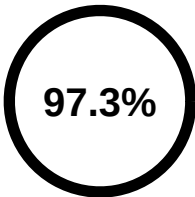




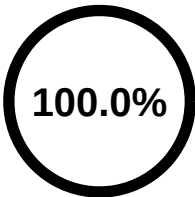
The Bottle of Sack, Sutton Coldfield

Job ID	25038138
Job Date	Thursday 30th January 2025
Job Time	15:52 - 17:07
Visit Type:	External Customer Experience - 2024

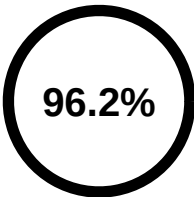
This Visit - The Detail	Points	Out Of	Score
First Impressions	6	6	100.0%
Cleanliness	21	21	100.0%
Coffee Station	3	3	100.0%
Service/Ordering by the App	10	12	83.3%
Critical Drink Focus	12	12	100.0%
Food Quality	17	17	100.0%
Maintenance	4	4	100.0%
OVERALL	73	75	97.3%



Period Score

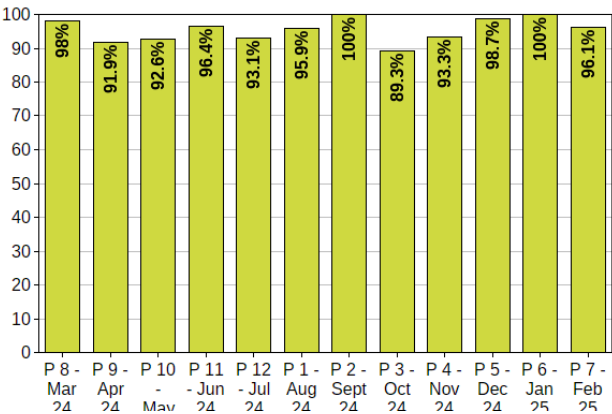


Last Period Score



YTD Score

Score Trend Graph



Top	First Impressions - (6 out of 6) 100.0%
1	Was the pub's exterior clean and free of litter?
	Yes (1)
2	Were the plants alive (including hanging baskets) and did they appear to be well cared for?
	Yes (2)
3	Were external tables at the front of the pub clear of clutter?
	Yes (1)
4	Were there Wetherspoon News magazines on tables/or in a magazine stand?
	Yes (2)

Top	Cleanliness - (21 out of 21) 100.0%
5	Were all staff dressed appropriately (i.e. clean clothing and no ripped jeans)?
	Yes (2)
6	Were floor staff and managers wearing a utility belt OR apron? - C
	Yes (2)
7	Was there evidence of regular cleaning taking place?
	Yes (3)
8	Was your table cleared, cleaned and dried prior to being seated?
	Yes (2)
9	Were all glasses, cutlery and crockery used for your meal clean?
	Yes (2)
11	Was the floor clear of spillages and litter?
	Yes (2)
12	Was the beer garden litter-free with clean tables? - C
	Yes (2)
13	Was the toilet clean?
	Yes (2)
14	Were toilet paper, soap, and working hand dryers available?
	Yes (2)
16	Was the toilet checklist signed?
	Yes (2)

Top	Coffee Station - (3 out of 3) 100.0%
17	Was the self-serve coffee machine working?
	Yes (1)
18	Was the self-serve coffee station fully stocked? (i.e all hot drink condiments available such as sugar)
	Yes (1)
19	Was the self-serve coffee station clean?
	Yes (1)

Top	Atmosphere - (non-scoring)
20	Did you find the pub's atmosphere comfortable and welcoming overall?
	Yes (n/s)

Top	Service/Ordering by the App - (10 out of 12) 83.3%
22	How did you place and pay for your order?
	I ordered and paid using the JD Wetherspoon app (n/s)
23	If you needed to ask at the bar about allergens in your meal of choice, did the member of staff signpost you to look at the Customer Information Screen, Order and Pay App, or the company website?
	N/A – I did not need to ask about allergens (n/s)
24	Were the drinks delivered within 3 minutes of the order being completed?
	No (0) <i>**delivered at 5 minutes</i>
25	Was a clean tray used to deliver all drinks?
	N/A - a tray was not required as I only ordered 1 or 2 drinks (n/s)
26	Was the location serving food at the time of your visit?
	Yes - the location was serving food (n/s)
27	Was your complete food order delivered to your table within 10 minutes after placing your order? If you ordered a medium or well done steak, was your complete order delivered within 15 minutes?
	Yes - delivered within 10 minutes (3)
28	If there was a delay in food delivery, was this apologised for and suitably dealt with? - S
	N/A - there was no delay (n/s)
29	Did the staff member who delivered your order announce each meal before placing it in front of the correct person?
	Yes (2)
30	Did the staff member who delivered your order say "Enjoy your meal" or something similar?
	Yes (2)
31	Did any staff member check back before the majority of your meal was finished?
	Yes (3)
32	If your meal(s) were incorrect, did the staff member apologise and promptly correct the issue if you brought it to their attention?
	N/A - all meals were correct (n/s)
33	Please detail your table number.
	25

Top	Critical Drink Focus - (12 out of 12) 100.0%
34	Was Corona available on draught?
	Yes (3)
35	If available, was Corona served in a branded glass?
	Yes (3)
36	If available, was Corona served with a lime wedge on the rim of the glass?
	Yes (3)
37	Please select which product you purchased as your second pint:
	Bud Light (n/s)
38	Was the second pint served in a branded glass?
	Yes (3)

Top	Food Quality - (17 out of 17) 100.0%
40	Was all food requested available? - Q
	Yes (3)

41	Was your meal served according to the description on the menu?
	Yes (3)
42	Was the presentation of your meal appealing?
	Yes (2)
43	Were all items served at the correct temperature (hot items hot, cold items cold)?
	Yes (2)
44	Was your meal cooked properly, with nothing overcooked/burnt/tough/dry, undercooked, or overly greasy?
	Yes (3)
45	Did all ingredients appear fresh?
	Yes (2)
46	Were all condiments available? - Q
	Yes (2)

<u>Top</u>	Maintenance - (4 out of 4) 100.0%
47	Were the toilet fixtures (e.g. locks, mirrors, toilet paper holders, toilet seats, etc.) well maintained?
	Yes (2)
49	Did you observe anything else that was not fully functioning at the pub, such as broken light bulbs?
	No (2)

<u>Top</u>	Overall Visit - (non-scoring)
50	On a scale of 1 - 5 please rate your overall experience. Please detail what was good and what could be improved.
	4 - Good (n/s) Hot Food delivered within 10 minutes and they were hot.