

confidence
assured
at bath

Hospitality at Bath
Mystery Customer- Blues Cafe





Description of server:	Well-presented						
Date of visit:	28/04/2010						
Time:							12:45
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	Ham cheese tomato panini, jacket potato-vegetable chilli, 2 teas; 9.05						

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 & black shirt)	[1]		
5. Furniture arranged in an orderly manner	[1]		
6. Was all the signage instructions easy to understand	[1]		
7. Were promotions/offers obvious	[0]		There were no specials
8. Were there menus on every table	[1]		
Total:		[7]	/ 8

Transaction

1. Were you acknowledged on your arrival at the bar in a polite manner	[1]		
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]		Asked about vegetarian chilli sauce- ok answer
5. Did the staff have a good knowledge of STV (test)	[1]		Asked where the nearest toilets were-ok
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:		[8]	/ 8

Food Standards

1. Were there condiments and clean cutlery available	[1]		
2. Was the food as stated on the menu	[1]		
3. Was everything available on the food menu - ask before order	[0]		No specials
Total:		[2]	/ 3



			Comments
Customer Care			
1. Bar staff attentive and not 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]		The tea was awful
5. Did you get the impression that the staff enjoyed their work	[1]		Hard to tell
Total:		[4] / 5	

General Standards			
1. Bar surface tidy and maintained - front and back	[1]		
2. Chilled cabinets fully stocked and presented	[1]		
3. Music/TV volume appropriate	[1]		
4. Music/TV style appropriate to time of day	[1]		
Total:		[4] / 4	

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	

Please give an overview of your experience:

The plates were cleared too soon, my friend still had a mouthful of food when they were wiped away. A nice environment to have lunch. The food was good value for money.

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

Minimum Standard Required: 70%

April Mystery Customer: 91%

Total: 29 / 32