

confidence  
assured  
at bath



Hospitality at Bath  
Mystery Customer- 4 West





<b>Description of server:</b>	2 males - corporate uniform						
<b>Date of visit:</b>	06/08/2010						
<b>Time:</b>	12:45pm						
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>	Meal deal - panini and fresh derst and an americano with an extra shot - £5.95						

**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 ]	
4. All staff in clean and presentable uniform (Black trousers/skirt & white T-shirt)	[ 0 ]	black tee shirts
5. Furniture arranged in an orderly manner	[ 1 ]	
6. Was all the signage instructions easy to understand	[ 0 ]	
7. Were promotions/offers obvious	[ 0 ]	
8. Were the menus visible/available	[ 0 ]	
<b>Total:</b>	[ 5 ]	/ 8

**Transaction**

1. Were you acknowledged on your arrival at the bar in a polite manner	[ 0 ]	It wasn't a very friendly greeting - Grumpy
2. Were you served promptly - within 5 minutes	[ 0 ]	queue - I checked out - 15mins
3. Were you served in order	[ 1 ]	
4. Did the staff have a good knowledge of the products (test)	[ 0 ]	asked for an extra shot of coffee and was charged for 2 drinks
5. Did the staff have a good knowledge of 4W (test)	[ 1 ]	asked where toilets were - ok
6. Did you feel the service staff were capable	[ 1 ]	debatable
7. Was the speed of your service suitable	[ 1 ]	given vibrating pager thing ok
8. Were you given the correct change	[ 1 ]	
<b>Total:</b>	[ 5 ]	/ 8

**Food Standards**

1. Were you inform at the time of purchase of the waiting time	[ 0 ]	given pager - 5mins - not told a time when served
2. Did your food arrive in the time stated at purchase	[ 0 ]	
3. Were there condiments 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



<b>Customer Care</b>		
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	[ 0 ]	coffee was weak, complained issued a new one
5. Did you get the impression that the staff enjoyed their work	[ 0 ]	
Total:		[ 3 ] / 5

<b>General Standards</b>		
1. Bar surface tidy and maintained - front and back	[ 1 ]	
2. Chilled cabinets fully stocked and presented	[ 1 ]	
Total:		[ 2 ] / 2

Please give an overview of your experience:

I was charged full price for an extra shot of coffee, the coffee was weak and I had to have it replaced. I was not offered the choice of eat in or take away and was not asked about a loyalty card

The meal deal signage was not very clear, when ordering the Panini I chose to eat in. When I collected the Panini I was given a paper bag and a serviette, I was not offered a plate to eat from.

4 weeks ago I ordered 5 takeaway coffees I asked for something to carry them and was given a brown paper bag. Before I left the counter the drinks had tipped over and the coffee was leaking onto the floor. It was only then the server reluctantly offered me a plastic tray as well as refilling the drinks.

**64% = Fail**

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

Total: 18 / 28