

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Wessex Restaurant





Description of server:	one male one female, both foreign accents, very pleasant.						
Date of visit:	Friday/25th of June 10						
Time:							12.3
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	Tap water/goats cheese and fishcakes starters/duck confit/coffee						

Comments

Presentation and Ambience		
1. Immediate external areas tidy and litter free	[1]	
2. Air temperature/quality comfortable	[1]	V hot outside/inside perfect
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]	tables looked beautiful
Total:		[6] / 6

Transaction		
1. Were you acknowledged in a polite manner and shown to your table	[1]	
2. Were you served promptly	[0]	Had to wait for a couple of minutes to be seen because there were only two on the floor.
3. Did the staff have a good knowledge of the products (test)	[1]	knew the fish dish and were happy to make changes
4. Did you feel the service staff were capable	[1]	Very competent
5. Was the speed of your service suitable	[1]	Perfect balance
6. Was your payment dealt with efficiency	[1]	
Total:		[5] / 6

Food Standards		
1. Was the cutlery and the table linen clean	[1]	One black spec of dirt on the knife
2. Was the food as stated on the menu	[0]	Menu was confusing, re: vegetables, potatoes etc
3. Was everything available on the food menu	[1]	
4. Was the food good value for money	[1]	for the right occasion, pricey for lunch
5. Was the food well presented	[1]	beautiful, but goats cheese hard in the middle, needed more grilling.
6. Was your drink of a high standard	[1]	Water served with ice and lemon
Total:		[5] / 6



Customer Care		
1. Staff not consuming food or drink	[1]	Staff very well presented
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]	seemed to be content, or smiled when we interacted with them.
Total:		[4] / 4

Comments

General Standards		
1. Surfaces tidy and maintained - front and back	[1]	
2. Chilled cabinets fully stocked and presented	[0]	N/A
3. Music volume appropriate	[0]	No music needed if quiet
4. Music/TV style appropriate to time of day	[0]	Needs to be appropriate music
5. Was the glassware clean?	[1]	
Total:		[2] / 5

Facilities		
1. Are toilets clean, and hygienic	[1]	Looking a bit shabby now
2. Soap and hand dryers working	[1]	Ladies only checked
3. All door locks operational	[1]	Ladies only checked
4. Walls and doors graffiti free	[1]	Ladies only checked
Total:		[4] / 4

Please give an overview of your experience:

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

1 - Weren't expecting hors d'oeuvres - nice touch

2 - Not sure if vegetables, potatoes and salad were included or not... menu confusing a little, not sure if we were charged extra for vegetables or not

3 - Felt that music might have been helpful if it was a quiet day.

4 - Toilet doors need a lick of paint

5 - W asked for two starters to be served together as a main course, this caused the waiter no problems, he understood clearly and was more than happy to confirm this was ok. Result was lovely.

6 - Very happy customers although not sure the department budget would stretch to it very often.

7 - Quality of the food was very high, plates were well warmed etc.

Total: 26 / 31

83%=Pass

Completed by:

Date: 25/6/10