

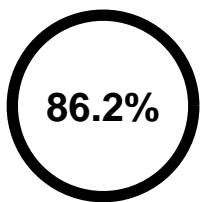


Period 4 - Nov 2024

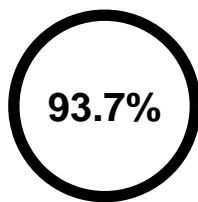
The Bottle of Sack, Sutton Coldfield

Job ID	25003040
Job Date	Saturday 16th November 2024
Job Time	16:30 - 17:30
Name of Auditor:	Colin Lovell
Visit Type:	Internal Call - Area Manager and Auditor 2024

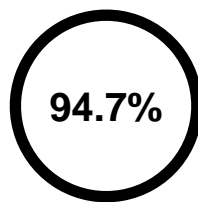
This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	500	625	80.0%
EXTERNALS	375	375	100.0%
FOH - CLEANLINESS	2000	2000	100.0%
TOILETS	875	1000	87.5%
ATMOSPHERE	875	1000	87.5%
SERVICE	625	1125	55.6%
PRODUCTS - DRINKS	1000	1000	100.0%
CRITICAL DRINK FOCUS	3000	3000	100.0%
PRODUCTS - FOOD	1250	2500	50.0%
MANAGEMENT FOCUS	2750	2750	100.0%
OVERALL	13250	15375	86.2%



Period Score

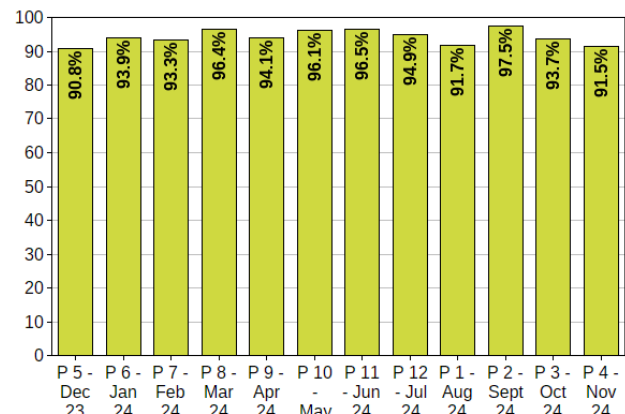


Last Period Score




YTD Score

Score Trend Graph



Top	CALL TYPE - (non-scoring)
1	What type of call are you completing?
	Weekend (n/s) Food (n/s)

Top	FIRST IMPRESSIONS - (500 out of 625) 80.0%
2	Were the plants/hanging baskets in good condition?
	Yes (125)
3	Were the windows, doors, fascia clean and brass sparkling?
	Yes (125)
4	Was the signage clean, in good decorative order and well lit?
	Yes (125)
5	Was the immediate entrance litter free?
	Yes (125)
6	Was all external POS, notices up to date and in good condition as detailed in MAP?
	No (0) <i>POS in need of straightening</i>




Top	EXTERNALS - (375 out of 375) 100.0%
7	Were the bin store, delivery area and car park clean and tidy?
	Yes (125)
8	Was the beer garden/s clean, tidy and well presented?
	Yes (125)

9	Were the beer garden/s (rear of pub) ashtrays empty and were tables clear of clutter?
	Yes (125)

Top	FOH - CLEANLINESS - (2000 out of 2000) 100.0%
10	Were internal mirrors/glass panels clean?
	Yes (125)
11	Was the brass and chrome clean and polished throughout the pub?
	Yes (125)
12	Were the tables dry and not sticky?
	Yes (250)
13	Were the tables free from glasses, bottles and plates?
	Yes (250) <i>Good evidence of table clearing</i>
14	Was the bar top dry, not sticky and uncluttered?
	Yes (250)
15	Were all staff and managers wearing aprons/utility belts (including small spray bottles/cloths)?
	Yes (250)
16	Was the floor clear of spillages and litter?
	Yes (125)
17	Was the furniture clean and in good repair?
	Yes (125)
18	Were AWP's switched on (during licencing hours), clean and working?
	Yes (125)
19	Was the Customer Information Screen switched on, up to date and easily accessible to all customers?
	Yes (125)
20	Were the hot drink station(s) and condiment sideboard clean and fully stocked?
	Yes (250)

Top	TOILETS - (875 out of 1000) 87.5%
21	Which toilet did you visit?
	Male (n/s)
22	Was the toilet area clean and free from spillages?
	Yes (125)
23	Were the toilets well maintained?
	No (0) <i>Finger guard still broken</i>
24	Did the toilets smell fresh and pleasant?
	Yes (125)
25	Did all toilet cubicles have toilet paper in the holders?
	Yes (125)
26	Were soap and hand drying facilities available?
	Yes (125)
27	Was the toilet checklist signed within the last hour?
	Yes (250)

28	Were the sinks clean, unblocked and wiped down?
	Yes (125)


Top	ATMOSPHERE - (875 out of 1000) 87.5%	
30	Was the pub well maintained? Was the condition of the fixtures and fittings in good order?	
	Yes (125)	
31	Were staff concentrating on customer needs and not on their colleagues/close down tasks?	
	Yes (250)	
32	Was all internal POS up to date and in good condition as per MAP?	
	<p>No (0)</p> <p><i>Breakfast menus still in holders (@4:30pm)</i></p> <p><i>TT in poor condition</i></p>	




33	Was the back bar well merchandised and free from clutter?	
	Yes (125)	
34	Was the pub at a comfortable temperature?	
	Yes (250)	
35	Was the level of lighting appropriate for the time of day?	
	Yes (125)	


Top	SERVICE - (625 out of 1125) 55.6%	
39	Were staff polite and helpful to you and other customers?	
	Yes (125)	
40	Were the staff well groomed (clean shaven / neatly clipped facial hair, long hair tied back and clean hands)?	
	Yes (250)	

41	Were you acknowledged before you were served, whilst standing at the bar?
	N/A - Ordered on the App (n/s)
44	When questioning around allergens in a dish, were you directed to the customer information screen in the pub, app or customer website?"
	Yes (375)
45	If ordering on the app were your drinks delivered within 3 minutes? Please state delivery time?
	No (-250) 5 minutes
47	Were all bars/floors/areas open within the pub?
	Yes (125)

Top	PRODUCTS - DRINKS - (1000 out of 1000) 100.0%	
48	Were all drinks products available?	
	Yes (250)	
49	Were all drinks served in a clean and cool glass?	
	Yes (250)	
50	Was the glass held by the base and not by the rim?	
	Yes (125)	
51	Were must stock ales available and a good range of guest ales on sale?	
	Yes (125)	
52	Did all handpumps have an ale badge and price card? Were ales showing as coming soon on the app?	
	<div> <div>Yes (125)</div> <div>Coming soon ales advertised on app</div> </div> <div> <div> <div>Coming Soon</div> <div> <div> <div> <div>Please note: These ales are not available to purchase at this time. Tap the bell to receive a notification when the ale becomes available.</div> <div> <div> <div>Morland Old Speckled Hen</div> <div> <div>18</div> <div></div> </div> <div> <div>4.5% ABV. 2.6 units. Morland. Amber coloured, malty and fruity.</div> <div> <div> <div>Exmoor Gold</div> <div> <div>18</div> <div></div> </div> <div> <div>4.5% ABV. 2.6 units. Exmoor. Gold coloured, malty and citrusy.</div> <div> <div> <div>Lancaster American Hop</div> <div> <div>18</div> <div></div> </div> <div> <div>4.2% ABV. 2.4 units. Lancaster. Pale coloured, light and fruity.</div> <div> <div> <div>Enville Ginger</div> <div> <div>18</div> <div></div> </div> </div> </div> </div> </div> </div> </div> </div> </div> </div></div></div></div></div></div></div></div>	
53	Were all drinks served to the correct specification?	
	Yes (125)	

Top	CRITICAL DRINK FOCUS - (3000 out of 3000) 100.0%	
54	Was Corona available on draught?	
	Yes (375)	
55	If available, was Corona served in a branded glass?	
	Yes (375)	
56	If available, was Corona served with a lime wedge on the rim of the glass?	
	Yes (375)	
57	Were Budweiser, Bud Light, Leffe Blonde and Stella available on Draught?	
	Yes (375) <i>Budweiser available but fobbing badly so chose alternative</i>	
58	Please select which product you purchased as your second pint:	
	Bud Light (n/s)	
59	Was the second pint served in a branded glass?	
	Yes (375)	
60	Were the bottle and can products available?	
	Yes (375)	
62	Were the bottle and can products visible?	
	Yes (375)	
64	Was Bathtub gin available on back bars?	
	Yes (375)	

Top		PRODUCTS - FOOD - (1250 out of 2500) 50.0%	
65	Were all food products available?		
	<div>No (-375) No fish and chips available</div>	<div><div><div><div><div><div></div><div></div><div></div></div><div><div></div><div></div><div></div></div></div><div><div>My favourites</div><div>EDIT</div></div></div><div><div><div>★ ★ ★ Sliced turkey breast and winter vegetables</div><div>Includes a drink</div><div>Four slices of turkey breast, a pork, apricot & cranberry stuffing, roasted Chantenay carrots and pa Read more...</div><div>1079 kcal</div></div><div><div>11" Margherita pizza </div><div>Includes a drink</div><div>Mozzarella, basil</div><div>934 kcal</div></div><div><div>Freshly battered cod and chips</div><div>Includes a drink</div><div>Peas 1240 kcal or mushy peas 1298 kcal</div><div>TEMPORARILY UNAVAILABLE</div><div>1240 kcal</div></div><div><div>Gourmet 8oz sirloin steak</div><div>Includes a drink</div><div>Peas, tomato, mushroom, three onion rings, steak sauce Choose: Side salad 785 kcal; Mediterranean s Read more...</div><div>785 kcal</div></div><div><div>Bud Light  </div></div></div><div><div>soft drink</div><div>£11.99</div><div>alcoholic drink</div><div>£13.52</div><div>soft drink</div><div>£8.68</div><div>alcoholic drink</div><div>£10.21</div><div>soft drink</div><div>£10.08</div><div>alcoholic drink</div><div>£11.61</div><div>soft drink</div><div>£13.59</div><div>alcoholic drink</div><div>£15.12</div><div>£1.99</div></div></div></div>	
66	If purchased, did all your meal/s arrive within 10 minutes? Please state delivery time?		
	<div>Yes (375) 10 mins</div>		
67	Were all the component items of your meals served at the correct temperature?		
	<div>Yes (375)</div>		

68	Were your meals served to spec? inc correct portion sizes and build to order
	<p>No (-250)</p> <p><i>Pizza over pressed so too big and too thin</i></p>
	
69	Was your cutlery clean, polished and delivered with a napkin alongside your meals?
	Yes (250)
70	Was the correct crockery used, clean, not chipped
	Yes (250)
71	Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?
	Yes (250)
72	Did you receive a check back and was there evidence that other customers also received check backs if applicable?
	Yes (250)
73	Was there evidence of all tables (including your own) being cleaned within five minutes of the last diner finishing their meal?
	Yes (125)

Iop	MANAGEMENT FOCUS - (2750 out of 2750) 100.0%
74	Was there evidence of the duty manager front of house?
	<p>Yes (125)</p> <p><i>Chloe, Maddie and Bob</i></p>
75	Was there evidence of radios (inc earpieces), bodycams and panic alarm buttons being worn by the team?
	Yes (250)
76	Were fire exits clear and unobstructed?
	Yes (1000)
77	Did you visit the kitchen?
	Yes (n/s)

78	If you visited the kitchen, was the handwash basin clean and fully stocked?
	Yes (125)
79	If you visited the kitchen, was the kitchen uniform SOP being adhered to?
	Yes (125)
80	If you visited the kitchen, was general cleanliness good? (inc surfaces, walls and floor)?
	Yes (125) <i>Good CAYG</i>
81	Hot hold - if required, is it in use and is the food at the correct temperature (above 63c)?
	Yes (125) <i>Not in use</i>
82	Is the plate warmer on and in use?
	Yes (125)
83	Are there heat resistant pads available and in use for the floor staff?
	Yes (125)
84	Defrost calculator - does the weekly sales on the calculator reflect the forecast?
	Yes (125)
85	Do the levels in the service fridges reflect the requirements of the defrost calculator?
	Yes (125)
86	Is nothing being cooked from frozen
	Yes (125)
87	Are the fryers being regularly skimmed?
	Yes (125)
88	Are food pagers in use?
	Yes (125)

Top	GENERAL - (non-scoring)
89	Any other comments?
	<i>I will escalate Budweiser issues as lots of wastage on every pint poured</i>
90	Did you give out a gift card during your visit?
	No (n/s)
91	State the name of the Duty Manager you spoke to.
	<i>Chloe</i>
92	State the name of the kitchen lead on shift.
	Abbie