

confidence  
assured  
at bath

Hospitality at Bath  
Mystery Customer – Parade B





<b>Description of server:</b>	Female, shortish, 20's, dark hair						
<b>Date of visit:</b>	02/02/2010						
<b>Time:</b>	12:10						
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>	Nachos, lemonade, latte						

**Comments**

<b>Presentation and Ambience</b>		
1. Immediate external areas tidy and litter free	[ 1 ]	
2. Outside ashtrays clean and empty	[ 1 ]	No-one outside, rainy, not in use
3. Air temperature/quality comfortable	[ 1 ]	Perfect temperature
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)	[ 1 ]	Males not got shirts completely tucked in
6. Furniture arranged in an orderly manner	[ 1 ]	
7. Was all the signage instructions easy to understand	[ 1 ]	Clear
8. Were promotions/offers well advertised	[ 1 ]	On screens
9. Were there menus on display at the entrance	[ 1 ]	Clear & clean
10. Were there menus on every table	[ 0 ]	Not on smaller tables (high ones)
Total:		[ 9 ] / 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 ]	Not overly polite, which is good
3. Were you served promptly - within 5 minutes	[ 1 ]	Immediately served - 5 min is too long.
4. Were you served in order	[ 1 ]	Only customer waiting
5. Did the staff have a good knowledge of their products (test)	[ 0 ]	Did not know about cavey on Sundays
6. Did the staff try and upsell the product (test)	[ 1 ]	Chilli with Nachos
7. Did the staff have a good local knowledge (test)	[ 1 ]	Knew ban on kids in bar no longer applied
8. Did you feel the service staff were capable	[ 1 ]	Competant & capable
9. Was the speed of your service suitable	[ 0 ]	Coffee too time to make- a bit long
10. Were you given the correct change	[ 1 ]	Yes
Total:		[ 8 ] / 10

<b>Food Standards</b>		
1. Were you informed at the time of purchase of the waiting time (if longer than 20 minutes)	[ 1 ]	Told 10/15 minutes.
2. Did your food arrive in the time stated at purchase	[ 1 ]	Yes
3. Were you directed to the condiments and cutlery and were they clean and fully stocked	[ 1 ]	Yes, after we had ordered.
4. Were you told what the bottle & spoon were for.	[ 1 ]	
5. Was the food as stated on the menu	[ 0 ]	Assumed that chilli will be on top of Nachos
6. Was everything available on the food menu- aks before order	[ 1 ]	They thought so.
Total:		[ 5 ] / 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)	[ 0 ]		Did not mention 1 offer House Deal.
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 ]		Looked relaxed & happy.
Total:		[ 5 ] / 6	

<b>General Standards</b>			
1. Bar surface tidy and maintained - front and back	[ 1 ]		A little full at front
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	[ 1 ]		
Total:		[ 5 ] / 5	

<b>Facilities</b>			
1. Are toilets clean, and hygienic	[ 1 ]		New toilets are a big improvement on the old ones, but I am really not sure about the dual sex thing- at busy times. (Probably my age)
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:

Good relaxed environment. Took a supplier along. Lots of staff, very few students. Quite due to week after exams.

Was told the bar was ok for under 18's, but the sign outside still says 'Over 18's only'

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

Could use for informal meetings if we could book a table.

**Minimum Standard Required: 70%**

**January Mystery Customer: 88%**

Total: 36 / 41

Completed by: Xx

Date: 02/02/10