

confidence
assured
at bath



Hospitality at Bath
Mystery Customer - Level 1





Description of server:	Asian looking, 30's, very nice						
	2	13/05/2010					
Time:	14:33						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	Chicken burger, chips, orange juice; 4.65						

			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	

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	[0]		No, but it was the end of working day
4. Was all food clearly labelled	[1]		
Total:	[3]	/ 4	

Transaction			
1. Were you acknowledged on your arrival at the counter 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 their products (test)	[1]		
5. Did the staff have a good local knowledge (test)	[-]		Did not ask, sorry.
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:	[7]	/ 7	



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)	[1]		Told about the meal deals
4. Customers given priority over cleaning tasks/socialising	[1]		They were socializing too, it was the end of the day.
5. Did you get the impression that the staff enjoyed their work	[1]		Very kind and smiley, very friendly.
Total:		[5] / 5	

General Standards			
1. Surface tidy and maintained - front and back	[1]		
2. Chilled cabinets fully stocked and presented	[1]		
3. Music volume appropriate	[-]		No music.
4. Music style appropriate to time of day	[-]		
Total:		[2] / 2	

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:

Fantastic!!! It was not busy, because they were closing. Some staff was queueing with me. The atmosphere was easy-going, people were very nice, polite and helpful. I love Level 1! I have lunch there very often, because the prices are alright and the people are nice.

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

Microwave, please... and a chocolate fountain.

Minimum Standard Required: 70%

April Mystery Customer: 98%

Total: 30 / 31