

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- Blues Cafe





Description of server:	young lady (non british native speaker)						
Date of visit:	18.06.10						
Time:	12.40pm						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	£5.00 - 2soups and 2drinks						

Presentation and Ambience		
1. Immediate external areas tidy and litter free	[1]	
2. Air temperature/quality comfortable	[.5]	warm by the window even though it was not sunny outside
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]	had to ask if I could use my coffee loyalty card
8. Were there menus on every table	[0]	had to ask for a menu
Total:		[6.5] / 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]	when I asked about the soup she gave a small amount to taste in a cup
5. Did the staff have a good knowledge of STV (test)	[1]	asked where the nearest toilets were located
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]	no change required
Total:		[8] / 8

Food Standards		
1. Were there condiments and clean cutlery available	[1]	
2. Was the food as stated on the menu	[1]	
3. Was everything available on the food menu - ask before order	[1]	
Total:		[3] / 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]		Nice coffee
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]		Can't remember if there was any, but it wasn't a problem anyway
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]		
4. Walls and doors graffiti free	[1]		
Total:		[1] / 4	

Please give an overview of your experience:

very pleasant and relaxing, Aida was very helpful and pleasant to us. Sufficient choice on the menu

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

Soup spoons for soup, but not a big deal.

95% = Pass

Total: 30.5/ 32