of service, followed by the prompt clearing of dirty tables.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Staff paying attention to customers in line and periodically tidying up and refreshing display food.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Quick, attentive service, with helpful advice and information on the dishes available. • Indication of possible waiting times for dishes that have to be prepared to order. • Constant refreshment of displays.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • High level of service by friendly, efficient servers.
	<p>Below:</p> <ul style="list-style-type: none"> • Touching any of the middle of dishes/food/or inside glasses by hand. • Allowing displays to become depleted, exhausted, untidy or unattractive.

Bill Handling	Examples of standards required
<p>This section also covers the acceptance of payment. Staff should be well versed in accepting and processing credit cards and cheques if the establishment accepts these.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> • Tills covered at all times. • Getting detailed bill once asked.

	<ul style="list-style-type: none"> • 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. • Style of bill / incentives to return. • Asking if all was ok with .service. • Offering of detailed receipt where necessary.
	<p>Below:</p> <ul style="list-style-type: none"> • Delay in calculating the bill at the pay point. • Inaccurate billing. • Ambiguous charging.

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.</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. In most mainstream restaurants we would expect to find red and/or white meat, poultry, fish, possibly vegetarian option, 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 are being opened up to new taste sensations, perhaps using familiar raw materials but presented in mouth-watering creations.

	<ul style="list-style-type: none"> It should be difficult to narrow down the choice to only one dish, as they are all appealing.
	Below: <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>In a self-service restaurant this may be wall mounted at the counter.</p>	Achieves: <ul style="list-style-type: none"> Clearly set out menu. Easy to access all relevant information. Gives clear breakdown of dish and style.
	Exceeds: The above plus <ul style="list-style-type: none"> Informative and logically laid out.
	Outstanding: The above plus <ul style="list-style-type: none"> Indication provided of where food was sourced. Detail regarding the fresh produce. High quality printed materials.
	Below: <ul style="list-style-type: none"> Too lengthy and complicated. Misleading inaccuracies in description of food offered. Use of technical terms should be correct and not a loose interpretation. Badly placed so as to be difficult to read. Tired, dirty or dusty.

Fresh Ingredients	Examples of standards required
<p>Refers to the ingredients stated on the menu as fresh or local.</p>	Achieves: <ul style="list-style-type: none"> Accurate, honest description of key ingredients.
	Exceeds: The above plus <ul style="list-style-type: none"> More detailed information on origin of fresh or local products.
	Outstanding: The above plus <ul style="list-style-type: none"> Highly informative, interesting, readable descriptions of products giving a real insight into their source/production.
	Below: <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>In a self-service environment there will usually be available a wide range of food other than the elements of a 3-course meal; cakes and other baked goods, sandwiches, "fast food", a range of desserts and so on. These will all be taken into account and</p>	Achieves: <ul style="list-style-type: none"> We would expect some care and thought to be given to the visual appeal of a dish in the display cabinet or serving dishes.

<p>assessed for quality and appearance. There will also be an assessment of such things as bread, butter or other spreads, tea, coffee and alternatives.</p> <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.</p> <p>Vegetables/Salad The same principles apply to vegetables as to all other parts of the meal. Appearance, texture, flavour, variety and skill of preparation will be assessed.</p> <p>Quality of Main Ingredients The finished dish must look attractive and appetising, the factors that will be considered are:</p> <p>Appropriate and a balanced variety of cooking methods. For example, not all one method or a mix of methods that detract from each other. Correct degree of cooking. To retain colour and texture and to the required level.</p> <p>Correct seasoning and use of herbs and spices</p> <p>Where pastry is used, its quality and whether it forms an integral part of the dish or added on completion.</p> <p>Sensitive use of garnish to complement the main ingredients where appropriate.</p> <p>The factors that will be considered are: The appearance on the plate where this is the responsibility of a member of staff dispensing food Generally, the visual impact of the food display itself. The way it is laid out on plates or trays or in bowls, The tidiness and the extent to which skill has been used in arranging and garnishing dishes and display trays.</p>	<ul style="list-style-type: none"> • Transfer to the plate should try to preserve a tidy, appealing appearance. • 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"> • Instantly 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. • Messy, unappealing appearance on the place.
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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 –good quality alternatives may be available.</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</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 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

<p>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. 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> <p>Fresh/Seasonal Content: Credit will be given to those establishments who use fresh, seasonal ingredients locally purchased.</p>	well matched to the nature of the raw materials
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> • All of the above continued with 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.

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 Hollandaise 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 pleasing. • District 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"> • Neither 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 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 or imbalance of flavour.

	<ul style="list-style-type: none"> Poorly cooked (i.e. floury or burnt taste) A sauce not complying to that advertised on the menu.
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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 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>Achieves:</p> <ul style="list-style-type: none"> Where that dish corresponds to the description on the menu. Has a good blend and balance of flavours. Is presented in a tidy fashion. Is appetizing. More than competently prepared. <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> The assessor would be looking for evidence of good manual skills. An 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"> The dish would need to have immediate eye-appeal displaying an artistic flair. Highly skilled use of ingredients (perhaps in novel combinations of flavours and textures). Be a 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
<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 – too hot or too cold.

Sweet/Pastry Dish	
Appearance	Examples of standards required
<p>As with the other courses the sweet dish must be part of a balanced meal and the following factors will be considered: Colour, to complement the overall menu. Flavour, not too strong or weak and in tune with the other dishes.</p>	<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.

	<ul style="list-style-type: none"> • Immediate instant appeal.
	Below: <ul style="list-style-type: none"> • Too much. • Over complex or fussy. • Looks difficult to eat. • Messy (e.g. melting, squashed)

Texture and Consistency	Examples of standards required
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	Achieves: <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 would 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 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.

	<ul style="list-style-type: none"> 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 produce food to a high standard at every meal will be credited.	Achieves: <ul style="list-style-type: none"> More than merely competent skill in preparation and presentation.
Creativity will be judged wherever it is found based on its suitability for the occasion, originality, purpose and its balance within the overall meal.	Exceeds: The above plus <ul style="list-style-type: none"> Excellent technical skills resulting in a high quality dish.
	Outstanding: The above plus <ul style="list-style-type: none"> Cannot reasonable by expected to be improved upon.
	Below: <ul style="list-style-type: none"> Unappetising "thrown" together

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.

Vegetables and Salads	
Appearance	Examples of standards required
Similar considerations apply here as in the general remarks for all courses. The style of service is not an important factor.	Achieves: <ul style="list-style-type: none"> A good range of colour. Appealing arrangement. Variety of cooking methods. Attractive presentation.
The vegetables should look attractive, have a range of colour and texture and be arranged and garnished in an appealing way.	Exceeds: The above plus <ul style="list-style-type: none"> Tempting appearance.
	Outstanding: The above plus <ul style="list-style-type: none"> Attention to detail. Immediate instant appeal.
	Below: <ul style="list-style-type: none"> Tired, lacked colour. Vegetable mixed together in a messy pile. Inappropriate texture (e.g. limp beans).

Quality and Execution	Examples of standards required
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.	Achieves: <ul style="list-style-type: none"> Good quality of ingredients. Well handled.
Flavour, should be fresh and no taint of age. Texture, just cooked	Exceeds: The above plus <ul style="list-style-type: none"> A selection in tune with other dishes and complementing the overall menu.

<p>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>	<ul style="list-style-type: none"> • 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 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>Achieves:</p> <ul style="list-style-type: none"> • Good, fresh selection. • In good condition.
<p>Vegetables comprising only boiled roots would probably not score well, but a mixture of a root vegetable with green vegetables such as beans or peas and roasted, baked or fried vegetables would do better.</p>	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> • As above and in season. • Unusual or interesting varieties.
<p>Several salads, but all drenched in mayonnaise would not offer a good choice.</p>	<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>Achieves:</p> <ul style="list-style-type: none"> • Good balance of texture and flavour.
<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>Exceeds: The above plus</p> <ul style="list-style-type: none"> • Overall effect is tempting.
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> • Use of 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>Achieves:</p> <ul style="list-style-type: none"> • Good proportion of fresh, local or seasonal vegetables.
<p>Fresh locally purchased vegetables and salad items are available</p>	<p>Exceeds: The above plus</p>

<p>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>	<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 fungi.
	<p>Below:</p> <ul style="list-style-type: none"> Mostly frozen or tinned vegetables. Stale, tired produce.

Serving Temperature (Achieves or below standard only)	Examples of Standards
<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 – too hot or too cold.

Sundries – if necessary	
Water (Achieves or below standard only)	Examples of standards required
<p>The style of water service will differ. Essentially water should be offered – preferably a choice of tap water, bottled water, still or sparkling.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> It should be served chilled or iced.
	<p>Below:</p> <ul style="list-style-type: none"> Tap water served warm. Tainted flavour.

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

Beverages (Non Alcoholic)	Examples of standards required
<p>In this section, an assessment will be made of the quality of beverages served at the end of a meal.</p> <p>Ideally, there should be a reasonable choice - coffee, tea and chocolate are desirable, with perhaps different types of coffee and tea, plus liqueur coffees.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> Reasonable choice. Well made and served with appropriate accompaniments e.g. sugar/cream/milk.
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> Wide range of choice

	<ul style="list-style-type: none"> Freshly prepared for each guest.
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> Using high quality products. Unusual choices.
	<p>Below:</p> <ul style="list-style-type: none"> Left to stew. Too strong or weak in flavour Tepid. Instant products of modest quality.

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
<p>Cleanliness of toilets and housekeeping are of fundamental importance. All establishments are required to meet EatScotland entry standards.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> Good standard of cleanliness and hygiene. Well maintained. Fresh, clean-smelling atmosphere. The ease of entrance and exit into the toilet. The quality and condition of the entire decor including floor, ceiling and walls. The quality of the fittings and their condition. Accessories and machines providing hygiene products should be well stocked and maintained. <p>Below:</p> <ul style="list-style-type: none"> Dirty Smelly Encrusted grime etc