

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Claverton Rooms





Description of server:	Asian, male (hot counter); female, British with red hair (bar)					
Date of visit:	22/02/2010					
Time:	12:30-13:30					
Level of trade:	Quiet	1	2	3	4	5 Busy
Your order and value	Main meal and hot drink with doughnut.					

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 lightning working - no blown light bulbs	[1]		
5. All staff in clean and presentable uniform (Black trousers/skirt, shoes & branded polo shirt)	[1]		
6. Furniture arranged in an orderly manner	[0]		Some tables were not on their designated place.
7. Was all the signage instructions easy to understand	[1]		
8. Were promotions/offers obvious	[0]		No. I had to ask.
9. Were there menus on display at the entrance	[0]		No, but there were menus around.
Total:	[6]	/ 9	

Transaction - Bar

1. Acknowledgement on your arrival at the bar - within 1 minute	[1]		
2. Were you acknowledged in a polite manner	[1]		
3. Were you served promptly - within 5 minutes	[1]		
4. Were you served in order	[1]		
5. Did the staff have a good knowledge of their products (test)	[1]		Very good!
6. Did the staff have a good local knowledge (test)	[1]		
7. Did you feel the service staff were capable	[1]		
8. Was the speed of your service suitable	[1]		
9. Were you given the correct change	[1]		Gave the exact amount
Total:	[9]		

Transaction - Hot Counter

10. Were you acknowledged in a polite manner	[1]		
11. Were you served promptly	[1]		
12. Were you served in order	[1]		
13. Did the staff have a good knowledge of their products	[0]		Very limited.
14. Did the staff have a good local knowledge (test)	[0]		
15. Did you feel the service staff were capable	[1]		
16. Were you given the correct change	[1]		
17. Was the speed of your service suitable	[1]		
Total:	[15]	/ 17	



			Comments
Customer Care			
1. Staff not smoking in uniform or consuming food or drink behind the bar	[1]		
2. Staff not chewing gum or using mobile phones	[1]		
3. Staff aware of current promotions (test)	[1]		
4. Customers given priority over cleaning tasks/socialising	[1]		Acknowledge me after a few seconds
5. Was your drink of high standard	[0]		Ok
6. Did you get the impression that the staff enjoyed their work	[0]		Male-no; female-yes
Total:	[4]	/ 6	

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	[1]		
4. Was all food clearly labelled	[0]		Not all of the food was labelled.
Total:	[3]	/ 4	

General Standards			
1. Surface tidy and maintained - front and back	[1]		
2. Was glass/cup clean	[1]		
3. Were display chillers and hot counter well stocked	[0]		Not so much.
Total:	[2]	/ 3	

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:	[4]	/ 4	However there were two blown bulbs in the toilets.

Please give an overview of your experience:

Pleasant!

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

No.

Minimum Standard Required: 70%

February Mystery Customer: 79%

Total: 34/ 43

Completed by: Xxx

Date: 22/02/2010