

RESTAURANT

RATINGS INFOGRAPHIC

PLATE BOARD
Eating out is an experience we believe should be special. Dining in good company while enjoying delectable dishes is something to look forward to. Time-and-time again, great food often leads to great memories.

Restaurant rankings are undoubtedly subjective. There are few criteria, however, which remain vitally important to the overall customer experience and help to determine how to rate a restaurant. After sampling numerous fine dining restaurants in best cities around the world, we feel confident you will find our rating system agreeable on many levels.

HOW WE RATE RESTAURANTS

There are several considerations we use to rate restaurants and they are all part of the bigger picture.

Great restaurants take responsibility to answer every customer on the phone with patience and care

People want to feel welcomed when they arrive, and this is typically the first interaction

It is important how a restaurant handles reservations including the lack of availability for its patrons

A great restaurant should be well-coordinated to ensure that wait times are kept to a minimum

Offering valet parking (if applicable) considerably enhances the dining experience and improves the first and last impressions of an establishment

1 CALLING IN

1 FIRST CONTACT

4 WAIT TIMES

5 VALET PARKING

Ideally, every great dining experience starts with a friendly host to greet people as they enter.

1 HOSTS

2 AFFABILITY

Great restaurants have upbeat staff who are friendly and take care of needs without having to be asked.

2 STAFF & SERVICE

3 AMBIANCE

Guests appreciate when establishments offer an authentic experience – think cherry blossoms in a Japanese restaurant or rustic items in a BBQ joint

DECOR

LIGHTING

Lighting can make or break the mood, and top restaurants capitalize on this

MUSIC

When used tastefully, music can help patrons vibrate better to such place and may offer greater privacy between tables

A dining experience can last more than an hour which means seating and booths should be relatively comfortable

COMFORT

4 SEATING QUALITY

FLOOR PLAN & SPACE

The layout needs to be such that guests do not feel "too visible" or claustrophobic, and there is enough space that customers feel conversations are more-or-less private

HYGIENE

Cleanliness is arguably the most important thing where people will express concern

5 SERVICE AND PEOPLE

FRIENDLINESS

Patrons like friendly staff and always prefer that extra bit of hospitality

THE GOOD WORD

People like to hear from the knowledgeable staff what they would recommend for customers

The menu should be clear and detailed as possible while catering to specific audiences

MENU

6 ORDERING EXPERIENCE

OPTIONS

Customers enjoy having options presented, even if that means customizing their orders (e.g. due to allergies or personal preferences)

Quality of the preparation along with the ingredients are chief factors for rating

QUALITY

7 CUISINE

WAIT TIMES

While great food takes time to prepare, patrons should not be left waiting unnecessarily long

PRESENTATION

Food presented nicely, showing signs of artistry, reflects a restaurant that cares about the customer experience

Top restaurants have their own dessert menu which has a varied list of items to choose from

VARIETY

8 DESSERT

FLAVOUR

In some ways, a flavorful dessert is the restaurant's last chance at impressing the patrons – a rich, irresistible goodbye

PRESENTATION

Exhibition is an important aspect of the dessert experience, and it needs to look immaculate and taste exceptional

9 AFTER GLOW

LOBBY AREA

Many people like to discuss their next engagement before they leave; stellar lobbies (if applicable) are the perfect place to make future plans

As you can see, there are several factors to consider when rating a dining experience. The best restaurants take the utmost care not to leave any stone unturned when it comes to their patrons.

