

# EatScotland Criteria

## Home Dining



This category applies to food served in a Guest House or Bed and Breakfast and will, under most circumstances, be available only to resident guests – though some establishments take bookings from outside. There may be limited choice, or a fixed menu, and dishes may have to be chosen in advance. It is unlikely that these establishments will be licensed, and service will probably be by the proprietor or family.

# 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).

## Home Dining

Reception and Serving Skills	
Reservation:	Examples of standards required
<p>This takes into account all telephone or face to face reservations made where appropriate. In establishments offering home dining, the reservation will usually be made in conjunction with accommodation booking.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Friendly greeting and pleasant telephone manner throughout.</li> <li>• Explanation of dining restrictions (for example a set time for dinner).</li> <li>• Offering explanation on any menu restrictions at time of call e.g. a fixed menu.</li> </ul>
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> <li>• Name and numbers taken in the party.</li> <li>• "Can we help in any other way?"</li> <li>• Offer directions/map.</li> </ul>
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> <li>• Special dietary requirements checked.</li> <li>• Offer of directions/map plus follow up with email of reservation.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Rudeness or brusque manner.</li> <li>• No business greeting.</li> <li>• Putting phone down mid conversation.</li> <li>• No explanation of restrictions at time of booking.</li> <li>• No contact number taken.</li> </ul>

Hospitality on Arrival	Examples of standards required
<p>Greeting/Friendliness</p> <p>This may take account of the reception received on entering the house as well as the dining room. Owner (and/or staff) should be cheerful and welcoming, make friendly conversation and demonstrate a willingness to oblige.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Where no written menu is available a discussion of the food on offer.</li> </ul> <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> <li>• Offer of drinks (if appropriate) whilst looking at menu.</li> <li>• Well paced order taking (no long delay or rushed).</li> <li>• Friendly, relaxing conversation to suit the informal environment.</li> </ul> <p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Being given plenty of time to review menus.</li> <li>• The overall impression that establishment is a "well oiled machine" in the hands of committed and enthusiastic owners.</li> </ul> <p>Below:</p> <ul style="list-style-type: none"> <li>• Unfriendly manner or attitude.</li> <li>• Keeping guests waiting.</li> <li>• Not paying attention to the guests being there.</li> <li>• Over familiarity.</li> </ul>
<p>Ordering</p> <p>This covers the manner and efficiency of the person taking the order of both food and beverages.</p> <p>The manner in which all the pre-meal service is conducted is of greatest importance.</p>	<p>Examples of standards required</p> <p>Achieves:</p> <ul style="list-style-type: none"> <li>• Friendly with an ease of manner.</li> <li>• Good menu knowledge, especially what is on and what is unavailable.</li> <li>• Cheerfulness and willingness to please.</li> <li>• Advising in any delays within kitchen.</li> </ul> <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> <li>• Promptness and accompanying information within menu (e.g. soup of the day or any special dishes).</li> <li>• In-depth knowledge of individual dishes.</li> <li>• Offer advice on special dietary requirements or further information on composition of dishes on menu.</li> <li>• Good knowledge of ingredients.</li> </ul> <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge of ingredients and their provenance.</li> </ul>

	<p>Below:</p> <ul style="list-style-type: none"> <li>• Unfriendly manner or attitude</li> <li>• Menu not being given or explained to guest for a long while.</li> <li>• Not knowing what is on/off menu / special dish.</li> </ul>
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<p><b>Serving Skills</b> NB: Please note that it is possible that bread/butter – water – wine will be listed separately within the final reporting structure</p>	<p>Examples of standards required</p>
<p>An integral part of the overall experience of eating in a Guest House or Bed and Breakfast is the hospitality and service received. An otherwise excellent meal can be ruined by surly and indifferent service. On the other hand, what would have been an adequate and enjoyable meal can be elevated into a memorable occasion by thoughtful attentive service. Friendliness is far more important in this type of venue than formal techniques, but efficiency in ensuring that the guests have everything they need and that each course is served promptly and at the right temperature is very necessary.</p> <p>The elements assessed under this section will vary widely according to the style adopted by the establishment. 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 owners espouse should be performed with dexterity and efficiency.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Chilled or iced water should be available.</li> <li>• Offer more as necessary</li> <li>• Water and/or bread/butter offered fairly soon after sitting down.</li> <li>• Provision of adjuncts to drinks ice, lemon etc.</li> <li>• Wine should be served at the appropriate serving temperature where the establishment is licensed. If guests bring their own wine, an offer to chill/open should be made.</li> </ul> <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> <li>• Double-checking of order plus which customer is taking which drink.</li> </ul> <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> <li>• Anticipation of possible additional requirements such as sauces or condiments (e.g.: tartar sauce with fish, redcurrant jelly or mint sauce with lamb).</li> <li>• Pro-active sensitivity and awareness of guests' needs.</li> </ul> <p>Below:</p> <ul style="list-style-type: none"> <li>• Lack of any flexibility of timing or pace of a meal.</li> <li>• Refusal to consider any change to set dinner.</li> <li>• Courses served in a rushed and hurried fashion for the convenience of the operator.</li> </ul>

<p><b>Bill Handling</b></p>	<p>Examples of standards required</p>
<p>Generally in a B&amp;B, Guest House situation the bill for dinner will be presented on departure from the establishment and not at the end of dinner. However if you are only eating dinner then the following will apply.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Getting detailed bill once asked</li> <li>• Making sure bill is correct</li> </ul> <p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Prompt and efficiently handled</li> </ul> <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> <li>• Clearly made out</li> <li>• Style of bill / incentives to</li> </ul>
<p>This section also covers the acceptance of payment. Where there are staff these should be well versed in accepting and processing credit cards and cheques if the establishment accepts these.</p>	

	<p>return</p> <ul style="list-style-type: none"> <li>• Asking if all was ok with meal and service</li> <li>• Offering of detailed receipt where necessary</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Having to ask for bill and being kept waiting</li> <li>• Having to ask repeatedly for the bill</li> <li>• Inaccurate billing</li> <li>• Ambiguous charging, for example: charging for service then leaving gap for gratuities</li> <li>• Giving bill over without seeing if customer has finished dining</li> </ul>

<b>Menu</b>	
<b>Balance, Variety and Choice</b>	<b>Examples of standards required</b>
<p>In a Guest House or Bed and Breakfast, the style of food offered is likely to be much less complex than in a professional restaurant. This is not a reflection on fundamental quality, but a matter of approach and handling of raw materials. As in other sectors, an assessment will be made of the multiple elements that go to make up the meal. They are listed below - Not every meal in a Guest House or Bed and Breakfast context will necessarily contain all the elements.</p> <p>This is by far the most important part of the assessment of the overall experience. The general principles are the same for each course, though some elements will not be considered in some courses.</p> <p>Points that will be considered:  Menu Content  Choice/Balance  Relevance/Availability  Fresh Ingredients</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>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>We are not arbiters of fashion. We will not automatically give high marks to styles that are in vogue and penalise those that are not.</p>	<p><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>• A good choice across the main types of ingredients, though account would be taken of the nature and style of the establishment. A B&amp;B located by the sea may specialise in local fish.</li> </ul> <p><b>Exceeds: the above plus</b></p> <ul style="list-style-type: none"> <li>• There might be, in addition, more unusual choices such as offal or game.</li> </ul> <p><b>Outstanding: the above plus</b></p> <ul style="list-style-type: none"> <li>• There needs to be a "surprise" element; a feeling that horizons are being opened up to new taste sensations.</li> </ul> <p><b>Below:</b></p> <ul style="list-style-type: none"> <li>• Lack of choice on menu</li> <li>• No lighter options</li> </ul>

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

Courses (1 <sup>st</sup> /2 <sup>nd</sup> etc)	
Appearance	Examples of standards required
This broadly refers to the visual impact of dish as it is served.	Achieves: <ul style="list-style-type: none"> <li>• 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.</li> </ul>
	Exceeds: the above plus <ul style="list-style-type: none"> <li>• A pleasing and artistic arrangement, perhaps introducing extra elements to add to visual impact or a suitable garnish.</li> </ul>
	Outstanding: the above plus <ul style="list-style-type: none"> <li>• Exceptionally tempting, with garnish of unusual elements or displaying a high level of culinary skill.</li> </ul>
	Below: <ul style="list-style-type: none"> <li>• Too heavy.</li> <li>• Too much.</li> <li>• Over complex.</li> <li>• Looks difficult to eat.</li> <li>• Too neatly arranged.</li> </ul>

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>Fresh/Seasonal Content: Credit will be given to those</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Meat should be tender and well trimmed and lean.</li> <li>• The main ingredient should have good flavour, good colour and be of high quality.</li> <li>• Good fresh aroma, especially fish and shellfish.</li> <li>• Texture should be firm and suitably moist.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Texture should be of above average tenderness and</li> </ul>

establishments who use fresh, seasonal ingredients locally purchased.	flavour.
	<ul style="list-style-type: none"> <li>Length of cooking should be particularly well matched to the nature of the raw materials</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>Sensitive technical skills to provide a memorable dish.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>Quality of material not suitable for the cooking, method (e.g. tough, dry, sinewy meat used for a sautéed dish).</li> <li>Stale, out-of-date, tired produce (e.g. tainted fish).</li> </ul>

Quality of Sauce / Accompaniment	Examples of standards required
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>Achieves:</p> <ul style="list-style-type: none"> <li>Good flavour.</li> <li>Good Aroma.</li> <li>Good colour and gloss.</li> </ul>
Accompanying sauces such as Hollandaise should be used to enhance or contrast the main ingredient but giving an overall balance.	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>Overall effect is particularly pleasing.</li> <li>District flavour of the style of sauce – a very good example of its type.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>Texture, flavour, consistency nor appearance could be improved.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>Unappealing.</li> <li>Lack of texture.</li> <li>Consistency – too thin or thick.</li> <li>Lack of flavour.</li> </ul>

Balance and Flavour	Examples of standards required
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>Achieves:</p> <ul style="list-style-type: none"> <li>Balance of texture throughout meal.</li> <li>No jarring or over powering elements at the expense of others.</li> <li>The sauce should deliver what is promised on the menu, as to its nature, and be in sufficient quantity to add to the dish.</li> </ul>
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>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>Overall effect is particularly pleasing and adds significantly to the dish.</li> </ul>
Fresh/Seasonal Content: Credit will be given to those establishments who use fresh, seasonal ingredients locally purchased	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>All of the above used to produce an exceptional dish displaying great technical skill.</li> </ul>
	<p>Below:</p>

	<ul style="list-style-type: none"> <li>• Dull or unattractive.</li> <li>• Sauce too thick or thin</li> <li>• Lacking flavour.</li> <li>• Poorly cooked (i.e. floury or burnt taste)</li> <li>• A sauce not complying with that advertised on the menu.</li> </ul>
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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. 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><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>• Dish corresponds to the description on the menu.</li> <li>• Has a good blend and balance of flavours.</li> <li>• Presented in a tidy fashion.</li> <li>• Appetising.</li> <li>• Competently prepared.</li> </ul> <p><b>Exceeds: the above plus</b></p> <ul style="list-style-type: none"> <li>• Evidence of good manual skills.</li> <li>• Innovative approach.</li> <li>• Subtlety of flavours.</li> <li>• Good visual impact.</li> <li>• Delightful experience consistent through every aspect of the dish.</li> </ul> <p><b>Outstanding: the above plus</b></p> <ul style="list-style-type: none"> <li>• Immediate eye-appeal displaying and artistic flair.</li> <li>• Highly skilled use of ingredients (perhaps in novel combinations of flavours and textures).</li> <li>• Memorable experience.</li> </ul> <p><b>Below:</b></p> <ul style="list-style-type: none"> <li>• Burnt food.</li> <li>• Under cooked or raw food.</li> <li>• Ignoring cooking instructions, (e.g. duck is normally served 'pink' but the customer wants it well cooked).</li> </ul>

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

Sweet/Pastry Dish	
Appearance	Examples of standards required
<p>As with the other courses the sweet dish must be part of a balanced meal:</p>	<p><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>• Good visual impact.</li> <li>• Appealing.</li> </ul> <p><b>Exceeds: the above plus</b></p> <ul style="list-style-type: none"> <li>• Instantly tempting.</li> </ul> <p><b>Outstanding: the above plus</b></p> <ul style="list-style-type: none"> <li>• Attention to detail.</li> <li>• Instantly appealing.</li> </ul>

	<p>Below:</p> <ul style="list-style-type: none"> <li>• Too much.</li> <li>• Over complex or fussy.</li> <li>• Looks difficult to eat.</li> <li>• Messy (e.g. melting, squashed)</li> </ul>
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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"> <li>• Bright, fresh colour or combination of colours.</li> <li>• Good quality ingredients</li> <li>• Well balanced flavours and textures.</li> <li>• Good consistency.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Combination of at least two of the above presented.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• All of the above contained within the dish.</li> <li>• None of the elements could be improved upon.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Soggy or heavy pastry.</li> <li>• Lacking appropriate texture and flavour.</li> </ul>

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

Balance and Flavour	Examples of standards required
<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>Achieves:</p> <ul style="list-style-type: none"> <li>• Well balanced, with no overpowering flavours to the detriment of others.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Finely balanced flavours that delight the palate.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Cannot be improved upon.</li> </ul>

	<ul style="list-style-type: none"> <li>The overall effect of the dish is more than the sum of its parts.</li> </ul>
	Below: <ul style="list-style-type: none"> <li>Unbalanced, jarring flavours.</li> <li>"Off" taste.</li> <li>Inappropriate textures or flavours.</li> </ul>

Skills in Preparation and Presentation	Examples of standards required
The pudding or sweet is perhaps, more than any other, part of the meal expected to appeal to the eye and titillate the palate.	Achieves: <ul style="list-style-type: none"> <li>Competent skill in preparation and presentation.</li> </ul>
	Exceeds: the above plus <ul style="list-style-type: none"> <li>Excellent technical skills resulting in a particularly high quality dish.</li> </ul>
	Outstanding: the above plus <ul style="list-style-type: none"> <li>Cannot reasonably be expected to be improved upon.</li> </ul>
	Below: <ul style="list-style-type: none"> <li>Unappetising</li> <li>"Thrown" together</li> </ul>

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"> <li>Correct serving temperature</li> </ul>
	Below: <ul style="list-style-type: none"> <li>Below the expected standard – too hot or too cold.</li> </ul>

Vegetables and Salads	
Appearance	Examples of standards required
<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>	Achieves: <ul style="list-style-type: none"> <li>A good range of colour.</li> <li>Appealing arrangement.</li> <li>Variety of cooking methods.</li> <li>Attractive presentation.</li> </ul>
	Exceeds: the above plus <ul style="list-style-type: none"> <li>Particularly tempting appearance.</li> </ul>
	Outstanding: the above plus <ul style="list-style-type: none"> <li>Outstanding attention to detail.</li> <li>Instantly appeal.</li> </ul>
	Below: <ul style="list-style-type: none"> <li>Tired, lacked colour.</li> <li>Vegetable mixed together in a messy pile.</li> <li>Inappropriate texture (e.g. limp beans).</li> <li>Overcooked</li> </ul>

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"> <li>Good quality of ingredients.</li> <li>Well handled.</li> </ul>
	Exceeds: the above plus <ul style="list-style-type: none"> <li>A selection in tune with other</li> </ul>

<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>dishes and complementing the overall menu.</p> <ul style="list-style-type: none"> <li>• Skilled technical handling.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• None of the elements can be improved upon.</li> <li>• Each element skilfully handled and the whole selection particularly well balanced.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Below acceptable standard produce.</li> <li>• Under or over cooking.</li> <li>• Careless or inappropriate handling.</li> </ul>

<p><b>Selection/Variety</b></p> <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><b>Examples of standards required</b></p> <p>Achieves:</p> <ul style="list-style-type: none"> <li>• Good, fresh selection.</li> <li>• In good condition.</li> </ul> <p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• As above and in season.</li> <li>• Unusual or interesting varieties.</li> </ul> <p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Unusual ingredients – well put together.</li> <li>• Locally sourced produce.</li> <li>• Innovative cooking / preparation method.</li> </ul> <p>Below:</p> <ul style="list-style-type: none"> <li>• Unappealing.</li> <li>• Dull.</li> <li>• All same colour/texture/cooking method.</li> <li>• Imbalance of imported varieties.</li> </ul>
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<p><b>Flavour</b></p> <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><b>Examples of standards required</b></p> <p>Achieves:</p> <ul style="list-style-type: none"> <li>• Good balance of texture and flavour.</li> </ul> <p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Overall effect is particularly tempting.</li> </ul> <p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Use of noticeably superior produce.</li> <li>• Specialist or unusual ingredients.</li> <li>• Prepared in innovative ways.</li> </ul> <p>Below:</p> <ul style="list-style-type: none"> <li>• Lack of texture or flavour.</li> <li>• Cooked to incorrect consistency.</li> <li>• Too strong a flavour.</li> </ul>
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<b>Fresh Content</b>	<b>Examples of standards required</b>
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<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"> <li>• Good proportion of fresh, local or seasonal vegetables.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• High proportion of fresh, local or seasonal vegetables.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Very high proportion of local, seasonal vegetables.</li> <li>• Evidence of unusual sourcing from the wild, e.g. truffles or fungi.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Mostly frozen or tinned vegetables.</li> <li>• Stale, tired produce.</li> </ul>

<p>Serving Temperature (Achieves or below standard only)</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>Examples of Standards</p> <p>Achieves:</p> <ul style="list-style-type: none"> <li>• Correct serving temperature</li> </ul> <p>Below:</p> <ul style="list-style-type: none"> <li>• Below the expected standard – too hot or too cold.</li> </ul>
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<p>Sundries</p>	
<p>Water (Achieves or below standard only)</p> <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>Examples of standards required</p> <p>Achieves:</p> <ul style="list-style-type: none"> <li>• Served chilled or iced.</li> <li>• Tap water served in a jug, with options offered of ice and possibly lemon slices.</li> <li>• Water glasses topped up as required.</li> </ul> <p>Below:</p> <ul style="list-style-type: none"> <li>• Tap water served warm.</li> <li>• Tainted flavour.</li> </ul>

<p>Bread/Butter</p> <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>Examples of standards required</p> <p>Achieves:</p> <ul style="list-style-type: none"> <li>• Good quality bread provided even if only one type.</li> <li>• Fresh.</li> </ul> <p>Exceeds: The above plus</p> <ul style="list-style-type: none"> <li>• Choice (e.g. unsalted and salted butter)</li> <li>• Minimum of two choices or specialist bread made specifically for the meal.</li> </ul> <p>Outstanding: The above plus</p> <ul style="list-style-type: none"> <li>• Unlimited supply</li> <li>• Wide variety.</li> <li>• Unusual breads offered.</li> </ul> <p>Below:</p> <ul style="list-style-type: none"> <li>• Stale.</li> <li>• Mouldy.</li> <li>• Sliced white bread only</li> </ul>
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Complimentary Courses	Examples of standards required
<p>It is not usual for canapés or petit fours to be provided in the Home Dining environment but where a complimentary course is served, it will also be assessed using the same criteria as for other dishes depending on type.</p> <p><b>Canapés</b> Where these are served, an assessment will be made of their quality, attractiveness and the skill used in the production</p> <p><b>Petit Fours</b> Where petit fours or similar are served at the end of a meal they will be subject to assessment in the same way as canapés.</p>	<p><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>• Canapés should be attractive and mouth watering to put an edge on the appetite.</li> <li>• Petit fours should be tempting and round off the meal in a satisfying way.</li> </ul>
	<p><b>Exceeds: the above plus</b></p> <ul style="list-style-type: none"> <li>• Both should achieve their aim.</li> <li>• A choice should be available.</li> <li>• This should demonstrate the technical skill of the chef.</li> </ul>
	<p><b>Outstanding: the above plus</b></p> <ul style="list-style-type: none"> <li>• They should achieve all the above without relying on bought in products.</li> </ul>
	<p><b>Below:</b></p> <ul style="list-style-type: none"> <li>• Not fresh.</li> <li>• Tasteless.</li> </ul>

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.</p>	<p><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>• Reasonable choice.</li> <li>• Well made and served with appropriate accompaniments e.g. sugar/cream/milk.</li> </ul>
	<p><b>Exceeds: The above plus</b></p> <ul style="list-style-type: none"> <li>• Wide range of choice</li> <li>• Freshly prepared for each guest.</li> </ul>
	<p><b>Outstanding: The above plus</b></p> <ul style="list-style-type: none"> <li>• Using high quality products.</li> <li>• Unusual choices.</li> </ul>
	<p><b>Below:</b></p> <ul style="list-style-type: none"> <li>• Left to stew.</li> <li>• Too strong or weak in flavour</li> <li>• Tepid.</li> <li>• Instant products of modest quality.</li> </ul>

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

	<ul style="list-style-type: none"><li>• Accessories and machines providing hygiene products well stocked and maintained.</li></ul>
	<p>Below:</p> <ul style="list-style-type: none"><li>• Dirty.</li><li>• Smelly.</li><li>• Encrusted grime etc.</li><li>• Poor maintenance of décor and fittings.</li></ul>