

confidence  
assured  
at bath



Hospitality at Bath  
Mystery Customer – Parade Bar





<b>Description of server:</b>	Tall, blond with pink tie						
<b>Date of visit:</b>	4/5/2010						
<b>Time:</b>	12:20						
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>	Chicken and Mocha 7.20						

			Comments
<b>Presentation and Ambience</b>			
1. Immediate external areas tidy and litter free	[ 1 ]		
2. Outside ashtrays clean and empty	[ - ]		Did not see these.
3. Air temperature/quality comfortable	[ 1 ]		
4. All lightning working - no blown light bulbs	[ 1 ]		
5. All staff in clean and presentable uniform (ironed white shirt, tie, black trousers/skirt and shoes)	[ 1 ]		
6. Furniture arranged in an orderly manner	[ 1 ]		Yes, even though customers were moving chairs around
7. Was all the signage instructions easy to understand	[ 1 ]		
8. Were promotions/offers well advertised	[ 1 ]		
9. Were there menus on display at the entrance	[ 1 ]		
10. Were there menus on every table	[ 1 ]		As far as I could see.
Total:		[ 9 ] / 9	

<b>Transaction - Bar</b>			
1. Acknowledgement on your arrival at the bar - within 1 minute	[ 1 ]		Immediately even though it was busy
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 ]		Not really, I did not see how the queuing works.
5. Did the staff have a good knowledge of their products (test)	[ 1 ]		
6. Did the staff try and upsell the product (test)	[ 0 ]		Not really
7. Did the staff have a good local knowledge (test)	[ 1 ]		Asked another girl where the accommodation office was.
8. Did you feel the service staff were capable	[ 1 ]		
9. Was the speed of your service suitable	[ 1 ]		
10. Were you given the correct change	[ 1 ]		
Total:		[ 9 ] / 10	

<b>Food Standards</b>			
1. Were you informed at the time of purchase of the waiting time (if longer than 20 minutes)	[ 1 ]		It took about 15 minutes
2. Did your food arrive in the time stated at purchase	[ 1 ]		Look above
3. Were you directed to the condiments and cutlery and were they clean and fully stocked	[ 0 ]		No
4. Were you told what the bottle & spoon were for.	[ 1 ]		No, but it was obvious
5. Was the food as stated on the menu	[ 1 ]		Yes and delicious
6. Was everything available on the food menu- ask before order	[ 1 ]		
Total:		[ 5 ] / 6	



		Comments
<b>Customer Care</b>		
1. Bar staff not smoking in uniform or consuming food or drink behind the bar	[ 1 ]	
2. Bar staff not chewing gum or using mobile phones	[ 1 ]	
3. Bar staff aware of current promotions (test)	[ 1 / 2 ]	He told me about the coffee and muffin deal only.
4. Customers given priority over cleaning tasks/socialising	[ 1 ]	
5. Was your drink of high standard according to brief	[ 0 ]	No foam
6. Did you get the impression that the staff enjoyed their work	[ 1 ]	
Total:	[ 4.5 ] / 6	

<b>Facilities</b>		
1. Are toilets clean, and hygienic	[ 1 ]	Very clean, apart from some toilet paper on the ground.
2. Soap and hand dryers working	[ 1 ]	
3. All door locks operational	[ 1 ]	
4. Walls and doors graffiti free	[ 1 ]	
Total:	[ 4 ] / 4	

<b>General Standards</b>		
1. Bar surface tidy and maintained - front and back	[ 0 ]	No, sticky and wet
2. Chilled cabinets fully stocked and presented	[ 1 ]	
3. Music volume appropriate	[ 1 ]	Perfect!
4. Music style appropriate to time of day	[ 1 ]	
5. Game consol working and clean - if not working was there an out of order sign displayed	[ 1 ]	
Total:	[ 4 ] / 5	

Please give an overview of your experience:

I definitely enjoyed it. The only problem was the drink and this is not the first time it is not properly done. I had no foam at all in the Mocha, but if I order Cappuccino it comes half coffee, half foam. If you are a bar, then serve drinks properly. Still the service was great, so was the food!!!

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

I do not understand what the two big pots are doing at the entrance apart from getting in the way. And can we get some sort of ashtrays near the tables on the terrace, because I am using the ground instead. Thank you!

**Minimum Standard Required: 70%**

**April Mystery Customer: 89%**

Total: 35.5 / 40