



National Independent
Concessionaires Association, Inc.
"Together We Can!"

Food & Beverage Standard of Delivery for Event Concessions

Every Guest should expect to receive a quality standard of Food and Beverage Delivery that includes the following examples:

- ★ *Guest walks up to an attractively decorated, well organized, and clean stand*
- ★ *Employees are focused on guests, not themselves*
- ★ *Guest is greeted with eye contact and a friendly greeting from an appropriately attired employee or volunteer*
- ★ *There is a sample or photo of products on view*
- ★ *Guest can order anything on the menu*
- ★ *Guest is politely asked if they want to purchase additional products*
- ★ *The correct price is posted, collected and/or rung up in view of guest.*
- ★ *Location accepts payment in the method the guest wants to pay*
- ★ *Items cooked and presented in a consistent manner*
- ★ *Guest waits an appropriate length of time for food*
- ★ *Guest receives exactly what was ordered attractively presented or wrapped*
- ★ *Drinks are served with lids and straws (check fair policy)*
- ★ *Guest receives hot items hot and cold items cold*
- ★ *Standard expectation that food is fresh and tastes good*
- ★ *Complete satisfaction guaranteed or item exchanged or money back*
- ★ *At end of transaction thanked for business and/or wished a good experience*
- ★ *Seating area is clean, attractive, and well maintained*
- ★ *Condiments and napkins easily located in a clean area (check fair policy)*
- ★ *Atmosphere includes music, lights, color, and/or plants whenever possible*
- ★ *All products and personal items are safely stored off the ground and out of public view*
- ★ *Fire and Health Department Rules and Regulations followed*
- ★ *Proper personal hygiene practiced by all employees*
- ★ *Emphasis is on the complete guest experience being memorable, tasty, and pleasant*

Phone: (813) 438-8926 • Fax: (813) 803-8460 • Email: nica@nicainc.org
1043 E. Brandon Blvd. Brandon, FL 33511