

confidence
assured
at bath

Hospitality at Bath
Mystery Customer – Claverton Rooms





Description of server:	
Date of visit:	19/03/2010
Time:	12:30
Level of trade:	Quiet 1 2 3 4 5 Busy
Your order and value	Hot meal and coffee, and muffin- £7.65

		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 lightning working - no blown light bulbs	[1]	
5. All staff in clean and presentable uniform (Black trousers/skirt, shoes & branded polo shirt)	[1]	
6. Furniture arranged in an orderly manner	[1]	
7. Was all the signage instructions easy to understand	[1]	
8. Were promotions/offers obvious	[1]	
9. Were there menus on display at the entrance	[1]	
Total:	[9]	/ 9

Transaction - Bar		
1. Acknowledgement on your arrival at the bar - within 1 minute	[1]	
2. Were you acknowledged in a polite manner	[1]	
3. Were you served promptly - within 5 minutes	[1]	
4. Were you served in order	[1]	
5. Did the staff have a good knowledge of their products (test)	[1]	
6. Did the staff have a good local knowledge (test)	[1]	
7. Did you feel the service staff were capable	[1]	
8. Was the speed of your service suitable	[1]	
9. Were you given the correct change	[1]	
Total:	[9]	

Transaction - Hot Counter		
10. Were you acknowledged in a polite manner	[0]	Staff was quite indifferent
11. Were you served promptly	[1]	
12. Were you served in order	[1]	
13. Did the staff have a good knowledge of their products	[0]	No knowledge about meal deals
14. Did the staff have a good local knowledge (test)	[1]	
15. Did you feel the service staff were capable	[1]	
16. Were you given the correct change	[1]	
17. Was the speed of your service suitable	[0]	Line at till took about 10 minutes, due to fault at till.
Total:	[14]	/ 17



			Comments
Customer Care			
1. Staff not smoking in uniform or consuming food or drink behind the bar	[1]		
2. Staff not chewing gum or using mobile phones	[1]		
3. Staff aware of current promotions (test)	[0]		Bar staff-yes, meal counter-no
4. Customers given priority over cleaning tasks/socialising	[1]		
5. Was your drink of high standard	[1]		
6. Did you get the impression that the staff enjoyed their work	[1]		
Total:	[5]	/ 6	

Food Standards			
1. Were there condiments and clean cutlery available	[1]		
2. Was the food as stated on the menu	[0]		Food quality was poor and many meals were unavailable
3. Was everything available on the food menu	[0]		See above
4. Was all food clearly labelled	[1]		
Total:	[1]	/ 4	

General Standards			
1. Surface tidy and maintained - front and back	[1]		
2. Was glass/cup clean	[1]		
3. Were display chillers and hot counter well stocked	[0]		Many meals were unavailable
Total:	[2]	/ 3	

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: Professional handling at bar and coffee counter but long queues and problems at hot counter due to fault and indifferent staff, even though not too busy. Food availability was poor.

Is there any other service/facility you would like to see? Improvements in serving sizes and quality, this has started the decision again (for hot food counter only).

Minimum Standard Required: 70%

March Mystery Customer: 84%

Total: 36 / 43

Completed by: Xxx

Date: 19/03/2010