

confidence  
assured  
at bath



Hospitality at Bath  
Mystery Customer- 4 West





<b>Description of server:</b>	Served by a number of people (3 men and 1 woman)						
<b>Date of visit:</b>	21/01/2010						
<b>Time:</b>	12:45						
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>							

**Comments**

<b>Presentation and Ambience</b>		
1. Immediate external areas tidy and litter free	[ 1 ]	
2. Air temperature/quality comfortable	[ 1 ]	Slightly on the chilly side
3. Good standard of general housekeeping	[ 1 ]	
4. All staff in clean and presentable uniform (Black trousers/skirt & white T-shirt)	[ 1 ]	
5. Furniture arranged in an orderly manner	[ 1 ]	
6. Was all the signage instructions easy to understand	[ 0 ]	Had to ask what the vibrating coaster was for
7. Were promotions/offers obvious	[ 1 ]	
8. Were there menus on every table	[ 0 ]	
<b>Total:</b>	[ 6 ]	/ 8

<b>Transaction</b>		
1. Were you acknowledged on your arrival at the bar in a polite manner	[ 1 ]	
2. Were you served promptly - within 5 minutes	[ 1 ]	
3. Were you served in order	[ 1 ]	
4. Did the staff have a good knowledge of the products (test)	[ 1 ]	
5. Did the staff have a good knowledge of 4W (test)	[ 1 ]	
6. Did you feel the service staff were capable	[ 1 ]	
7. Was the speed of your service suitable	[ 0 ]	Waited 20 minutes for a Panini, even though it was quiet. I think this may have been due to a faulty vibrating coaster thing. However, despite a number of staff and few customers, it took longer than expected, to track us down.
8. Were you given the correct change	[ 1 ]	
<b>Total:</b>	[ 7 ]	/ 8

<b>Food Standards</b>		
1. Were you inform at the time of purchase of the waiting time	[ 0 ]	
2. Did your food arrive in the time stated at purchase	[ 0 ]	
3. Were there condiments and clean cutlery available	[ 1 ]	
4. Was the food as stated on the menu	[ 1 ]	
5. Was everything available on the food menu - ask before order	[ 1 ]	
<b>Total:</b>	[ 3 ]	/ 5



**Customer Care**

1. Bar staff not smoking in uniform or consuming food or drink behind the bar	[ 1 ]	
2. Bar staff not chewing gum or using mobile phones	[ 1 ]	
3. Customers given priority over cleaning tasks/socialising	[ 1 ]	
4. Was your drink of a high standard	[ 1 ]	
5. Did you get the impression that the staff enjoyed their work	[ 0 ]	Looked bored
Total:	[ 4 ]	/ 5

**General Standards**

1. Bar surface tidy and maintained - front and back	[ 1 ]	
2. Chilled cabinets fully stocked and presented	[ 1 ]	
3. Music/TV volume appropriate	[ 1 ]	
4. Music/TV style appropriate to time of day	[ 1 ]	
Total:	[ 4 ]	/ 4

**Facilities**

1. Are toilets clean, and hygienic	[ 1 ]	
2. Soap and hand dryers working	[ 1 ]	
3. All door locks operational	[ 1 ]	
4. Walls and doors graffiti free	[ 1 ]	
Total:	[ 4 ]	/ 4

Please give an overview of your experience:

Food fairly basic but OK, slow service, not somewhere I would rush to go back.

Is there any other service/facility you would like to see?

The general lay out was somewhat empty and odd and not particularly welcoming- lay out maybe could be improvedddition of plants ok.

**Minimum Standard Required: 70%**

**January Mystery Customer: 82%**

Total: 28 / 34