

confidence  
assured  
at bath

Hospitality at Bath  
Mystery Customer – Parade B





<b>Description of server:</b>	female brown hair						
<b>Date of visit:</b>	20th aug 2010						
<b>Time:</b>							1.15
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>	new york chicken and a coke £7.00						

**Comments**

<b>Presentation and Ambience</b>		
1. Immediate external areas tidy and litter free	[ 1 ]	
2. Outside ashtrays clean and empty	[ 1 ]	
3. Air temperature/quality comfortable	[ 1 ]	
4. All lightning working - no blown light bulbs	[ 0 ]	
5. All staff in clean and presentable uniform (ironed white shirt, tie, black trousers/skirt and shoes)	[ 1 ]	
6. Furniture arranged in an orderly manner	[ 1 ]	
7. Was all the signage instructions easy to understand	[ 1 ]	
8. Were promotions/offers well advertised	[ 1 ]	
9. Were there menus on display at the entrance	[ 0 ]	
10. Were there menus on every table	[ 0 ]	
Total:		[ 7 ] / 10

<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 try and upsell the product (test)	[ 1 ]	
7. Did the staff have a good local knowledge (test)	[ 1 ]	
8. Did you feel the service staff were capable	[ 1 ]	
9. Was the speed of your service suitable	[ 1 ]	
10. Were you given the correct change	[ 1 ]	
Total:		[ 10 ] / 10

<b>Food Standards</b>		
1. Were you informed at the time of purchase of the waiting time (if longer than 20 minutes)	[ 0 ]	
2. Did your food arrive in the time stated at purchase	[ 0 ]	
3. Were you directed to the condiments and cutlery and were they clean and fully stocked	[ 1 ]	
4. Were you told what the bottle & spoon were for.	[ 0 ]	
5. Was the food as stated on the menu	[ 1 ]	
6. Was everything available on the food menu- ask before order	[ 1 ]	
Total:		[ 3 ] / 6



			Comments
<b>Customer Care</b>			
1. Bar staff not smoking in uniform or consuming food or drink behind the bar	[ 1 ]		
2. Bar staff not chewing gum or using mobile phones	[ 1 ]		
3. Bar staff aware of current promotions (test)	[ 1 ]		
4. Customers given priority over cleaning tasks/socialising	[ 1 ]		
5. Was your drink of high standard according to brief	[ 1 ]		
6. Did you get the impression that the staff enjoyed their work	[ 1 ]		
Total:	[ 6 ]	/ 6	

<b>Facilities</b>			
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	

<b>General Standards</b>			
1. Bar 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 ]		
5. Game consol working and clean - if not working was there an out of order sign displayed	[ 1 ]		
Total:	[ 5 ]	/ 5	

Please give an overview of your experience:

Very pleasant and enjoyable!

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

No

**83% = Pass**

Total: 34 / 41