

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- 4 West





Description of server:	2 males						
Date of visit:	26/05/2010						
Time:							12:00
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 staff in clean and presentable uniform (Black trousers/skirt & white T-shirt)	[1]		
5. Furniture arranged in an orderly manner	[1]		
6. Was all the signage instructions easy to understand	[0]		
7. Were promotions/offers obvious	[0]		Was not asked for a loyalty card
8. Were the menus visible/available	[0]		Not obvious
Total:		[5] / 8	

Transaction		
1. Were you acknowledged on your arrival at the bar in a polite manner	[0]	No acknowledgement or friendly ambience
2. Were you served promptly - within 5 minutes	[1]	
3. Were you served in order	[1]	
4. Did the staff have a good knowledge of the products (test)	[1]	
5. Did the staff have a good knowledge of 4W (test)	[0]	Not sure of the nearest toilets
6. Did you feel the service staff were capable	[1]	
7. Was the speed of your service suitable	[1]	
8. Were you given the correct change	[1]	
Total:		[6] / 8

Food Standards		
1. Were you inform at the time of purchase of the waiting time	[-]	NA
2. Did your food arrive in the time stated at purchase	[-]	Look above
3. Were there condiments and clean cutlery available	[1]	
4. Was the food as stated on the menu	[-]	
5. Was everything available on the food menu - ask before order	[-]	
Total:		[1] / 1



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. Customers given priority over cleaning tasks/socialising	[1]		
4. Was your drink of a high standard	[0]		No offer of china cup
5. Did you get the impression that the staff enjoyed their work	[0]		
Total:	[3]	/ 5	

General Standards

1. Bar surface tidy and maintained - front and back	[1]		
2. Chilled cabinets fully stocked and presented	[1]		
Total:	[2]	/ 2	

Please give an overview of your experience:

Took visitors to meal, it was 'okay', but not particularly up-beat.

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

No.

Minimum Standard Required: 70%

May Mystery Customer: 71%

Total: 17 / 24