

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Wessex Restaurants





Description of server:	Several, Lady who brought food was tall, dark skin and hair. Lady who					
Date of visit:	14/07/2010					
Time:	12:30					
Level of trade:	Quiet	1	2	3	4	5 Busy
Your order and value	2 x Salmon, vegetable side and mineral water					

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	[0]	Some tables were unset, stained lines were visible next to us
Total:		[5] / 6

Transaction

1. Were you acknowledged in a polite manner and shown to your table	[0]	did not book but waited some time to be acknowledged as staff were setting up a large table. Some confusion when asked for table, given the impression none were available, but then became clear just saying no record of booking and were told a table would be arranged.
2. Were you served promptly	[0]	once at the table yes, but wait before
3. Did the staff have a good knowledge of the products (test)	[1]	
4. Did you feel the service staff were capable	[1]	Food server - Vpleasant and efficient
5. Was the speed of your service suitable	[1]	
6. Was your payment dealt with efficiency	[1]	
Total:		[4] / 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	[0]	Side dish/drinks etc, good value but main course expensive
5. Was the food well presented	[1]	
6. Was your drink of a high standard	[1]	
Total:		[5] / 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]	Apart from when first came in yes
4. Did you get the impression that the staff enjoyed their work	[0]	lady who served yes, in front of house seemed less relaxed
Total:	[3]	/ 4
Comments		
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
4. Music/TV style appropriate to time of day	[1]	
5. Was the glassware clean?	[1]	
Total:	[4]	/ 5
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
<p>very pleasant facility, taken away by some tables which were not set and looked a bit scruffy. Attractive menu, food of a good standard, but main course (fish) came with just a small amount of sauce and sides cost extra - £14 seemed a bit much for this. When we arrived seemed a bit chaotic - tables being set and confusion about other bookings</p> <p>Is there any other service/facility you would like to see? Include a list of soft drinks on the menu</p> <p style="text-align: right; font-size: 1.2em;">80% = Pass</p>		
Total: 25 / 31		