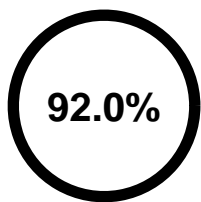




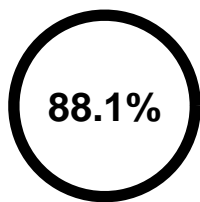
Period 6 - Jan 2025

## The Bottle of Sack, Sutton Coldfield

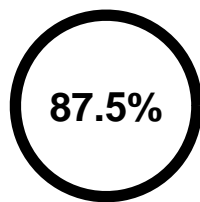
Job ID	25030344
Job Date	Saturday 4th January 2025
Job Time	19:40 - 20:05
Name of Auditor:	Paul Turner
Visit Type:	Internal Call – FOH Head Office 2024



Period Score



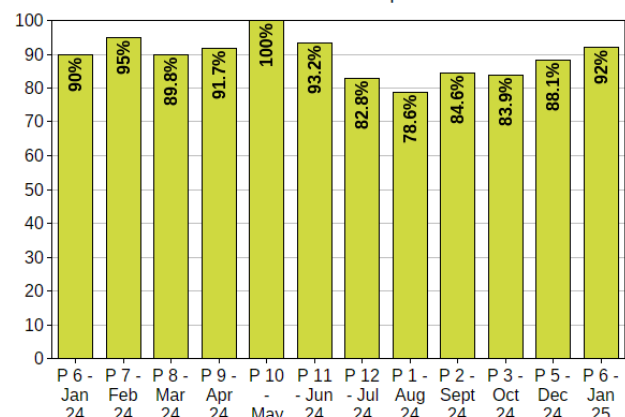
Last Period Score



YTD Score

This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	500	625	80.0%
EXTERNAL	375	375	100.0%
FOH - Cleanliness	2250	2250	100.0%
TOILETS	1000	1000	100.0%
ATMOSPHERE	1250	1250	100.0%
SERVICE	750	1250	60.0%
PRODUCTS - DRINKS	625	1125	55.6%
CRITICAL DRINK FOCUS	1875	1875	100.0%
PRODUCTS - FOOD	2750	2750	100.0%
MANAGEMENT	1625	1625	100.0%
OVERALL	13000	14125	92.0%

Score Trend Graph



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

<a href="#">Top</a>	<b>FIRST IMPRESSIONS - (500 out of 625) 80.0%</b>
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?
	No (0)
6	Was all external POS, notices up to date and in good condition as detailed in MAP?
	Yes (125)

<a href="#">Top</a>	<b>EXTERNAL - (375 out of 375) 100.0%</b>
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)

<a href="#">Top</a>	<b>FOH - Cleanliness - (2250 out of 2250) 100.0%</b>
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)
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) clean and fully stocked?
	Yes (250)
21	Were the condiment sideboard(s) clean and fully stocked?
	Yes (250)

<a href="#">Top</a>	<b>TOILETS - (1000 out of 1000) 100.0%</b>
22	Which toilet did you visit?
	Male (n/s)
23	Was the toilet area clean and free from spillages?
	Yes (125)
24	Were the toilets well maintained?
	Yes (125)
25	Did the toilets smell fresh and pleasant?
	Yes (125)
26	Did all toilet cubicles have toilet paper in the holders?
	Yes (125)
27	Were soap and hand drying facilities available?
	Yes (125)
28	Was the toilet checklist signed within the last hour?
	Yes (250)
29	Were the sinks clean, unblocked and wiped down?
	Yes (125)

<a href="#">Top</a>	<b>ATMOSPHERE - (1250 out of 1250) 100.0%</b>
31	Was the pub well maintained? Was the condition of the fixtures and fittings in good order?
	Yes (125)
32	Were staff concentrating on customer needs and not on their colleagues/close down tasks?
	Yes (250)
33	Was all internal POS up to date and in good condition as per MAP?
	Yes (125)
34	Was the back bar well merchandised and free from clutter?
	Yes (125)
35	Was the pub at a comfortable temperature?
	Yes (250)
36	Was the level of lighting appropriate for the time of day?
	Yes (125)
39	Were door supervisors well presented, polite and welcoming?
	Yes (250)

<a href="#">Top</a>	<b>SERVICE - (750 out of 1250) 60.0%</b>
40	Were staff polite and helpful to you and other customers?
	Yes (125)
41	Were the staff well groomed (clean shaven / neatly clipped facial hair, long hair tied back and clean hands)?
	Yes (250)
42	Were you acknowledged before you were served, whilst standing at the bar?
	Yes (125)
43	Were you served within 2 minutes of approaching the bar?
	N/A - I ordered on the App (n/s)
44	Were you served in turn?
	N/A - I ordered on the App (n/s)
45	When questioning around allergens in a dish, were you directed to the customer information screen in the pub, app or customer website?
	Yes (375)
46	If ordering on the app were your drinks delivered within 3 minutes? Please state delivery time?
	No (-250) 5 mins
48	Were all bars/floors/areas open within the pub?
	Yes (125)

<a href="#">Top</a>	<b>PRODUCTS - DRINKS - (625 out of 1125) 55.6%</b>
49	Were all drinks products available?
	No (-250) No ipa available so ordered doom bar instead.
50	Were all drinks served in a clean and cool glass?
	Yes (250)
51	Was the glass held by the base and not by the rim?
	Yes (125)
52	Were must stock ales available and a good range of guest ales on sale?
	Yes (125)
53	Did all handpumps have an ale badge and price card?
	Yes (125)
54	Were ales showing as coming soon on the app?
	Yes (125)

55	Were all drinks served to the correct specification?
	<p>Yes (125)</p> <p><i>Yes fully to spec.</i></p>
	

<a href="#">Top</a>	<b>CRITICAL DRINK FOCUS - (1875 out of 1875) 100.0%</b>
56	Was Corona available on draught?
	Yes (375)
57	If available, was Corona served in a branded glass?
	Yes (375)
58	If available, was Corona served with a lime wedge on the rim of the glass?
	Yes (375)
59	Were Budweiser, Bud Light, Leffe Blonde and Stella available on Draught?
	Yes (375)
60	Please select which product you purchased as your second pint:
	Bud Light (n/s)
61	Was the second pint served in a branded glass?
	Yes (375)

<a href="#">Top</a>	<b>PRODUCTS - FOOD - (2750 out of 2750) 100.0%</b>
62	Were all food products available?
	Yes (375)
63	If purchased, did all your meal/s arrive within 10 minutes? Please state delivery time?
	<p>Yes (375)</p> <p><i>10 mins</i></p>

64	Were all the component items of your meals served at the correct temperature?
	Yes (375)
65	Were your meals served to spec? inc correct portion sizes and build to order?
	Yes (250)
	
66	Was your cutlery clean, polished and delivered with a napkin alongside your meals?
	Yes (250)
67	Was the correct crockery used, clean, not chipped?
	Yes (250)
68	Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?
	Yes (250)
69	Did you receive a check back and was there evidence that other customers also received check backs if applicable?
	Yes (250)
70	Was there evidence of all tables (including your own) being cleaned within five minutes of the last diner finishing their meal?
	Yes (125)
71	Was there evidence of bus tubs, trolleys and glass collection baskets being used?
	Yes (250)

<a href="#">Top</a>	<b>MANAGEMENT - (1625 out of 1625) 100.0%</b>
72	Was there evidence of the duty manager front of house?
	Yes (125)
73	Were all members of the team wearing radios inc earpeices (to aid efficient communication)?
	Yes (250)

74	Was there evidence of bodycams and panic alarm buttons being worn by the team?
	Yes (250)
75	Were fire exits clear and unobstructed?
	Yes (1000)
76	Did you visit the kitchen?
	No (n/s)

<u>Top</u>	<b>FEEDBACK - ACTIONS - (non-scoring)</b>
80	Any other comments?
	<i>Pub was busy tonight with a predominantly younger clientele having a good atmosphere. Dave and the team clearly visible working hard maintaining standards and serving customers. As discussed with Dave the door man was very welcoming when I arrived and polite when leaving.</i>
81	Did you give out a gift card during your visit?
	No (n/s)
82	State the name of the manager you spoke to.
	<i>Dave</i>
83	State the name of the kitchen lead on shift.
	Apologies I completely forgot to ask.