

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- Blues Cafe





Description of server:	female, 20's, dyed red hair, no glasses						
Date of visit:	03/03/2010						
Time:	14:00						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	Pasta & chicken basil, Jacket potato & Macherel, Cappuccino						

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 & black 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 there menus on every table	[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]	Immediately
3. Were you served in order	[1]	
4. Did the staff have a good knowledge of the products (test)	[1]	I asked about the Cajun chicken and the staff explained it to me.
5. Did the staff have a good knowledge of STV (test)	[1]	I asked for the nearest cash machine and I got directions.
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 there condiments and clean cutlery available	[1]	
2. Was the food as stated on the menu	[1]	But very bland.
3. Was everything available on the food menu - ask before order	[0]	No baguettes left.
Total:	[2]	/ 3



			Comments
Customer Care			
1. Bar staff attentive and not 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	[0]		Staff did not seem very happy, but they were working hard.
Total:		[4] / 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:

I thought the staff did an excellent job today and maintained a high level of customer service. My criticism is that the lunch menu is very complicated. There are too many options and many do not match. E.g. I wanted Cajun chicken and pasta, but was told that it came without the sauce. Same with the mackerel and the jacket potato. I chosed (in the end-after decyphering the menu) chicken and basil after staff recommendation, but found it very bland.

Is there any other service/facility you would like to see? No

Minimum Standard Required: 70%

February Mystery Customer: 93%

Total: 26 / 28