

# EatScotland Criteria

## Fast Food and Takeaway



A whole range of food and menu types might be found under this heading, from a burger, coffee or sandwich bar to a variety of 'ethnic' restaurants. The common theme is the lack of any formality or ceremony. In some, food will be consumed on the premises and in others taken away for consumption. The aim is to get the food as quickly as possible and to consume it in a reasonable time. The dishes available will all be capable of being put together, cooked and served without any undue delay. Presentation is plain with minimal garnish. Service will usually be swift and limited.

# 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).

## Fast food and Takeaway

Reception and Serving Skills	
Hospitality on Arrival	Examples of standards required
<p><b>Greeting/Friendliness</b> Staff should be cheerful and welcoming, make friendly conversation and demonstrate a willingness to oblige.</p> <p><b>Efficiency</b> Where an order has been booked, in advance whoever greets the customer should have a record of the booking and should be able to find it at once.</p>	<p><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>• Acknowledging customer.</li> <li>• Efficient greeting and seating of customer and or guests.</li> <li>• Offer of menus and explanation of any restrictions.</li> <li>• If delay in seating offer of explanation plus alternative if necessary.</li> </ul>
	<p><b>Exceeds: the above plus:</b></p> <ul style="list-style-type: none"> <li>• A pleasant cheerful manner.</li> </ul>
	<p><b>Outstanding: the above plus:</b></p> <ul style="list-style-type: none"> <li>• A high degree of 'engagement' with the customer.</li> <li>• An offer of a seat if there is a period of time to wait for order.</li> </ul>
	<p><b>Below:</b></p> <ul style="list-style-type: none"> <li>• Kept waiting</li> <li>• Unfriendly manner or attitude</li> <li>• Staff chatting and keeping customers waiting</li> <li>• Not paying attention to the customer being there</li> </ul>
Ordering	Examples of standards required
<p>This covers the manner and efficiency. Credit will be given to cheerfulness and willingness to please.</p>	<p><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>• Friendly with an ease of manner.</li> <li>• Good menu knowledge.</li> <li>• 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><b>Exceeds: the above plus</b></p> <ul style="list-style-type: none"> <li>• Promptness and accompanying information within menu (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><b>Outstanding: the above plus</b></p> <ul style="list-style-type: none"> <li>• Comprehensive knowledge of ingredients and their provenance.</li> </ul>
	<p><b>Below:</b></p> <ul style="list-style-type: none"> <li>• Unfriendly manner or attitude.</li> <li>• Menu not being handed to</li> </ul>

	<p>customer for a long while.</p> <ul style="list-style-type: none"> <li>• Not knowing what is on/off menu.</li> </ul>
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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>Personal hygiene is also of fundamental importance. All establishments are required to meet EatScotland standards.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Long hair tied back.</li> <li>• Dress kept in style of establishment.</li> <li>• Clean clothing.</li> <li>• General all round hygiene and cleanliness.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• House style throughout establishment adhered to.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Visually appealing and striking dress code.</li> <li>• Well groomed and in appropriate clothing.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Unkempt or food-smearing clothing.</li> <li>• Dirty fingernails or general poor hygiene.</li> <li>• Unwell staff.</li> </ul>

Serving Skills	Examples of standards required
<p>Quality of service can have a major impact on enjoyment of the eating experience.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• The service should be efficient and quick.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Double-checking of order.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Friendly, informative and helpful, encouraging you to return.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Surly, aggressive and unhelpful.</li> </ul>

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"> <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 return.</li> <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</li> </ul>

	<p>kept waiting.</p> <ul style="list-style-type: none"> <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>
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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 but within the type of cuisine offered a reasonable range of choice should be offered, encompassing most mainstream food varieties.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Though Fast Food and Takeaway establishments may specialise to a high degree in menu content, a good cross section of main ingredients – red and white meat, fish, vegetarian, possibly shellfish.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• A variety of ingredients around the main theme, presented in different ways.</li> </ul>
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> <li>• An exciting approach to the style of cuisine offering new combinations and variety in presentation.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Lack of choice on menu.</li> <li>• No lighter options.</li> </ul>

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"> <li>• Clearly set out menu.</li> <li>• Easy to access all relevant information.</li> <li>• Gives clear breakdown of dish and style.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Informative and logically laid out.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Indication provided of where food was sourced.</li> <li>• Detail regarding the fresh produce.</li> <li>• High quality printed materials.</li> <li>• Anecdotal, literate, amusing.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>• Confusing menu.</li> <li>• Hand written but illegible</li> <li>• Dog-eared.</li> <li>• Too lengthy and complicated.</li> <li>• Misleading inaccuracies in description of food offered.</li> </ul>

	<ul style="list-style-type: none"> <li>Use of technical terms should be correct and not a loose interpretation.</li> </ul>
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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, readable descriptions of products giving a real insight into their source/production.</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>We would expect some care and thought to be given to the visual appeal of a dish. Taking into account the balance of colour, arrangement and ingredients in fast food and takeaway establishments. This may well depend to a large extent on packaging.</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>Instantly 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
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:  Homemade does not necessarily mean the best – source good quality alternatives	Achieves: <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</li> </ul>

<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. In Fast Food or Takeaway establishments, a more simple style is to be expected. 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>Fresh/Seasonal Content: Credit will be given to those establishments who use fresh, seasonal ingredients locally purchased.</p>	<p>fish and shellfish.</p> <ul style="list-style-type: none"> <li>• Texture should be firm and moist.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Texture should be of above average tenderness and flavour.</li> <li>• Length of cooking should be well matched to the nature of the raw materials.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• All of the above continued with 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
<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>In Fast Food or Takeaway establishments, there may be a range of optional sauces.</p>	<p>Achieves:</p> <ul style="list-style-type: none"> <li>• Good flavour.</li> <li>• Good Aroma.</li> <li>• Good colour and gloss.</li> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Overall effect is 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>• Neither 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> <li>• Many pre-packed sauces in plastic tubes may well fall into this category, though others may be acceptable.</li> </ul>

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</p>	<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> </ul>
	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• Overall effect is pleasing and harmonious.</li> </ul>
	<p>Outstanding: the above plus</p>

establishments who use fresh, seasonal ingredients locally purchased	<ul style="list-style-type: none"> <li>All of the above used to produce an exceptional dish displaying great technical skill.</li> </ul>
	Below: <ul style="list-style-type: none"> <li>Dull or unattractive.</li> <li>Lacking flavour.</li> <li>Poorly cooked (i.e. floury or burnt taste).</li> </ul>

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>Where that dish corresponds to the description on the menu.</li> <li>Has a good blend and balance of flavours.</li> <li>Is presented in a tidy fashion.</li> <li>Is appetizing.</li> <li>More than competently prepared.</li> </ul>
	<p><b>Exceeds: the above plus</b></p> <ul style="list-style-type: none"> <li>The assessor would be looking for evidence of good manual skills.</li> <li>An 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>The dish would need to have immediate eye-appeal displaying an artistic flair.</li> <li>Highly skilled use of ingredients (perhaps in novel combinations of flavours and textures).</li> <li>Be a 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
Serving Temperature of the dish will also be mentioned. However, the grading for this section is achieves or below standard only.	<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 – either too hot or too cold</li> </ul>

Sweet/Pastry Dish	
Appearance	Examples of standards required
In Fast Food or Takeaway establishments, sweet dishes will normally be in the form of pastries, cheesecake, fruit salads etc – for easy consumption off the premises.	<p><b>Achieves:</b></p> <ul style="list-style-type: none"> <li>Good visual impact.</li> <li>Appealing.</li> </ul>

	Exceeds: the above plus
	<ul style="list-style-type: none"> <li>Instantly tempting.</li> </ul>
	Outstanding: The above plus
	<ul style="list-style-type: none"> <li>Attention to detail.</li> <li>Immediate instant appeal.</li> </ul>
	Below:
	<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>

Texture and Consistency	Examples of standards required
As with the other courses, the sweet dish must be part of a balanced meal.	Achieves:
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	<ul style="list-style-type: none"> <li>Bright, fresh colour or combination of colours.</li> <li>Well balanced flavours and textures.</li> <li>Good consistency.</li> </ul>
	Exceeds: The above plus
	<ul style="list-style-type: none"> <li>Combination of at least two of the above presented.</li> </ul>
	Outstanding: the above plus
	<ul style="list-style-type: none"> <li>All of the above contained within the dish.</li> <li>None of the elements would be improved upon.</li> </ul>
	Below:
	<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
Where a sauce is part of the dish it should be of an appropriate consistency. The flavour should complement the main ingredient.	Achieves:
It is unlikely that this section will apply to Fast Food or Takeaway establishments.	<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>
	Exceeds: The above plus
	<ul style="list-style-type: none"> <li>Overall effect is pleasing comprising of most of the above elements.</li> </ul>
	Outstanding: The above plus
	<ul style="list-style-type: none"> <li>None of the elements can be improved upon.</li> </ul>
	Below:
	<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
Taste and combination of flavours: The taste should exemplify the main ingredient, complemented by the other flavours 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"> <li>Well balanced, with no overpowering flavours to the detriment of others.</li> </ul>
	Exceeds: The above plus

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

<b>Skills in Preparation and Presentation</b>	<b>Examples of standards required</b>
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>Achieves:</p> <ul style="list-style-type: none"> <li>More than merely competent skill in preparation and presentation.</li> </ul>
	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> <li>Excellent technical skills resulting in a high quality dish.</li> </ul>
	<p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>Cannot reasonable by expected to be improved upon.</li> </ul>
	<p>Below:</p> <ul style="list-style-type: none"> <li>Unappetising.</li> <li>"Thrown" together.</li> </ul>

<b>Serving Temperature (Achieves or below standard only)</b>	<b>Examples of Standards</b>
Serving Temperature of the dish will also be mentioned. However, the grading for this section is achieves or below standard only.	<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>

<b>Vegetables and Salads</b>	
<b>Appearance</b>	<b>Examples of standards required</b>
Similar considerations apply here as in the general remarks for all courses. The style of service is not an important factor. In fast food and takeaway establishments, salads are more likely to be found than vegetables.	<p>Achieves:</p> <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>
Vegetables and salads should look attractive, have a range of colour and texture and be arranged and garnished in an appealing way.	<p>Exceeds: The above plus</p> <ul style="list-style-type: none"> <li>Tempting appearance.</li> </ul>
	<p>Outstanding: The above plus</p> <ul style="list-style-type: none"> <li>Attention to detail.</li> <li>Immediate instant appeal.</li> </ul>
	<p>Below:</p> <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, brown edge lettuce).</li> </ul>

<b>Quality and Execution</b>	<b>Examples of standards required</b>
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	<p>Achieves:</p> <ul style="list-style-type: none"> <li>Good quality of ingredients.</li> <li>Well handled.</li> </ul>

<p>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 or salads but those that are available should be of good quality and well prepared.</p>	<p>Exceeds: the above plus</p> <ul style="list-style-type: none"> <li>• A selection in tune with other dishes and complementing the overall menu.</li> <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 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>Several salads, but 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 tempting.</li> </ul> <p>Outstanding: the above plus</p> <ul style="list-style-type: none"> <li>• Use of 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><b>Toilets/House Keeping Hygiene</b></p> <p><b>Please note that the following criteria within this section receives only an "Achieves" or "Below" Standard rating.</b></p>	
<p>Impression of Facilities</p> <p>Cleanliness of toilets and housekeeping are of fundamental importance. All establishments are required to meet EatScotland entry standards.</p>	<p>Examples of standards required</p> <p>Achieves:</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>• The ease of entrance and exit into the toilet.</li> <li>• The quality and condition of the entire decor including floor, ceiling and walls.</li> <li>• The quality of the fittings and their condition.</li> <li>• Accessories and machines providing hygiene products should be 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> </ul>