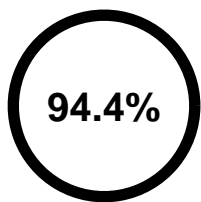




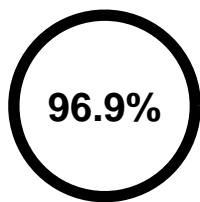
Period 6 - Jan 2025

## The Bottle of Sack, Sutton Coldfield

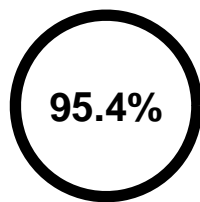
Job ID	25041778
Job Date	Sunday 26th January 2025
Job Time	12:55 - 13:50
Name of Auditor:	Colin Lovell
Visit Type:	Internal Call - Area Manager and Auditor 2024



Period Score



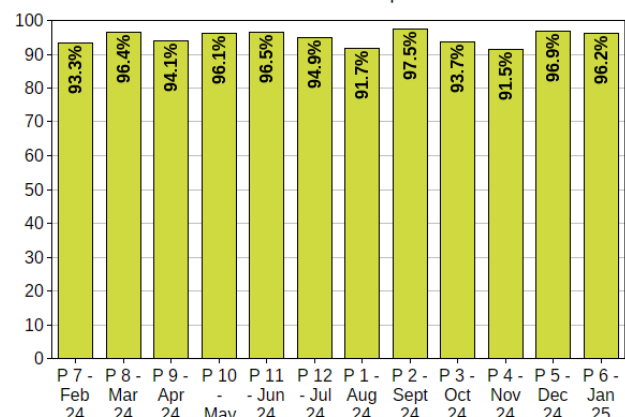
Last Period Score



YTD Score

This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	625	625	100.0%
EXTERNALS	375	375	100.0%
FOH - CLEANLINESS	1500	2000	75.0%
TOILETS	875	1000	87.5%
ATMOSPHERE	750	1000	75.0%
SERVICE	1250	1250	100.0%
PRODUCTS - DRINKS	1000	1000	100.0%
CRITICAL DRINK FOCUS	3000	3000	100.0%
PRODUCTS - FOOD	2750	2750	100.0%
MANAGEMENT FOCUS	2750	2750	100.0%
OVERALL	14875	15750	94.4%

Score Trend Graph

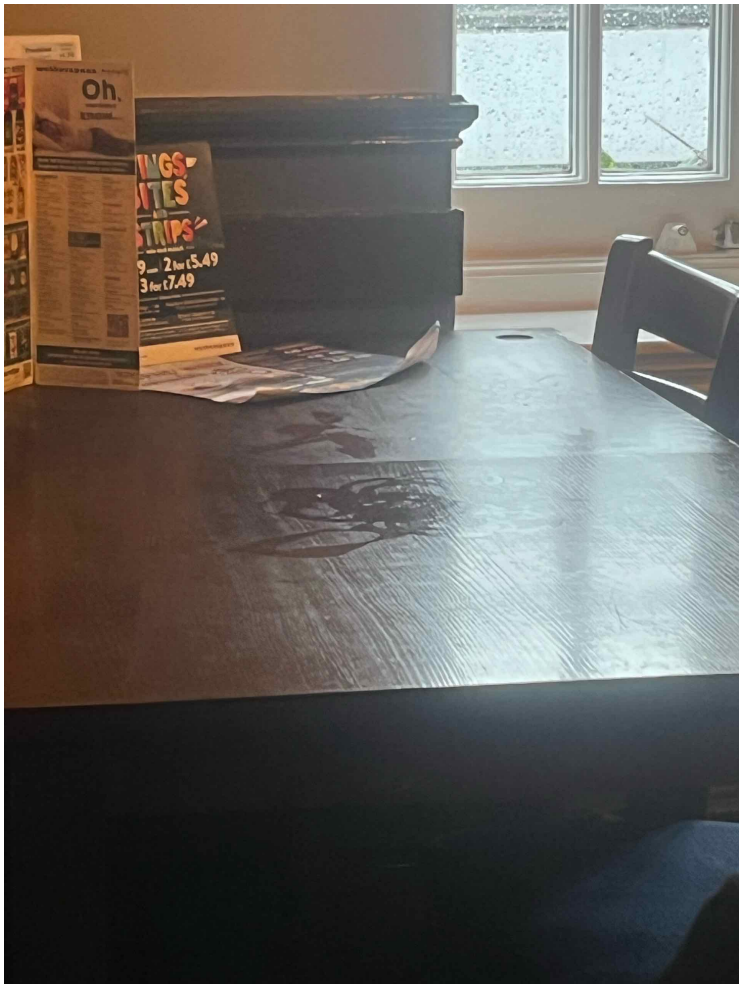


<a href="#">Top</a>	<b>CALL TYPE - (non-scoring)</b>
1	What type of call are you completing?
	Weekend (n/s) Food (n/s)

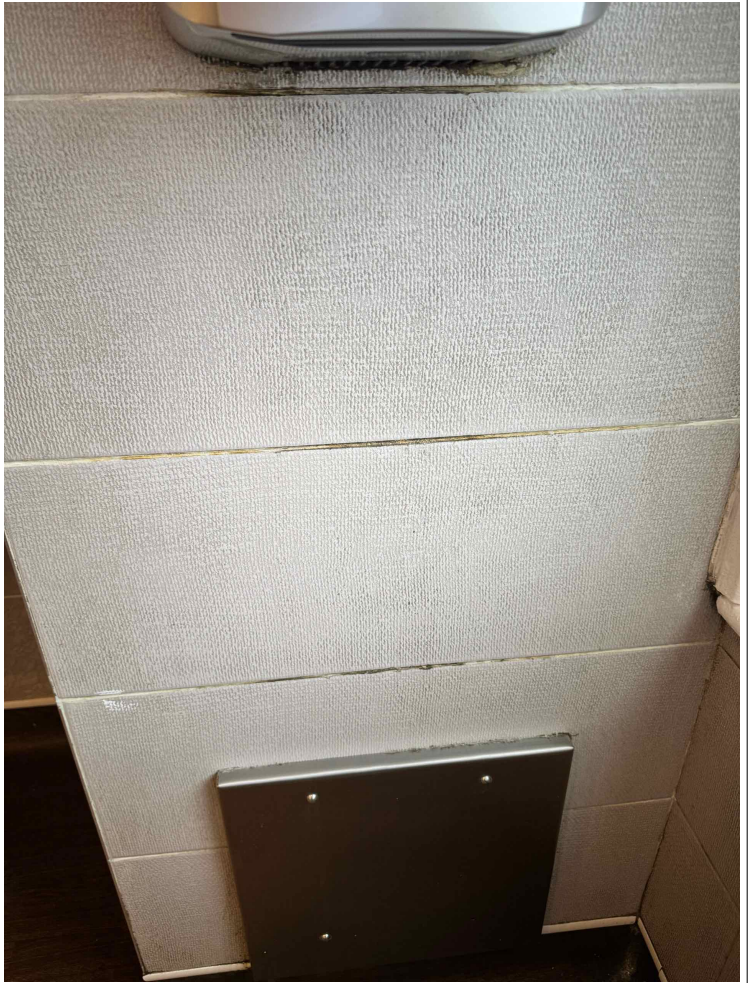
<a href="#">Top</a>	<b>FIRST IMPRESSIONS - (625 out of 625) 100.0%</b>
2	Were the plants/hanging baskets in good condition?
	Yes (125)
3	Were the windows, doors, fascia clean and brass sparkling?
	Yes (125)
4	Was the signage clean, in good decorative order and well lit?
	Yes (125)
5	Was the immediate entrance litter free?
	Yes (125)
6	Was all external POS, notices up to date and in good condition as detailed in MAP?
	Yes (125) <i>All POS correct as per brief</i>


<a href="#">Top</a>	<b>EXTERNALS - (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 - (1500 out of 2000) 75.0%</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?
	<p>No (-250)  <i>A few tables in need of wiping</i></p> 
13	Were the tables free from glasses, bottles and plates?
	<p>Yes (250)  <i>Good evidence of table clearing</i></p>
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)







<u>Top</u>	<b>TOILETS - (875 out of 1000) 87.5%</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?
	<p>No (0)</p> <p><i>Need to clean grouting below hand dryers</i></p>
	
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 - (750 out of 1000) 75.0%</b>	
30	Was the pub well maintained? Was the condition of the fixtures and fittings in good order?	
	<p>No (0)</p> <p><i>A few lamps out and also one fitting flickering upstairs</i></p>	
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>Need to review menu holder brief as missing hotel brochures but had does truth matter inside which is not needed</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)	


<a href="#">Top</a>	<b>SERVICE - (1250 out of 1250) 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?	
	N/A - Ordered on the App (n/s)	



52	Did all handpumps have an ale badge and price card? Were ales showing as coming soon on the app?	<div> <div> <div>Yes (125)</div> <div>Coming soon advertised on app</div> </div> <div> <div>  <div>ALE-FINDER</div> <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>Black Hole No Escape</div> <div> <div>18</div> <div>●</div> </div> <div> <div>5.2% ABV. 3 units. Black Hole. Dark coloured, chocolaty and smooth.</div> <div>  </div> </div> </div> <div> <div>J.W. Lees Plum Pudding</div> <div> <div>18</div> <div>●</div> </div> <div> <div>4.8% ABV. 2.7 units. J.W. Lees. Mahogany coloured, malty and fruity.</div> <div>  </div> </div> </div> <div> <div>Fixed Wheel Blackheath Stout</div> <div> <div>18</div> <div>●</div> </div> <div> <div>5% ABV. 2.8 units. Fixed Wheel. Dark coloured, roasty and bold.</div> <div>  </div> </div> </div> <div> <div>Fixed Wheel No Brakes IPA</div> <div> <div>18</div> <div>●</div> </div> <div> <div>5.9% ABV. 3.4 units. Fixed Wheel. Pale coloured, hoppy and sweet.</div> <div>  </div> </div> </div> </div> </div> </div></div>
53	Were all drinks served to the correct specification?	<div> <div>Yes (125)</div> </div>

<a href="#">Top</a>	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)
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 - (2750 out of 2750) 100.0%</b>
65	Were all food products available?
	Yes (375)
66	If purchased, did all your meal/s arrive within 10 minutes? Please state delivery time?
	Yes (375) 8 mins
67	Were all the component items of your meals served at the correct temperature?
	Yes (375)
68	Were your meals served to spec? inc correct portion sizes and build to order
	Yes (250)
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)
74	Was there evidence of bus tubs, trolleys and glass collection baskets being used?
	Yes (250)

<a href="#">Top</a>	<b>MANAGEMENT FOCUS - (2750 out of 2750) 100.0%</b>
75	Was there evidence of the duty manager front of house?
	Yes (125)
76	Was there evidence of radios (inc earpieces), bodycams and panic alarm buttons being worn by the team?
	Yes (250)
77	Were fire exits clear and unobstructed?
	Yes (1000)
78	Did you visit the kitchen?
	Yes (n/s)
79	If you visited the kitchen, was the handwash basin clean and fully stocked?
	Yes (125)
80	If you visited the kitchen, was the kitchen uniform SOP being adhered to?
	Yes (125)
81	If you visited the kitchen, was general cleanliness good? (inc surfaces, walls and floor)?
	Yes (125) <i>Very clean</i>
82	Hot hold - if required, is it in use and is the food at the correct temperature (above 63c)?
	Yes (125)
83	Is the plate warmer on and in use?
	Yes (125)
84	Are there heat resistant pads available and in use for the floor staff?
	Yes (125)
85	Defrost calculator - does the weekly sales on the calculator reflect the forecast?
	Yes (125)
86	Do the levels in the service fridges reflect the requirements of the defrost calculator?
	Yes (125)
87	Is nothing being cooked from frozen
	Yes (125)
88	Are the fryers being regularly skimmed?
	Yes (125)
89	Are food pagers in use?
	Yes (125)

<u>Top</u>	GENERAL - (non-scoring)
90	Any other comments?
	<i>A good call today - food serves quick and all to spec</i>
91	Did you give out a gift card during your visit?
	No (n/s)
92	State the name of the Duty Manager you spoke to.
	<i>Maddie</i>
93	State the name of the kitchen lead on shift.
	Alex