

confidence  
assured  
at bath



Hospitality at Bath  
Mystery Customer – Claverton Rooms





<b>Description of server:</b>	Blonde haired lady; friendly man							
<b>Date of visit:</b>	30/04/2010							
<b>Time:</b>								13:15
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy	
<b>Your order and value</b>	Spicy chickpea, chilli cakes with couscous salad and coffee: 3.75							

**Comments**

**Presentation and Ambience**

1. Immediate external areas tidy and litter free	[ 1 ]	Spotless
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 ]	Really good service at the bar. Server was friendly and cheerful. He went out of his way for all customers, even though it was busy, very courteous.
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 ]	
11. Were you served promptly	[ 1 ]	
12. Were you served in order	[ 1 ]	
13. Did the staff have a good knowledge of their products	[ 1 ]	
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	[ 1 ]	
Total:		[ 16 ] / 17



			Comments
<b>Customer Care</b>			
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)	[ 1 ]		
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	[ 0 ]		Staff was very busy and unenthusiastic, did not smile
Total:		[ 5 ] / 6	

<b>Food Standards</b>			
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	[ 1 ]		
4. Was all food clearly labelled	[ 1 ]		
Total:		[ 4 ] / 4	

<b>General Standards</b>			
1. Surface tidy and maintained - front and back	[ 1 ]		
2. Was glass/cup clean	[ 1 ]		
3. Were display chillers and hot counter well stocked	[ 1 ]		
Total:		[ 3 ] / 3	

<b>Facilities</b>			
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:  
 It was really busy and the staff was very focused on their work. Customer care skills not great because of this, but were really fast and efficient with service. Everybody around me seemed happy with food and it was a pleasant atmosphere. The take away service is great (although I did not use it on this occasion). Really great food!!!  
 Is there any other service/facility you would like to see?  
 No

**Minimum Standard Required: 70%**

**April Mystery Customer: 95%**

Total: 41 / 43