

HOSPITALITY MANAGEMENT COMPANY

Interview Scorecard

Hospitality Company: _____

Interviewer: _____

Date: _____

FINANCIAL TRANSPARENCY	EXCELLENT	GOOD	NEUTRAL	NEED(S) IMPROVEMENT	POOR
How often will we receive a financial statement? Monthly?					
How soon after the close of month will we receive financial information?					
What do you do with your purchasing rebates? How do you apply them?					
What protection would we have from budget variances?					
What level of involvement do you have with locally sourced purchasing?					
Will you solicit multiple quotes on capital expenditures?					

LEADERSHIP OVERSIGHT	EXCELLENT	GOOD	NEUTRAL	NEED(S) IMPROVEMENT	POOR
How often will we be visited by the senior leadership team?					
Describe the level of access we will have to your C-suite.					
How frequently will we meet with your Operations Director or District Manager?					
How many accounts does your Operation Director or District Manager oversee?					
What is the approval process for any requested operational changes?					

DINING OPERATIONS	EXCELLENT	GOOD	NEUTRAL	NEED(S) IMPROVEMENT	POOR
Are we able to easily modify serving times?					
Are we able to easily change menu frequency?					
Are we able to easily add or delete menu items?					
Are we able to custom-brand service points and dining program?					
Would we receive copies of all sanitation inspections?					
How frequently would you survey our employees/students? How are the results shared with us? How quickly do you respond to feedback?					
What dining program resources will you corporately support (marketing, technology, facility, design development)? Are there additional charges for that support?					

