

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- 4 West





Description of server:	Fair male with goatee							
Date of visit:	10/3/2010							
Time:	12:45							
Level of trade:	Quiet	1	2	3	4	5	Busy	
Your order and value	Crostini, cappuccino, water; 5.80							

			Comments
Presentation and Ambience			
1. Immediate external areas tidy and litter free	[1]		
2. Air temperature/quality comfortable	[0]		A little cold
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	[1]		
7. Were promotions/offers obvious	[0]		
8. Were the menus visible/available	[0]		Not visible except at counters
Total:		[5]	/ 8

Transaction			
1. Were you acknowledged on your arrival at the bar in a polite manner	[1]		
2. Were you served promptly - within 5 minutes	[0]		
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	[1]		
8. Were you given the correct change	[1]		
Total:		[7]	/ 8

Food Standards			
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	[0]		Signage promoted meal deal, server indicated it was discontinued.
5. Was everything available on the food menu - ask before order	[1]		
Total:		[2]	/ 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	[1]		
Total:	[5]	/ 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	

Please give an overview of your experience:

Very busy as UCAS Open Day; disappointed that meal deal was promoted despite being discontinued.

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

Minimum Standard Required: 70%

March Mystery Customer: 77%

Total: 23 / 30