

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Wessex Restaurants





| | | | | | | |
|-------------------------------|-----------------------------------|---|---|---|---|--------|
| Description of server: | male, clean shaven, straight hair | | | | | |
| Date of visit: | 25/02/2010 | | | | | |
| Time: | 12:30 | | | | | |
| Level of trade: | Quiet | 1 | 2 | 3 | 4 | 5 Busy |
| Your order and value | Quail and salmon £32.40 | | | | | |

Comments

| Presentation and Ambience | | |
|---|-------|--|
| 1. Immediate external areas tidy and litter free | [0] | Litter outside the door to Wessex Restaurant |
| 2. Air temperature/quality comfortable | [1] | |
| 3. Good standard of general housekeeping | [1] | |
| 4. All lightning working - no blown bulbs | [1] | |
| 5. All staff in clean and presentable uniform (Black trousers/skirt, shoes & white shirt) | [1] | |
| 6. Furniture arranged in an orderly manner | [1] | |
| Total: | [5] | / 6 |

| Transaction | | |
|---|-------|-----|
| 1. Were you acknowledged in a polite manner and shown to your table | [1] | |
| 2. Were you served promptly | [1] | |
| 3. Did the staff have a good knowledge of the products (test) | [1] | |
| 4. Did you feel the service staff were capable | [1] | |
| 5. Was the speed of your service suitable | [1] | |
| 6. Was your payment dealt with efficiency | [1] | |
| Total: | [6] | / 6 |

| Food Standards | | |
|--|-------|-----|
| 1. Was the cutlery and the table linen clean | [1] | |
| 2. Was the food as stated on the menu | [1] | |
| 3. Was everything available on the food menu | [1] | |
| 4. Was the food good value for money | [1] | |
| 5. Was the food well presented | [1] | |
| 6. Was your drink of a high standard | [1] | |
| Total: | [6] | / 6 |

| Customer Care | | |
|---|-------|-----|
| 1. Staff not consuming food or drink | [1] | |
| 2. Staff not chewing gum or using mobile phones | [1] | |
| 3. Customers given priority over cleaning tasks/socialising | [1] | |
| 4. Did you get the impression that the staff enjoyed their work | [1] | |
| Total: | [4] | / 4 |



| General Standards | | |
|--|-------|---------------------------|
| 1. Surfaces tidy and maintained - front and back | [1] | |
| 2. Chilled cabinets fully stocked and presented | [1] | |
| 3. Music volume appropriate | [1] | Did not notice any music. |
| 4. Music/TV style appropriate to time of day | [1] | |
| 5. Was the glassware clean? | [1] | |
| Total: | | [5] / 5 |

| Facilities | | |
|------------------------------------|-------|------------|
| 1. Are toilets clean, and hygienic | [1] | |
| 2. Soap and hand dryers working | [1] | Roll towel |
| 3. All door locks operational | [1] | |
| 4. Walls and doors graffiti free | [1] | |
| Total: | | [4] / 4 |

Please give an overview of your experience:

Excellent food and service, friendly knowledgeable staff (on previous occasions the sunlight has made it difficult to see, also the room can overheat because of the southly aspect).
I cannot find fault with the food or service. The serving staff knew about the dishes and explained them fully, even explaining the vanilla salt on the salmon.

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

Worst complaint would be the state of the toilets: paint on door worn; mirrored walls make it visually odd. If there was a way of improving the toilets then I could give the experience 5 stars.
The foyer area outside Wessex Restaurant had litter on the floor.
Would like to have butter with the bread (or be offered)

Minimum Standard Required: 70%

February Mystery Customer: 97%

Total: 30 / 31