

confidence  
assured  
at bath

Hospitality at Bath  
Mystery Customer – Wessex Restaurant





<b>Description of server:</b>	Male, young, very pleasant and helpful						
<b>Date of visit:</b>	24/05/2010						
<b>Time:</b>							12:30
<b>Level of trade:</b>	Quiet	1	2	3	4	5	Busy
<b>Your order and value</b>	Goats cheese salad&fish cakes; vegetarian terrine&fish cakes						

**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 bulbs	[ 1 ]		
5. All staff in clean and presentable uniform (Black trousers/skirt, shoes & white shirt)	[ 1 ]		
6. Furniture arranged in an orderly manner	[ 1 ]		
Total:		[ 6 ]	/ 6

**Transaction**

1. Were you acknowledged in a polite manner and shown to your table	[ 1 ]		
2. Were you served promptly	[ 1 ]		
3. Did the staff have a good knowledge of the products (test)	[ 1 ]		Waiter knew the food and what it was served with
4. Did you feel the service staff were capable	[ 1 ]		Very capable
5. Was the speed of your service suitable	[ 1 ]		
6. Was your payment dealt with efficiency	[ 1 ]		
Total:		[ 6 ]	/ 6

**Food Standards**

1. Was the cutlery and the table linen clean	[ 1 ]		
2. Was the food as stated on the menu	[ 1 ]		
3. Was everything available on the food menu	[ 0 ]		No salmon and only 1 fish
4. Was the food good value for money	[ 1 ]		
5. Was the food well presented	[ 1 ]		
6. Was your drink of a high standard	[ 1 ]		
Total:		5	/ 6

**Customer Care**

1. Staff not consuming food or drink	[ 1 ]		
2. Staff not chewing gum or using mobile phones	[ 1 ]		
3. Customers given priority over cleaning tasks/socialising	[ 1 ]		
4. Did you get the impression that the staff enjoyed their work	[ 1 ]		
Total:		[ 4 ]	/ 4



			Comments
<b>General Standards</b>			
1. Surfaces tidy and maintained - front and back	[ 1 ]		
2. Chilled cabinets fully stocked and presented	[ - ]		NA
3. Music volume appropriate	[ - ]		NA
4. Music/TV style appropriate to time of day	[ - ]		NA
5. Was the glassware clean?	[ 1 ]		
Total:		[ 2 ] / 2	

<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 a very pleasant experience, good food and friendly atmosphere. People do not really realize what good food is available on campus- no need to go off campus.

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

Do not know how often the menu changes. We had 2 starters in stead of main course and it was great.

**Minimum Standard Required: 70%**  
**May Mystery Customer: 96%**

Total: 27 / 28