

confidence
assured
at bath

Hospitality at Bath
Mystery Customer - Level





Description of server:	Asian lady, small					
Date of visit:	18/01/2010					
Time:	12:05					
Level of trade:	Quiet	1	2	3	4	5 Busy
Your order and value	Gold Meal Deal: Lamb madras, rice, naan, & coke					

		Comments
Presentation and Ambience		
1. Immediate external areas tidy and litter free	[1]	
2. Air temperature/quality comfortable	[1]	It was a bit smelly when I entered, but not noticeable for long.
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]	Not sure that the canteen menu was correct
Total:		[9] / 9

Transaction		
1. Were you acknowledged on your arrival at the counter in a polite manner	[1]	The lady even smiled at me as I walked over.
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]	The lady was unsure but asked the chef. His English wasn't great, but they described it adequately.
5. Did the staff have a good local knowledge (test)	[1]	The lady at the till directed me to security well.
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 there condiments and clean cutlery available	[1]	But I noticed a dirty fork.
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



			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]		The lady at DolcHe Vita knew the promotions well
4. Customers given priority over cleaning tasks/socialising	[1]		
5. Did you get the impression that the staff enjoyed their work	[1]		
Total:	[5]	/ 5	

General Standards			
1. Surface tidy and maintained - front and back	[1]		
2. Chilled cabinets fully stocked and presented	[1]		
3. Music volume appropriate	[1]		
4. Music 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:	[4]	/ 4	

Please give an overview of your experience:

I have not eaten at Level 1 for years- I used to find the food really bad and it was always too busy and chaotic. But today I was really impressed. My portion was huge (too big for me) and everything was easy to understand. There was so much variety and the healthy options impressed me. The staff was very good. Although they did not know the full answers to my questions, they did their best to help and were friendly all the time. The girl at DolcHe Vita showed me an offer of £1.50 for tea & a muffin and gave me a loyalty card. And, my food was really tasty and the right temperature, and I was very impressed when a lady actually cleared my tray for me.

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

In DolcHe Vita it was a bit cold from the door leading to the lake. This was the only negative point of my whole visit.

Minimum Standard Required: 70%

January Mystery Customer: 100%

Total: 34 / 34

Completed by: xx

Date: 18/01/10