

confidence
assured
at bath



Hospitality at Bath
Mystery Customer – Parade Bar





Description of server:	Male, short, wavy hair						
Date of visit:	12/3/2010						
Time:	13:35						
Level of trade:	Quiet	1	2	3	4	5	Busy
Your order and value	Fish cakes, cappuccino, £6.35						

Comments

Presentation and Ambience		
1. Immediate external areas tidy and litter free	[1]	On the Parade side
2. Outside ashtrays clean and empty	[-]	Did not go onto the Terrace- too windy and cold
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]	More or less-most of it was in use
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	[0]	No. I had to go around the bar to find the menu display
10. Were there menus on every table	[0]	Not quite all the tables that I could see
Total:		[7] / 9

Transaction - Bar

1. Acknowledgement on your arrival at the bar - within 1 minute	[1]	Not acknowledged until it was
2. Were you acknowledged in a polite manner	[1]	Rather casual "my" turn
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 try and upsell the product (test)	[-]	Sorry, I did not ask- it was very noisy and even finding out how long the food would take
7. Did the staff have a good local knowledge (test)	[1]	
8. Did you feel the service staff were capable	[-]	
9. Was the speed of your service suitable	[1]	Probably if a bit casual.
10. Were you given the correct change	[1]	
Total:		[8] / 8

Food Standards

1. Were you informed at the time of purchase of the waiting time (if longer than 20 minutes)	[1]	I asked how long -was told 20 minutes.
2. Did your food arrive in the time stated at purchase	[1]	18 minutes
3. Were you directed to the condiments and cutlery and were they clean and fully stocked	[0]	No one mentioned it.
4. Were you told what the bottle & spoon were for.	[0]	No, but I guessed.
5. Was the food as stated on the menu	[1]	
6. Was everything available on the food menu- ask before order	[-]	Sorry, I forgot to ask.
Total:		[3] / 5



		Comments
Customer Care		
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)	[-]	Sorry, I did not ask- it was too noisy to be able to say anything.
4. Customers given priority over cleaning tasks/socialising	[1]	
5. Was your drink of high standard according to brief	[1]	
6. Did you get the impression that the staff enjoyed their work	[1]	They seemed rather neutral about it.
Total:		[4] / 5

Facilities		
1. Are toilets clean, and hygienic	[1]	Appear clean. Do not know about hygienic.
2. Soap and hand dryers working	[1]	
3. All door locks operational	[1]	
4. Walls and doors graffiti free	[1]	
Total:		[4] / 4

General Standards		
1. Bar surface tidy and maintained - front and back	[0]	Bar top sticky, wet rings.
2. Chilled cabinets fully stocked and presented	[1]	
3. Music volume appropriate	[1]	
4. Music style appropriate to time of day	[1]	
Total:		[3] / 4

Please give an overview of your experience: If I was a student I would probably come here more often but for me it's rather shabby looking. Very crowded and noisy and rather dark. However, the fish cake was pleasant if a bit low on actual fish, and I suspect the smoked effect was just a flavouring. The salad was pleasantly free of iceberg so-called lettuce and there was a decent quantity of it.

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

I was not pleased with the knives and forks which were astonishingly unshiny. I managed to breathe on and polish a fork, but the knives were so grubby I decided not even bother taking one. I might have chosen a meal deal but for the daunting prospect of having to down a pint of fizzy pop. If the deal had come with a choice eg include coffee and tea, it would be a better deal.

Minimum Standard Required: 70%

March Mystery Customer: 83%

Total: 29 / 35