

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Parade B





Description of server:	Names on receipts
Date of visit:	10/03/2010
Time:	14:10
Level of trade:	Quiet 1 2 3 4 5 Busy
Your order and value	Beefburger with wedges, onion rings, coke, regular cappuccino; £7.85

Comments

Presentation and Ambience		
1. Immediate external areas tidy and litter free	[0]	Uncollected plates and glasses.
2. Outside ashtrays clean and empty	[0]	
3. Air temperature/quality comfortable	[1]	
4. All lightning working - no blown light bulbs	[1]	
5. All staff in clean and presentable uniform (ironed white shirt, tie, black trousers/skirt and shoes)	[0]	All in uniform, but some very scruffy.
6. Furniture arranged in an orderly manner	[1]	
7. Was all the signage instructions easy to understand	[1]	
8. Were promotions/offers well advertised	[0]	Partly related leaflets on some but not all tables.
9. Were there menus on display at the entrance	[0]	
10. Were there menus on every table	[0]	
Total:		[4] / 10

Transaction - Bar

1. Acknowledgement on your arrival at the bar - within 1 minute	[1]	
2. Were you acknowledged in a polite manner	[0.5]	'Alright mate' in unenthusiastic voice, no smile.
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	[-]	N/A, paid by card.
Total:		[8.5] / 9

Food Standards

1. Were you informed at the time of purchase of the waiting time (if longer than 20 minutes)	[-]	N/A. Arrived within 10 minutes
2. Did your food arrive in the time stated at purchase	[-]	N/A. See above.
3. Were you directed to the condiments and cutlery and were they clean and fully stocked	[0.5]	Not directed, but they were clean and fully stocked.
4. Were you told what the bottle & spoon were for.	[0]	
5. Was the food as stated on the menu	[1]	But I was charged less than stated on the menu.
6. Was everything available on the food menu- ask before order	[1]	
Total:		[2.5] / 4



		Comments
Customer Care		
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	[0]	See Overview
6. Did you get the impression that the staff enjoyed their work	[0]	
Total:		[4] / 6

1. Are toilets clean, and hygienic	[0.5]	Not unclean, but several dirty tissues around, did not look very clean
2. Soap and hand dryers working	[1]	
3. All door locks operational	[1]	
4. Walls and doors graffiti free	[1]	
Total:		[3.5] / 4

General Standards		
1. Bar surface tidy and maintained - front and back	[0]	Spillages and empty glasses.
2. Chilled cabinets fully stocked and presented	[1]	
3. Music volume appropriate	[1]	
4. Music style appropriate to time of day	[1]	
5. It box working and clean - if not working was there an out of order sign displayed	[-]	What is this?
Total:		[3] / 4

Minimum Standard Required: 70%

February Mystery Customer: 69%

Please give an overview of your experience:

I placed two orders, since I had not fully read the brief first time round, so I did not know about the cappuccino test question. I therefore ordered a beefburger with wedges, onion rings and a pint of coke the first time round, and then separately ordered a cappuccino.

I was promptly acknowledged and served the first time, but had to wait several minutes the second time round before I was either acknowledged or served- other customers who had arrived at the bar after me were also served before me (second time only).

I paid by card the first time and cash the second, and received correct change when paying cash. All staff were in uniform, but the first one to serve me was scruffy-looking, tie very loose etc. others were well dressed but need to smile more.

My cappuccino tasted fine (though not amazing) but was not well prepared. I am a former area manager of coffee shops with strong barista experience, so I ought to know! The milk was frothed far too much, so much so that it almost overflowed from the jug! And then piled on top - too many large bubbles. Chocolate sprinkles were minimal.

I was charged £1 less than indicated on the menu, not sure why. And had I not seen the leaflets or TV screens, there was little indication of special deals. More posters needed! Menu displayed at only one of the two entrances.