

confidence
assured
at bath



Hospitality at Bath
Mystery Customer- Blues Cafe





Description of server:	Female, dark hair, in 50s						
Date of visit:	28/05/2010						
Time:	13:25						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	Bolognaise and pasta £6.30						

			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 & black shirt)	[1]		
5. Furniture arranged in an orderly manner	[1]		
6. Was all the signage instructions easy to understand	[1]		Menu difficult to see
7. Were promotions/offers obvious	[0]		
8. Were there menus on every table	[0]		
Total:	[6]	/ 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]		
5. Did the staff have a good knowledge of STV (test)	[1]		
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]		No cheese
3. Was everything available on the food menu - ask before order	[1]		Forgot to ask
Total:	[3]	/ 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	[1]		
5. Did you get the impression that the staff enjoyed their work	[0]		Talking about lack of staff for evening shift.
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:
Good hot food, no specials board. I would go back bright and cheery

Is there any other service/facility you would like to see?
Greater use of outdoor space. Tables and parasols. Menu with pictures.

Minimum Standard Required: 70%

May Mystery Customer: 91%

Total: 29 / 32