

UPSCALE CASUAL F&B

Description - Upscale Casual dining serves one to three meals a day. Guests are seated and served by wait staff in booths or tables. Table service and dining ambiance are more casual than Fine Dining, but more formal than Family Casual. The menu offers a selection of items featuring familiar or regional favorites. Children's menus may be available. Bar service is usually available.

Facility Exterior:

Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.

Landscaping/Grounds - Landscaping conforms to park standards and grounds are well-maintained. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Appropriate drainage is maintained to keep water from collecting against buildings.

Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.

Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.

Pathways, Sidewalks, Ramps, Steps, and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.

Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. **If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.**

Public Signs - Public signs are appropriately located, accurate, and well-maintained. **Permanent signs are consistent with NPS standards and were approved prior to installation.** Temporary signs are professional in appearance.

Entrance - Entrances are clearly identified, clean, and well-maintained.

Site Utilities, Equipment, and Delivery Areas - Service areas are neat and well-maintained. Utilities are hidden from view as much as possible. Delivery areas are screened from public view.

Loading Docks/Delivery Area - Loading docks and delivery areas are neat, well-maintained, and screened from public view.

Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles **in accordance with NPS standards.** Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.

Fences and Walls - Fences and walls are cleared of overgrowth and well-maintained.

Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.

Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided. Employee smoking areas are screened from public view.

Facility Interior:

Entrance Area - Restaurant entrance and waiting areas are appropriately furnished, clean, and well-maintained. Noise and activity levels do not disturb guests in the dining area.

Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.

Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.

Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.

Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort. Thermostats are operational, and vent coverings are clean and well-maintained. Temperatures may vary between guest seating and food preparation areas.

Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.

Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.

Safety:

Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.

Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.

Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.

Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.

Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.

Animal Pest Exclusion - Facilities are inspected for animal pest (rodent, bat, and other animal pest) access according to the park-approved program schedule, and animal exclusion is implemented.

Chemical Storage - Cleaning chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to residents.

Dining Rooms:

Noise Level - Background music and PA systems are operational. Music is played at an appropriate level for customers and cannot be heard in adjoining areas. Live music or entertainment is appropriate and approved by the park.

Illumination - Lighting is adequate, appropriate, and sufficient for reading menus. Light fixtures are clean and operational, with no empty sockets or burned out-bulbs.

Furniture - Furniture is appropriate, adequate, and well-maintained. Table configurations provide sufficient passage for guests and servers. Seating capacity does not exceed state or local fire code maximum occupancy limits. Highchairs and booster seats for children are available upon request, and are clean, secure, and well-maintained.

Self Service - Self-serve food bars and buffets are stocked, neat, clean, and well-maintained.

Printed Materials (Menus/Drink Lists) - Sufficient menus and drink lists are appropriate, clean, easy to read, and free of extraneous markings. A copy of the menu is posted in a conspicuous location at or near the dining room entrance. Children's menus are provided upon request.

Promotion Boards/Specials - Promotion boards are legible and thematically appropriate. Chalk promotion/specials boards are acceptable if neatly designed, and hand writing is legible.

Beverage Displays - Beverage displays are appropriate, neat, clean, and secured.

Tableware/Glassware - Tableware and glassware are appropriate, matching, clean, and well-maintained. Plastic tableware or drinkware is not permitted.

Table Settings - Tables are set with salt, pepper, and appropriate condiments. Utensils are rolled in paper or cloth napkins, or are neatly set at the table. Table surfaces, tablecloths, and place mats are appropriate, clean, and well-maintained. Table decorations are appropriate and do not unduly clutter the table.

Interpretive Messaging - Park interpretive themes are incorporated in printed materials (receipts, menus, comment cards, etc.) and table settings (placemats, decorations, etc.), and interpretive messaging is approved by the park.

Games and Game Equipment - Entertainment materials (crayons, paper placemats, etc.) are appropriate, and games are complete and operational. Games do not affect adjacent diners (noise, clutter, etc.).

Food Prep Areas:

Hand Washing Stations - Hand washing sinks are operational and well-maintained, with hot and cold running water, soap, and towels or hand driers. Required signage is posted.

Food Preparation Area - Food preparation areas are clean and neat. A cleaning inspection log is posted and completed. Traces of insects, rodents, or other animals are not found in food preparation areas.

Food Storage - Foods are stored at appropriate temperatures, and are properly labeled and covered. Potentially hazardous foods are correctly thawed. Prepared foods waiting to be delivered do not sit for lengthy periods of time (i.e., greater than one minute).

Food Refrigeration and Heating/Cooking Equipment - Equipment in storage and food preparation areas and display cases are clean, operational, and well-maintained. Thermometers are present, calibrated, and accurate.

Beverage Equipment - Beverage equipment is clean, operational, and well-maintained. Beverage-dispensing lines are flushed out regularly and treated to eliminate lime buildup. A logbook with flushing and treatment dates is available upon request.

Ware-Washing Sinks - Three-compartment ware-washing sinks are adequate, clean, operational, and well-maintained. Sink compartments are correctly marked (wash, rinse, sanitize).

Grease Traps/Grill Hoods - Grease traps and grill hoods are clean, operational, and well-maintained. Grill hoods are tested according to state and local fire codes and have current inspection certificates or tags. Inspection and cleaning logs are available upon request.

Cleaning Supplies - Cleaning supplies and other chemicals are stored in properly marked containers and beneath or away from consumables. Current Safety Data Sheets (SDS) are accessible, and employees know where they are kept.

First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit. First aid kits are stored away from food or food contact areas.

Regulatory Postings - Employment regulation signage (e.g. OSHA job safety and health posters) are displayed in a high-traffic employee area.

Certificates - Current public health and food safety inspection certificates are displayed.

Services:

Hours of Operation - Facilities and services are operated and provided in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility and are visible from the facility's exterior.

Reservations - Reservations can be made but do not require confirmation. Pagers used to alert waiting guests buzz and vibrate discreetly. Reservations are honored and guests are seated within 5-10 minutes of their reservation time.

Greeting and Seating - Guests are acknowledged promptly by a designated greeter, and informed of any expected wait time. Guests are assisted to their table.

Wait Services - Wait staff are trained and knowledgeable about food and beverage items, including promotions and specials. Seated guests are greeted within 5 minutes. Wait staff returns at least once after delivery to inquire about guest satisfaction and to check that special requests were properly filled.

Food Delivery - Food delivery is timely and organized. Tables are ideally served simultaneously. Tray service is preferred.

Bus Service - Tables are bussed after each course. Tables, chairs, and floors are bussed and reset after each seating.

Leftovers To-Go Requests - Food containers (no Styrofoam) are provided for leftovers upon request. Wait staff or guests transfer food leftovers.

Guest Checks - Guest check folders are presented at the end of the meal, or earlier upon request. Itemized guest checks and receipts are accurate.

Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal visitor checks, and gift cards) are accepted at the Management Company's discretion or at the direction of the Service.

Tray Stands - Tray stands are promptly removed after use.

Refilling and Cleaning of Table Items - Table accoutrements are refilled and cleaned between service periods.

Outside Dining - Spills are cleaned and tables are cleared promptly to prevent attracting wildlife or pests. Appropriate interpretive wildlife feeding prohibitions are posted.

Food and Beverage:

Presentation - Food is appropriately plated, garnished, and arranged. Plating is creative and balanced.

Temperature - Food is maintained at the appropriate temperature from kitchen to table.

Ingredients - Foods are prepared with appropriate ingredients that meet FDA standards. Seasonal, local, and organic foods are preferred. Regional or local food is obtained from regulated or inspected producers.

Menu Item Availability - Menus reflect an appropriate variety of dishes and prices. Core menu items are present and correctly priced. Menu descriptions match the ingredients. Healthy items are indicated. Children's menus are available upon request. Menu listings are available throughout the serving period, except for limited inventory specials. Wait staff proactively inform guests of unavailable menu items.

Menu Advisories - Menus include an advisory for dishes that contain raw or undercooked proteins (meat, shellfish, etc.), and a request that guests alert wait staff to food allergies or special dietary needs.

Returned Menu Items - If a guest refuses or returns an order, wait staff promptly and courteously acknowledges the request, provides a time estimate for an alternative or a replacement, and checks with the guest after re-delivery that the item is satisfactory.

Self Service - Self-serve foods are appropriately compartmentalized, maintained at the appropriate temperature, and adequate serving utensils are provided. Food availability is monitored and restocked as necessary. Food is neatly and correctly labeled, and protected by sneeze guards.

Beverage Presentation - Beverages are served in appropriate drinkware and garnishes are suitable. Beverages are served at the appropriate temperature. Wait staff offers refills to guests.

Wine Service - Bottled wine is tasted by the guest before wait staff pours for the table. Guests typically refill their own glasses after the initial pouring by wait staff. When wine bottles are emptied, wait staff inquires if additional or different wine is desired.

Alcohol - Alcoholic beverage sales are in accordance with applicable federal, state and local laws. A 'carding' policy for ordering alcohol is enforced. Alcoholic beverages are consumed on site. Packaged alcohol sales are not permitted.

Healthy Foods - Appropriate food and beverage items are available that meet the NPS Healthy Foods requirements.

Personnel:

Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service. Staff proactively informs guests of anticipated delays and explains unanticipated delays.

Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information). Employees are proactive in solving issues, ensuring customer satisfaction, and anticipating customer needs.

Employee Appearance - Employees wear a uniform or name tag identifying them as concession staff. Uniforms are commensurate with the type of service provided and approved by the park. Employees present a neat, clean, and professional appearance.

Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.

Management Availability - A manager is available during operating hours, and are food-safety certified by an appropriate state or nationally accredited training program.

Staff Meal Hours - Staff meals and breaks do not interfere with serving the public. An employee break area is designated, which may be located within the public dining area, provided that the break area is discreet and is located away from the public seating area.