

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- 4 West





| | | | | | | | |
|-------------------------------|-------------------------------|---|---|---|---|---|-------|
| Description of server: | Young, male, 20-25, dark hair | | | | | | |
| Date of visit: | Friday 11th june 2010 | | | | | | |
| Time: | | | | | | | 12:00 |
| Level of trade: | Quiet | 1 | 2 | 3 | 4 | 5 | Busy |
| Your order and value | | | | | | | £5.25 |

| | | | Comments |
|--|-------|-------|---------------------------------|
| Presentation and Ambience | | | |
| 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) | [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] | | Very well advertised on counter |
| 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] | | it was very quiet though |
| 3. Were you served in order | [1] | | |
| 4. Did the staff have a good knowledge of the products (test) | [1] | | yes |
| 5. Did the staff have a good knowledge of 4W (test) | [1] | | yes |
| 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: | | [8] | / 8 |

| Food Standards | | | |
|---|-------|-------|--|
| 1. Were you inform at the time of purchase of the waiting time | [?] | | no but there was there no need |
| 2. Did your food arrive in the time stated at purchase | [?] | | N/A |
| 3. Were there condiments available | [1] | | Yes |
| 4. Was the food as stated on the menu | [0] | | Yes and no, the filling of my panini was hardly there at all |
| 5. Was everything available on the food menu - ask before order | [1] | | Yes |
| Total: | | [2] | / 3 |



| 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] | | Lovely |
| 5. Did you get the impression that the staff enjoyed their work | [0] | | Hmm |
| Total: | [4] | / 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:

lovely place, well maintained and cleaned. However the food was not up to standard, the panini I ordered (goats cheese and chorizo) mainly consisted of two slices of bread with hardly anything in between!

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

A salad bar perhaps, or a counter along the lines of subway, where one choses our own fillings, freshly prepared and proper amounts of fillings.

92%=Pass

Total: 24 / 26