



The Bottle of Sack, Sutton Coldfield

Job ID	25026791
Job Date	Saturday 28th December 2024
Job Time	21:13 - 21:44
Name of Auditor:	Colin Lovell
Visit Type:	Internal Call - Area Manager and Auditor 2024

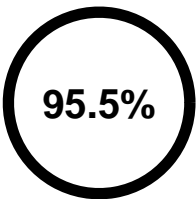
This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	625	625	100.0%
EXTERNALS	250	375	66.7%
FOH - CLEANLINESS	1875	2000	93.8%
TOILETS	1000	1000	100.0%
ATMOSPHERE	1625	1625	100.0%
SERVICE	1500	1500	100.0%
PRODUCTS - DRINKS	1000	1000	100.0%
CRITICAL DRINK FOCUS	3000	3000	100.0%
MANAGEMENT FOCUS	1375	1375	100.0%
OVERALL	12250	12500	98.0%



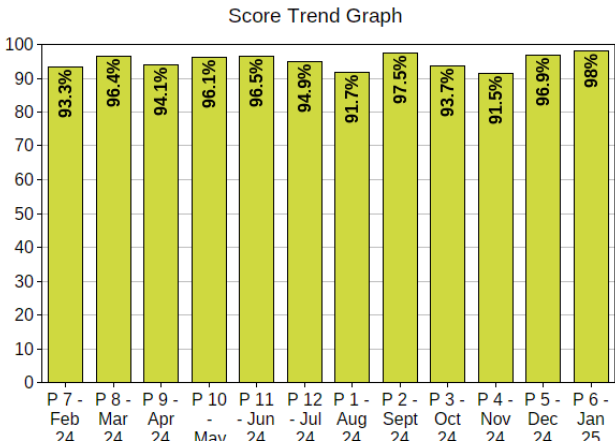
Period Score



Last Period Score



YTD Score




<a href="#">Top</a>	CALL TYPE - (non-scoring)
1	What type of call are you completing?
	After 6pm: Saturday (n/s) Weekend (n/s)

<a href="#">Top</a>	FIRST IMPRESSIONS - (625 out of 625) 100.0%
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?
	Yes (125)

<a href="#">Top</a>	EXTERNALS - (250 out of 375) 66.7%
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?
	No (0) <i>Several tables in need of clearing</i>

<a href="#">Top</a>	FOH - CLEANLINESS - (1875 out of 2000) 93.8%
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?
	<p>No (0)</p> <p><i>Floor in front of bar wet</i></p> 
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)

<a href="#">Top</a>	<b>TOILETS - (1000 out of 1000) 100.0%</b>
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?
	Yes (125)
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)

<a href="#">Top</a>	<b>ATMOSPHERE - (1625 out of 1625) 100.0%</b>
29	Were doors/windows open, if appropriate?
	Yes (125)
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) <i>Quick and efficient service</i>
32	Was all internal POS up to date and in good condition as per MAP?
	Yes (125)
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)
36	If applicable were fires lit and in full working order?
	Yes (125)
37	If music was playing, was it at the correct volume, of an appropriate genre AND were all TVs displaying subtitles appropriately?
	Yes (125)
38	Were door supervisors well presented, polite and welcoming?
	Yes (250)

<a href="#">Top</a>	<b>SERVICE - (1500 out of 1500) 100.0%</b>
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?
	Yes (125)
42	Were you served within 2 minutes of approaching the bar?
	Yes (250)
43	Were you served in turn?
	Yes (125)
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?
	N/A - Ordered at the bar (n/s)
46	If ordering hot drinks was the machine pointed out and free refills explained?
	Yes (125)
47	Were all bars/floors/areas open within the pub?
	Yes (125)


<u>Top</u>	<b>PRODUCTS - DRINKS - (1000 out of 1000) 100.0%</b>
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) <i>Good range of ales</i>
52	Did all handpumps have an ale badge and price card? Were ales showing as coming soon on the app?
	Yes (125)
53	Were all drinks served to the correct specification?
	Yes (125)

<u>Top</u>	<b>CRITICAL DRINK FOCUS - (3000 out of 3000) 100.0%</b>
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)

A photograph of a bar counter. In the foreground, two glasses of beer are visible. The glass on the left is a tall, slender Budweiser glass filled with a golden beer topped with a thick head of foam. The glass on the right is a shorter, wider Corona Extra glass, also filled with beer and foam, and garnished with a lime wedge on the rim. In the background, a menu board is displayed. The top section of the menu is titled 'FOOD' and lists 'The Bottle of Sack' by Sutton Coldfield. Below this, there are sections for 'Breakfast' (8am-12noon, £4.99), 'Tea, coffee and hot chocolate' (£1.56), 'Deli Deals' (including a drink, £3.08), 'Burger meals' (including a drink, £5.44 and £6.97), and 'Afternoon deals' (including a drink, £4.11 and £5.64). A Verifone payment terminal is visible on the right side of the counter.

57	Were Budweiser, Bud Light, Leffe Blonde and Stella available on Draught?
	Yes (375)
58	Please select which product you purchased as your second pint:
	Budweiser (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)

<a href="#">Top</a>	<b>PRODUCTS - FOOD - (non-scoring)</b>
65	Were all food products available?
	N/A - Drink Call (n/s)

<a href="#">Top</a>	<b>MANAGEMENT FOCUS - (1375 out of 1375) 100.0%</b>
74	Was there evidence of the duty manager front of house?
	Yes (125) Dave on duty

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?
	No (n/s)

<u>Top</u>	<b>GENERAL - (non-scoring)</b>
89	Any other comments?
	<i>A good crowd in the pub today, and on track to beat target</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>Dave</i>
92	State the name of the kitchen lead on shift.
	Alex