

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- Blues Cafe





Description of server:	Male, Asian origin						
Date of visit:	01/02/2010						
Time:	13:00						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	£ 7.95, 3 jaket potatoes						

			Comments
Presentation and Ambience			
1. Immediate external areas tidy and litter free	[1]		
2. Air temperature/quality comfortable	[1]		
3. All staff in clean and presentable uniform (Black trousers/skirt & Team Bath/ white T-shirt)	[1]		
4. Furniture arranged in an orderly manner	[1]		
5. Was all the signage instructions easy to understand	[1]		
6. Were promotions/offers well obvious	[1]		
7. Good standard of general housekeeping	[1]		
8. Were there menus on every table	[0]		Menus on the bar
Total:		[7] / 8	

Transaction		
1. Acknowledgement 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 their products (test)	[1]	
5. Did the staff have a good knowledge of STV (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	[1]	
Total:		[8] / 8

Food Standards		
1. Were you informed at the time of purchase of the waiting time	[0]	Not mentioned
2. Did your food arrive in the time stated at purchase	[0]	N/A as per (1)
3. Were there condiments and cutlery available	[1]	
4. Was the food as stated on the menu	[1]	Carrots & veg chilli were raw
5. Was everything available on the food menu- aks before order	[-]	Forgot to ask
Total:		[2] / 4 Food nicely presented.



			Comments
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]		Staff pushed pass me in the queue for food (lady member)
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]		
3. Music/TV volume appropriate	[1]		
4. Music/TV style appropriate to time of day	[1]		
Total:		[4] / 4	

Facilities			
1. Are toilets clean, and hygienic	[1]		
2. Soap and hand dryers working	[1]		
3. All door locks operational	[1]		Didn't check them all.
4. Walls and doors graffiti free	[1]		
Total:		[4] / 4	

Please give an overview of your experience:

I went with some colleagues and when we sat down a spinning session started up. It was so loud that we could not chat and it was really awful. It would put me off returning.

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

No trays around to put food/ drinks on from the chiller counter. Also while we were eating, the chef was on the phone behind the counter, not expected that.

I asked for receipt, but I was given only my card receipt.

Minimum Standard Required: 70%

January Mystery Customer: 91%

Total: 30 / 33