

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Parade B





Description of server:	Female - Young and cheerful							
Date of visit:	07/07/2010							
Time:	1:15pm							
Level of trade:	Quiet	1	2	3	4	5	Busy	
Your order and value	£5.95							

Comments

Presentation and Ambience

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	[1]		
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	[0]		
9. Were there menus on display at the entrance	[1]		
10. Were there menus on every table	[1]		
Total:	[9]	/	10

Transaction - Bar

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)	[0]		
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:	[9]	/	10

Food Standards

1. Were you informed at the time of purchase of the waiting time (if longer than 20 minutes)	[1]		
2. Did your food arrive in the time stated at purchase	[1]		
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.	[1]		
5. Was the food as stated on the menu	[1]		
6. Was everything available on the food menu- ask before order	[1]		
Total:	[6]	/	6



			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)	[0]		
4. Customers given priority over cleaning tasks/socialising	[1]		
5. Was your drink of high standard according to brief	[0]		drink from the chiller was warm
6. Did you get the impression that the staff enjoyed their work	[1]		
Total:	[4]	/ 6	

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	

General Standards			
1. Bar surface tidy and maintained - front and back	[0]		bar clean, tables cleared but not cleaned
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:	[4]	/ 5	

Please give an overview of your experience:

Overall experience good. Food was good and hot and served promptly. Although tables were cleared of plates, it would have been good to have them wiped down. Staff were not over run at the bar, one person could have been spared to wipe down tables.

87% = pass

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

When asked where the student reception or post office was, it would have been good to have been pointed to the main reception in the library to gain the information needed.

Total: 36 / 41