

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Wessex Restaurants





Description of server:	Well presented and very polite						
Date of visit:	25/01/2010						
Time:	13:00						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value							

Comments

Presentation and Ambience		
1. Immediate external areas tidy and litter free	[1]	
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:	[6]	/ 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]	Unable to issue bill until paid.
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]	Fish special was not priced.
3. Was everything available on the food menu	[1]	
4. Was the food good value for money	[0]	Considering the cost, the salmon portion was very small.
5. Was the food well presented	[1]	
6. Was your drink of a high standard	[0]	Order incorrect, one drink forgotten.
Total:	[4]	/ 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	[0]	No music. There could be some low background music.
4. Music/TV style appropriate to time of day	[0]	As above.
5. Was the glassware clean?	[0]	Cutlery very old and scratched.
Total:	[2] / 5	

Facilities		
1. Are toilets clean, and hygienic	[]	Not visited. Sorry
2. Soap and hand dryers working	[]	N/A
3. All door locks operational	[]	
4. Walls and doors graffiti free	[]	
Total:	NA / 4	

Please give an overview of your experience:

Drinks- my wife ordered a glass of red wine and I ordered an appletise. My wife was given a 125ml glass of wine, she queried this with the waiter as the menu stated 175ml. He apologised and changed the glass and the wine. Meanwhile my drink had not arrived, 10 minutes later I had to ask again for the appletise.

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

With regard to the menu, it did not include prices for bread, still or bottled water. The bread rolls were offered to you giving you the impression that they were complimentary. The cost of the fish special had to be asked for. The menu was also very restrictive by only offering 4 choices. As I do not eat lamb or duck and I am not vegetarian, I was left with the salmon. Why do you offer the main courses without potatoes and vegetables? This would seem to be a very strange practice. Surely the main course price should automatically include everything. I have never come across this before.

Overall we enjoyed our meals, and although the service and ambience was very pleasing we felt that it did not offer value for money.

Minimum Standard Required: 70%

January Mystery Customer: 82%

Total: 22 / 27