

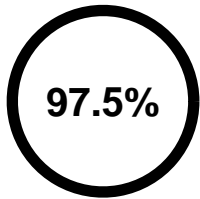


## Period 9 - April 2025

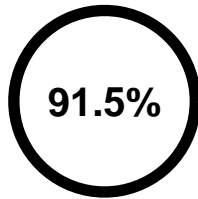
### The Bottle of Sack, Sutton Coldfield

Job ID	25079109
Job Date	Saturday 12th April 2025
Job Time	11:27 - 12:40
Visit Type:	External Customer Experience 2025

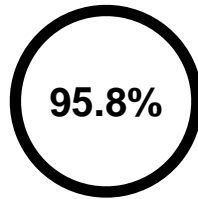
This Visit - The Detail	Points	Out Of	Score
First Impressions	6	6	100.0%
Cleanliness	17	17	100.0%
Coffee Station	3	3	100.0%
Service/Ordering by the App	12	14	85.7%
Critical Drink Focus	12	12	100.0%
Food Quality	17	17	100.0%
Maintenance	4	4	100.0%
Staff and Employee Appearance	6	6	100.0%
OVERALL	77	79	97.5%



Period Score

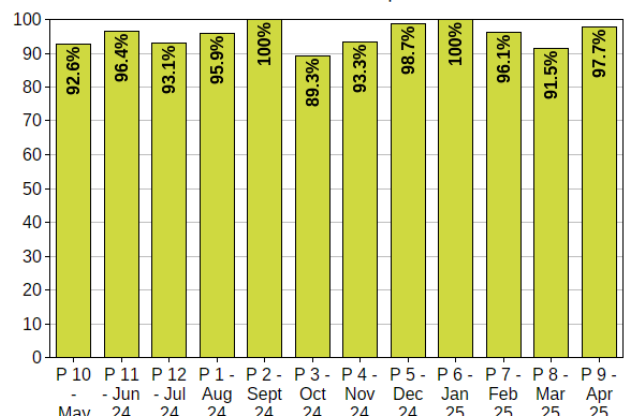


Last Period Score



YTD Score

Score Trend Graph



<a href="#">Top</a>	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) <i>There were plenty of copies available, throughout the pub.</i>

<a href="#">Top</a>	Cleanliness - (17 out of 17) 100.0%
5	Was there evidence of regular cleaning taking place?
	Yes (3) <i>I saw staff patrolling the pub cleaning up where required.</i>
6	Was your table cleared, cleaned and dried prior to being seated?
	Yes (2)
7	Were all glasses, cutlery and crockery used for your meal clean?
	Yes (2)
9	Was the floor clear of spillages and litter?
	Yes (2)
10	Did you witness staff members using clearing tubs / bus trays / collection baskets to remove items from tables where required?
	Yes (n/s)
11	Was the beer garden litter-free with clean tables? - <b>C</b>
	Yes (2)
12	Was the toilet clean?
	Yes (2) <i>The toilet was relatively clean, although the floor seemed a bit damp near one of the urinals.</i>
13	Were toilet paper, soap, and working hand dryers available?
	Yes (2)
15	Was the toilet checklist signed?
	Yes (2) <i>It had been signed up to 11am, I visited the Gentlemens facility at about 12:30 and the 12:00 segment hadn't yet been signed.</i>

<a href="#">Top</a>	Coffee Station - (3 out of 3) 100.0%
16	Was the self-serve coffee machine working?
	Yes (1)
17	Was the self-serve coffee station fully stocked? (i.e all hot drink condiments available such as sugar)
	Yes (1)
18	Was the self-serve coffee station clean?
	Yes (1)

<a href="#">Top</a>	<b>Atmosphere - (non-scoring)</b>
19	Did you find the pub's atmosphere comfortable and welcoming overall?
	Yes (n/s)

<a href="#">Top</a>	<b>Service/Ordering by the App - (12 out of 14) 85.7%</b>
21	How did you place and pay for your order?
	I ordered and paid using the JD Wetherspoon app (n/s)
25	Was your drink preference available?
	Yes (2)
26	Were the drinks delivered within 3 minutes of the order being completed?
	No (0) <i>Almost. It was around 4 minutes after ordering that the drinks arrived.</i>
27	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)
28	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) <i>It took around 8 minutes for the food to arrive.</i>
29	If there was a delay in food delivery, was this apologised for and suitably dealt with? - <b>S</b>
	N/A - there was no delay (n/s)
30	Did the staff member who delivered your order announce each meal before placing it in front of the correct person?
	Yes (2)
31	Did the staff member who delivered your order say "Enjoy your meal" or something similar?
	Yes (2)
32	Did any staff member check back before the majority of your meal was finished?
	Yes (3) <i>I received a checkback 2 minutes after the food arrived.</i>
33	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)
34	Please detail your table number.
	86

<a href="#">Top</a>	<b>Critical Drink Focus - (12 out of 12) 100.0%</b>
35	Was Corona available on draught?
	Yes (3)
36	If available, was Corona served in a branded glass?
	Yes (3)
37	If available, was Corona served with a lime wedge on the rim of the glass?
	Yes (3)
38	Please select which product you purchased as your second pint:
	Leffe Blonde (n/s)
39	Was the second pint served in a branded glass?
	Yes (3)

<a href="#">Top</a>	<b>Food Quality - (17 out of 17) 100.0%</b>
40	Which of the adult main meal options did you order?
	A Burger Meal (n/s) <i>A ordered a chicken burger via the app.</i>
41	Was all food requested available? - <b>Q</b>
	Yes (3)
42	Was your meal served according to the description on the menu?
	Yes (3)
43	Was the presentation of your meal appealing?
	Yes (2)
44	Were all items served at the correct temperature (hot items hot, cold items cold)?
	Yes (2)
45	Was your meal cooked properly, with nothing overcooked/burnt/tough/dry, undercooked, or overly greasy?
	Yes (3)
46	Did all ingredients appear fresh?
	Yes (2)
47	Did you order any other food items?
	No (n/s)
53	Were all condiments available? - <b>Q</b>
	Yes (2) <i>The condiment areas were very well stocked, both upstairs and downstairs.</i>

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

<a href="#">Top</a>	<b>Staff and Employee Appearance - (6 out of 6) 100.0%</b>
57	Were all staff dressed appropriately (i.e. clean clothing and no ripped jeans)?
	Yes (2)
58	Were floor staff and managers wearing a utility belt or apron?
	Yes (2)
59	Were all floor staff wearing a radio and earpieces?
	Yes (2)
60	Did you observe staff or managers actively working to address any service issues during your visit?
	No (n/s) <i>I did not notice anything of that kind of situation.</i>
62	Did you observe a manager actively working within the customer area or on the bar?
	No (n/s)
64	Which of the following describe the behaviour of the staff member (s) and the service you experienced today?
	Courteous (n/s) <i>I would say both 'Courteous' and 'Efficient' - the service was prompt and both staff I encountered were polite.</i>

<a href="#">Top</a>	Overall Visit - (non-scoring)
65	On a scale of 1 - 5 please rate your overall experience. Please detail what was good and what could be improved.
	5 - Very good (n/s) This was a good visit with very little I could criticise. The pub was clearly well looked after, the drinks were delivered reasonably promptly and to specification. The food was served promptly, and both staff members were polite.