

confidence  
assured  
at bath



Hospitality at Bath  
Mystery Customer- 4 West





<b>Description of server:</b>	Female, short, thin, dark short hair, Eastern European						
<b>Date of visit:</b>	25/02/2010						
<b>Time:</b>	13:30						
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>	Jacket potato, fish filling, hot chocolate, shortbread, £5.55						

			Comments
<b>Presentation and Ambience</b>			
1. Immediate external areas tidy and litter free	[ 1 ]		
2. Air temperature/quality comfortable	[ 1 ]		
3. Good standard of general housekeeping	[ 1 ]		Although not all rubbish cleared from tables.
4. All staff in clean and presentable uniform (Black trousers/skirt & white T-shirt)	[ 1 ]		
5. Furniture arranged in an orderly manner	[ 1 ]		My stool would only face one way.
6. Was all the signage instructions easy to understand	[ 0 ]		Price of fruit not obvious.
7. Were promotions/offers obvious	[ 0 ]		Breakfast deals obvious, but not other deals.
8. Were the menus visible/available	[ 1 ]		
<b>Total:</b>	[ 6 ]	/ 8	

<b>Transaction</b>			
1. Were you acknowledged on your arrival at the bar in a polite manner	[ 1 ]		Fair
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)	[ 0 ]		See overview
5. Did the staff have a good knowledge of 4W (test)	[ 0 ]		Different server (long blond hair, thin) was not sure where security office was, indicated general direction where she thought it was (towards Wessex House) with apology.
6. Did you feel the service staff were capable	[ 1 ]		
7. Was the speed of your service suitable	[ 1 ]		But not as stated on receipt. I gave £10, says I gave £5.55
8. Were you given the correct change	[ 1 ]		
<b>Total:</b>	[ 6 ]	/ 8	



Food Standards		
1. Were you inform at the time of purchase of the waiting time	[ 1 ]	Did not have to wait Jacket potato, given straight away, told where to wait for hot chocolate.
2. Did your food arrive in the time stated at purchase	[ 1 ]	
3. Were there condiments and clean cutlery available	[ 0 ]	Generally, but only given fork when knife would have been useful too.
4. Was the food as stated on the menu	[ 1 ]	Food matched description given by server.
5. Was everything available on the food menu - ask before order	[ 1 ]	
Total:		[ 4 ] / 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 ]	Hard to say as they were busy, but not terribly enthusiastic.
Total:		[ 4 ] / 5

General Standards		
1. Bar surface tidy and maintained - front and back	[ 1 ]	
2. Chilled cabinets fully stocked and presented	[ 0 ]	Drinks and snacks-yes, sandwiches-no
3. Music/TV volume appropriate	[ - ]	N/A
4. Music/TV style appropriate to time of day	[ - ]	N/A
Total:		[ 1 ] / 2

Please give an overview of your experience: Pleasant enough experience, food good and service prompt but felt staff were not expecting questions. When I asked about any deals/promotions replied with "like what?" Mentioned panini and fruit combos. I asked about the dill sauce with the salmon- told it is not pieces of salmon just mixed into a mouse (perhaps could have been clearer on menu as supposed to "Salmon and dill cream").

Is there any other service/facility you would like to see? Perhaps some gentle music would improve ambiance for those on their own, but may not be wanted by all. Clearly a cafe type atmosphere perhaps lunch/hot food options could be made clearer or promoted more. Coffee loyalty cards could be advertised as I was not aware of this offer other than from the questionnaire guide.

**Minimum Standard Required: 70%**

**February Mystery Customer: 75%**

Total: 21 / 28

Completed by: Xxx

Date: 25/02/2010