

Food Quality KPIs/Culture/Best Practice

‘The difference between food awards and no food awards depends on how you apply technique and retain flavour assuming quality ingredients and capability are in place’.

The purpose of this document is to rationalise back and front house KPI’s that support an award-winning dining experience, whether AA Rosettes or Michelin-stars. This is particularly useful in setting out strategies, training plans and a vision of the future. This document in no way prioritises awards over customers but allows your customers to benefit from increased standards of quality and value. With any business plan the ROI and market price point need to be rationalised in the first instance to ensure that your business will prosper still further with dining awards.

Source Ingredient Quality	World class products of heritage and provenence. Meats may focus on origin and breed. Fish may be hand-picked.	
	Flawless source-to-table freshness.	
	Time delay source—to-freshness.	
	Supermarket level of freshness.	
	Unknown source of ingredients.	
	Generic key ingredients.	
	Seasonal but not prime.	
	Seasonal and prime.	
Suppliers	Niche/Artisan/Specialist	
	Supplying a closed group of top chefs.	
	High quality generic.	
	Mass market.	
	Stable/consistent.	
	Unique product spec for your kitchen.	
	Cost focus – menu sales point restrictive.	
	Deliveries arrive at a suitable time to facilitate on-day cookery.	
	Deliveries are purely focussed around supplier logistics.	
Technique	Mastered innovation. New techniques bespoke to your restaurant.	
	Soundly replicated innovation.	
	Experimental/High level precision.	
	Experimental/Mid-range precision.	
	Experimental/ Poor precision.	
	Limited innovation.	
	Poor skill level & understanding.	

	Dated techniques delivering lack of dish/ingredient vibrancy.	
	Defined seasoning techniques and protocols linked to super fresh ingredients.	
	Dishes contain cost effective engineering v quality expected.	
Equipment	Mastery of cutting-edge equipment. Good range to drive precision and accuracy.	
	Experimental use of cutting-edge equipment.	
	Mixed advanced equipment.	
	Limited specialist equipment.	
	Plates designed for specific dishes.	
	Poor crockery selections.	
	Generic crockery/cutlery found universally.	
	Limited basic equipment.	
Skills/Capability	High level well proven recipe base.	
	All chefs have intimate understanding of underlying recipe science.	
	Well-staffed, efficient, experienced kitchen.	
	Skills delivered under high pressure causes inconsistency.	
	Skills delivered under moderate pressure to drive quality.	
	Pass chef takes a zero tolerance on items/dishes less than perfect.	
	Clear training and development with high levels of kitchen discipline, effort and team focused energy.	
	Specialist, experienced chefs per section.	
	Staffing levels meet quality and volume demand.	
	Multi-tasking chefs working different sections.	
	Flawless cleanliness and H&S standards.	
	The brigade may well contain some of the best chefs/output available in the industry.	
Mis en Place gearing.	All key recipes produced on the day to preserve and deliver world class freshness.	
	Mis en plac working on a 24-hour cycle, batch production may stretch across 2 days.	
	Mis en plac working on a 48-hour cycle.	
	Limited prepared food items held in fridges.	
	Exemplary storage techniques.	
	Exemplary temperature control.	
	Exemplary timing or service – dishes served spontaneously.	
FOH	Staff elegantly and impeccably presented with high levels of skill and sophistication.	

	Excellent collaborative relationship with the kitchen.	
	Flawless menu knowledge.	
	Flawless wine/drinks knowledge.	
	Smart, clean and well-maintained restaurant.	
	Restaurant may have unique design features.	
	Top quality service equipment.	
	High quality napery and table settings that may be unique within the industry.	
	Extensive wine/drinks list.	
	High quality wine/drinks list service equipment.	
	Highly organised service structure to deliver a serene and intuitive experience to the guest.	
	Service logistics and flow to encounter zero delays.	
	Service logistics and flow to be flexible for all diners.	
	High quality accessories such as pens, folios, business cards. Order taker may use Mont Blanc or similar.	
	High levels of guest anticipation and ongoing awareness.	
	Superb levels of hospitality to balance flawless delivery of service/the process.	
	Menus must appear nothing short of brand new for every service.	
	Seating must be clean and spotless.	
	Seating to deliver opulent comfort within the style of the restaurant.	
	Lighting to be high quality, bespoke and specialist, in line with the theme of the restaurant.	
	Background music to be delivered through a high-quality sound system.	
	Staff uniforms may have bespoke design to suit the theme and style of the restaurant.	
	Flawless cloak room facility with design led bathrooms.	

Notes.