

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- 4 West





Description of server:	Robert Davies and Clovis Patten						
Date of visit:	07/07/2010						
Time:	3:45pm						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	£6.90						

Comments

Presentation and Ambience

1. Immediate external areas tidy and litter free	[1]	
2. Air temperature/quality comfortable	[1]	Air con might be a bit cold on non sunny days
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	[1]	
8. Were the menus visible/available	[1]	
Total:	[8]	/ 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	[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	[1]	
8. Were you given the correct change	[0]	Food yes - Coffee no, but it was quite busy then.
Total:	[7]	/ 8

Food Standards

1. Were you inform at the time of purchase of the waiting time	[0]	But only a short wait
2. Did your food arrive in the time stated at purchase	[1]	
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]	
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	[1]		
Total:	[5]	/ 5	

General Standards			
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 ordered at a time of low demand (after the lunch time rush) and the menu was still available in full. Service and quality were high so no complaints. The coffee however was ordered earlier when lots of customers were around. At those times staff could need more efficiency, E.G. Opening second till and keeping cool - I found some staff felt a bit swamped which results in mistakes (short changing) which are unnecessary if trained how to cope with stress. Apart from that well done.

92% = Pass

Is there any other service/facility you would like to see?
Good choice maybe extend the hot menu a bit more

Total: 26 / 28