

confidence  
assured  
at bath

Hospitality at Bath  
Mystery Customer - Level





<b>Description of server:</b>	Tidy, with gloves, clean uniform					
<b>Date of visit:</b>	11/03/2010					
<b>Time:</b>	13:15-14:00					
<b>Level of trade:</b>	Quiet	1	2	3	4	5 Busy
<b>Your order and value</b>	£5.30, Green thai curry with rice, drink, spring roll, muffin, crème egg					

**Comments**

<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 ]	Blackboard and paper signs good
9. Were there menus on display at the entrance	[ 1 ]	Yes-entrance to service area. No-outside in foyer.
<b>Total:</b>		[ 9 ] / 9

<b>Food Standards</b>		
1. Were there condiments and clean cutlery available	[ 0 ]	Cutlery dirty at counter, clean in island though
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 ]	
<b>Total:</b>		[ 3 ] / 4

<b>Transaction</b>		
1. Were you acknowledged on your arrival at the counter 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 local knowledge (test)	[ 1 ]	Asked for SU-good description, also toilets-again good description
6. Did you feel the service staff were capable	[ 1 ]	
7. Was the speed of your service suitable	[ 1 ]	Very good at counter and till
8. Were you given the correct change	[ 1 ]	
<b>Total:</b>		[ 8 ] / 8



			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 ]		Did not give 'set' response, but did direct to other food special
4. Customers given priority over cleaning tasks/socialising	[ 1 ]		Good
5. Did you get the impression that the staff enjoyed their work	[ 1 ]		
Total:		[ 5 ] / 5	

<b>General Standards</b>		
1. Surface tidy and maintained - front and back	[ 1 ]	
2. Chilled cabinets fully stocked and presented	[ 1 ]	Good presentation with prices
3. Music volume appropriate	[ - ]	Do not think there was music.
4. Music style appropriate to time of day	[ - ]	
Total:		[ 2 ] / 2

<b>Facilities</b>		
1. Are toilets clean, and hygienic	[ 1 ]	Some panel missing by sinks and disabled loe.
2. Soap and hand dryers working	[ 1 ]	
3. All door locks operational	[ 1 ]	
4. Walls and doors graffiti free	[ 1 ]	
Total:		[ 4 ] / 4

Please give an overview of your experience:

First time using Level 1 in two years, very good experience. Food was good, selection & quality. Did not notice any music, did not matter anyway, good atmosphere anyway.

I forgot to take a receipt, but the till assistant was very helpful with this issue, very good service!

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

Clean cutlery in all stations.

Food selection was very good.

**Minimum Standard Required: 70%**

**February Mystery Customer: 97%**

Total: 31 / 32

Completed by: Xxx

Date: 11/03/2010