

confidence  
assured  
at bath

Hospitality at Bath  
Mystery Customer – Claverton Rooms





<b>Description of server:</b>	Polite, hair needed tying back more						
<b>Date of visit:</b>	28/01/2010						
<b>Time:</b>	12:30						
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>	£8.45. Good value						

			<b>Comments</b>
<b>Presentation and Ambience</b>			
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	[ 1 ]		
7. Was all the signage instructions easy to understand	[ 1 ]		
8. Were promotions/offers obvious	[ 1 ]		
9. Were there menus on display at the entrance	[ 1 ]		
<b>Total:</b>	[ 9 ]	/ 9	

<b>Transaction - Bar</b>			
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 ]		
6. Did the staff have a good local knowledge (test)	[ - ]		
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 ]		
<b>Total:</b>	[ 8 ]		

<b>Transaction - Hot Counter</b>			
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	[ 1 ]		Went to check with chef
14. Did the staff have a good local knowledge (test)	[ 1 ]		
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 ]		
<b>Total:</b>	[ 16 ]	/ 17	



			Comments
<b>Customer Care</b>			
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 ]		
5. Was your drink of high standard	[ 1 ]		
6. Did you get the impression that the staff enjoyed their work	[ - ]		
Total:	[ 5 ]	/ 6	

<b>Food Standards</b>			
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	[ 1 ]		
Total:	[ 4 ]	/ 4	

<b>General Standards</b>			
1. Surface tidy and maintained - front and back	[ 1 ]		
2. Was glass/cup clean	[ 1 ]		
3. Were display chillers and hot counter well stocked	[ 1 ]		
Total:	[ 3 ]	/ 3	

<b>Facilities</b>			
1. Are toilets clean, and hygienic	[ ]		N/A
2. Soap and hand dryers working	[ ]		
3. All door locks operational	[ ]		
4. Walls and doors graffiti free	[ ]		
Total:	[ ]	/ 4	

Please give an overview of your experience:

Overall better than last year. Menu choice much simpler. Spoken English could be improved- could be problematic for non-English speaking customers.

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

N/A

**Minimum Standard Required: 70%**

**January Mystery Customer: 95%**

Total: 37 / 39