

confidence  
assured  
at bath

Hospitality at Bath  
Mystery Customer- 4 West





Description of server:	Male, late 30's, slim, dark short hair							
Date of visit:	19/04/2010							
Time:	12:00- 15:00							
Level of trade:	Quiet	1	2	3	4	5	Busy	
Your order and value	Panini, dessert, latte, tabouleh salad							

		Comments
<b>Presentation and Ambience</b>		
1. Immediate external areas tidy and litter free	[ 1 ]	Very tidy including tables
2. Air temperature/quality comfortable	[ 1 ]	Much colder than outside or in office
3. Good standard of general housekeeping	[ 1 ]	Very few uncleaned tables
4. All staff in clean and presentable uniform (Black trousers/skirt & white T-shirt)	[ 1 ]	But no name tags. Would this be a good idea?
5. Furniture arranged in an orderly manner	[ 1 ]	
6. Was all the signage instructions easy to understand	[ 1 ]	Not sure which queue to join for hot food/drink only, etc.
7. Were promotions/offers obvious	[ 1 ]	Not sure where the desserts are in the meal deal.
8. Were the menus visible/available	[ 1 ]	Most things priced at source too
Total:		[ 8 ] / 8

<b>Transaction</b>		
1. Were you acknowledged on your arrival at the bar in a polite manner	[ 1 ]	Although server seemed very nervous (see comment in the end)
2. Were you served promptly - within 5 minutes	[ 1 ]	4 people in front, served in 2 minutes.
3. Were you served in order	[ 1 ]	
4. Did the staff have a good knowledge of the products (test)	[ 0 ]	Asked which desserts were in meal deal - server needed to be prompted
5. Did the staff have a good knowledge of 4W (test)	[ 1 ]	Asked a girl about 4 West now being fully open- good knowledge
6. Did you feel the service staff were capable	[ 1 ]	Yes, although see comment in the end.
7. Was the speed of your service suitable	[ 1 ]	
8. Were you given the correct change	[ 1 ]	
Total:		[ 7 ] / 8

<b>Food Standards</b>		
1. Were you inform at the time of purchase of the waiting time	[ 0 ]	Also, did not ask if eating in or out, girl doing drinks
2. Did your food arrive in the time stated at purchase	[ 0 ]	Had to ask
3. Were there condiments and clean cutlery available	[ 1 ]	Condiments obvious, cutlery absent
4. Was the food as stated on the menu	[ 1 ]	
5. Was everything available on the food menu - ask before order	[ 1 ]	But server seemed a bit unsure
Total:		[ 3 ] / 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 ]	But not much demand as on time as quiet
4. Was your drink of a high standard	[ 0 ]	Bit too much froth on latte for me, but good temperature (hot!!)
5. Did you get the impression that the staff enjoyed their work	[ 0 ]	Not overly, seemed a bit bored as not busy
Total:	[ 3 ]	/ 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	[ - ]	Did not notice any music, so listened for some, but definitely none.
4. Music/TV style appropriate to time of day	[ - ]	See above.
Total:	[ 2 ]	/ 2

Please give an overview of your experience: Generally Ok, but I had to criticise:

Tabouleh a little bland

Panini a little pricey

Strawberry mousse delicious

The café was surprisingly quiet for 12:30. The girl barista was also surprised when I asked her, but she thought it was term time so put it down to the hot weather.

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

The man who served me might have been new to 4 West, as he was very quiet, nervous and unsure of things - not rude in anyway, just seemed to lack confidence. I recognised him, so he was not new to the university, but may have been new to 4 West. The girl barista gave him advice on the till when he needed it. This was fine, as it was not busy, but it did mean that he was not confident to up sell, to chat to customers etc.

**Minimum Standard Required: 70%**

**April Mystery Customer: 82%**

Total: 23 / 28