



Date: 3-18-06
Time in: 7:30 pm
Time out: 10:00 pm

Evaluation Area	Max Score	Actual Score	%
Facility	170	129	76%
Host Services	40	37	93%
Bartender Services	240	185	77%
Wait Staff Services	200	136	68%
Securtiy Services	90	75	83%
Food & Beverage Quality	140	136	96%
Management	n/a	n/a	XXX
TOTAL	880	698	
OVERALL SCORE			79%

Evaluation Area: Facility**10 = Best ; 0 = Worst**

		Score	Max
Exterior			
Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	10	10
Parking lot:	Maintained and clean?	7	10
Building:	Maintained and clean?	7	10
Windows:	Clean and free of cracks?	10	10
Main Entrance:	Maintained and clean?	7	10
Interior			
Waiting area:	Maintained and clean?	7	10
Floors:	Clean and in good condition emphasizing daytime?	0	10
Décor:	Good condition and appropriate?	7	10
Lighting:	Maintained and appropriate?	10	10
Safety:	Exit signs well lit and visible?	10	10
Furniture:	Clean, good condition emphasizing daytime?	7	10
Music:	Appropriate sound levels and style fits theme?	10	10
Atmosphere:	Temperature fine, heaters or misters functioning?	7	10
Restroom:	Clean, odor free, and in good condition?	0	10
Restroom:	Stocked with paper products and soap?	10	10
Side Gate:	Was side gate locked throughout the evening?	10	10
Maximum Total		170	
Actual Total		129	
Score		76%	

Facility Summary:

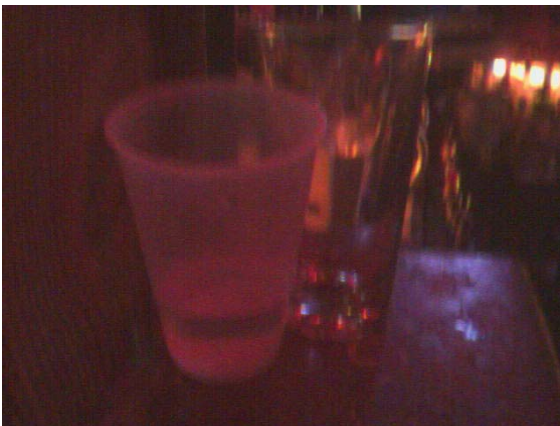
Upon entering the parking garage on this Saturday evening visit, the agent had to drive amount for some time to find a spot. The agent assumes [REDACTED] to go to [REDACTED] game, and then return to their car after the game, as it seemed abnormal to be so packed on a Saturday around 7:00 pm.

The parking lot was decently maintained for the assumed number of people that had made their way through it throughout the busy day. The main debris was cigarette butts and packs, which mainly concentrated on the first level near the exit to the parking garage.

The rear entrance to the establishment appeared similar—many cigarette butts littered the area, along with a number of beverage napkins and other paper debris.

The majority of the establishment looked as if a tornado had gone through and littered debris everywhere. The floor was littered with napkins, cigarette butts, limes, and other debris was EVERYWHERE on the floor throughout the establishment, including behind the bars and in the bathrooms.

The tables were not much better—with a number of tables that were seen un-bussed throughout the night. As will be discussed in the security section, the security team did not help out as much as has been seen in the past at this facility. Further, as will

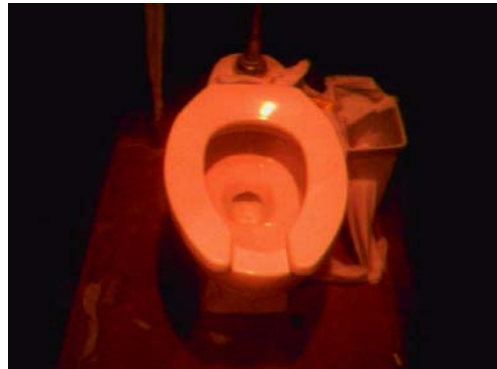


be discussed in the service section, the servers made relatively no presence throughout the evening on the service floor, which added to the problem with the cluttered tables.

The bar was equally disheveled—worse on the main floors bars than on the upstairs bars. The bartenders on the upstairs bar appeared to maintain their bar better, although the ledges and tables of the upstairs section were cluttered.

The temperature was chilly in areas that did not have a space heater nearby. Our server wore a winter scarf that bundled her up ridiculously, which made the agent feel colder than I actually was!

The bathrooms were miserable. Although all soap and paper was stocked, the floors, sinks, toilets and stall walls made for a miserable bathroom experience. The bathroom floors were covered in toilet paper, paper towels, cigarette butts, gum and other debris.



The sink was littered with pint glasses, straws, wet paper towel, cigarette butts and more.

The graffiti on the stall walls was foul and distasteful. [REDACTED]

[REDACTED] however, when a 27

year old female (who is not prudish in the least) finds the graffiti incredibly offensive (see pic) maybe it needs to be toned down a bit.

The bathroom also had a putrid smell that could almost not be tolerated. The agent over heard one female patron say that she would “hold it” until they reached the next establishment because she thought the bathroom was as she put it “rank.”



Now it's understood that the establishment becomes rather busy after [REDACTED] in general this time of year; however, the condition of the facility [REDACTED] really needed better upkeep. Agent would suggest an employee be hired to specifically clean up messes on an ongoing basis, as well as, the restrooms every hour at least. Maybe they were spot checking the men's room (was not visited) but the women's room was bad!

Evaluation Area: Bartender Services**10 = Best ; 0 = Worst**

Arrival		Score	Max
Timing:	Acknowledged in appropriated amount of time?	7	10
Friendliness:	Bartender was friendly, personable, and introduced self?	3	20
Service:	Pouring method within operating controls and followed correct recipes?	3	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?	0	20
Timing	Food was served in timely manner after ordering?	n/a	n/a
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	7	10
Honesty:	Cash handling procedures were handled within the operating controls?	10	10
Honesty:	Tab procedures were handled within the operating controls?	10	10
Honesty:	Comps procedures were handled within the operating controls?	7	10
Honesty:	Giving away free drinks by bar staff not observed?	7	10
Sales Ability:	Additional drinks were offered at appropriate times?	10	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	10	10
Honesty:	Bartenders tab presented correctly with no mistakes?	7	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking?	3	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	10	10
Cleanliness:	Bar top and back bar were clean and organized?	7	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	7	10
Cleanliness:	Empty glassware cleared in a timely manner?	10	10
Cleanliness:	Was unoccupied bar clean and maintained?	n/a	n/a

Nevertheless, despite the consistency of the bartenders' pours, they are all VERY strong! The bartenders pour a consistent 6 count, which makes for a much stronger drink than the recommended 4 count 1 ½ oz pour. Shot pours are equally strong, as shots were seen poured into large, plastic Dixie cups instead of the small shot glasses.

Menus were not offered at any point during the visit to the establishment. Not only were they not offered to the agent, they were not heard to be offered to any patrons throughout the time at the facility.

The attitude overall of the bartenders was very poor, as they were just completely unfriendly to all patrons throughout the evening. While the bartenders were seen talking in a nice way to each other at each of the bars discussed below, they were not in anyway polite or friendly to the patrons. Along with the service staff attitude which is discussed below, the poor attitudes of all of the employees led to a very negative ambience in the opinion of the agent.

The cleanliness of the bars was less than up to par and is discussed in detail in the facility section.

Bar by the [REDACTED]

The two bartenders at this bar were very intent on watching the sports game that were on the small televisions on the interior of the bar in the corners. As both Bar A and B stopped to watch the [REDACTED], their service to the patrons waiting was definitely slowed down.

Bartender A ([REDACTED]) was present at the [REDACTED]. We approached the bar and although he was standing directly in front of us, he made no move to help us. In fact, he retreated to help another group of patrons, and then to stop, lean against the bar and talk to Bartender B ([REDACTED]).

Bartender A seemed to get quite flustered on a number of occasions behind the bar. However, he brings the fluster on himself, as he will sit and chat with Bar B and watch television, then try to move and do many things at once to catch up with the patrons near to the bar. This guy appears genuinely unhappy.

Bartender B had some questionable behavior about what he was drinking behind the bar, although this could never be substantiated by the agent. At one point during the evening, the agent saw him take a shot out of a small, plastic, Dixie cup. The liquid in the cup was dark—possibly Jager or possibly Coke—but it was not seen being poured, so it could not be substantiated. Bar B drank the liquid as if someone would take a shot, so the agent found the action questionable. Again, I cannot fully substantiate as I didn't see it poured, but I very well know the viscosity of Jager.

Bartender B was very intent on watching the two sports game that were on in the bar, although many patrons were left to wait because of this. [REDACTED] did not necessarily have a rude or rushed attitude, but he was still far from friendly. When the agent tried to start a conversation with [REDACTED] while he watched the television, she was simply scoffed off and not responded to.

Bartender B otherwise seemed to be a solid, seasoned bartender. He knows his way behind the bar and does not get frustrated or flustered behind the bar. He moves quickly and fluidly behind the bar to make drinks and move to the POS. He was not seen moving to the POS on one occasion, after serving two mixed drinks (apparently rum and cokes) at approximately 9:15pm. However, he moved to the POS after helping the next customer, so he may have grouped the drinks and rang them in later.

Bartender B helped me cash out my tab, as he had asked me for a card to start my tab after first helping the agent upon our entrance. When the tab was requested, he said, "What's the name on it?" in a rather curt manner. When the agent responded with the name, [REDACTED] moved to seek the tab and brought the itemized. He DID NOT ask if the agent would like the tab on the card, but simply ran the card without asking. Arrgghh! I wanted to pay cash.

The tab was also incorrect—not having accounted for two bottled beers that were ordered. The agent assumes that these two beers were not accounted for in the bar by [REDACTED] (discussed below), as the bartender was not seen moving to the POS after helping me.

Bar by the [REDACTED]:

Bartender C ([REDACTED]) greeted us after approximately 4 minutes of approaching the bar area. He was curt and shot, simply pointing to us instead of vocally asking what we needed to drink. He returned with the drinks, gave us a price, to which we gave him the name of our tab. He did not hear the agent, so he simply put his hand up to his ear. Either Bar C is a man of few words to patrons or he simply finds his gestures easier to convey than speech.

After serving the drinks, he DID NOT move to the POS. He moved to help three groups of patrons after us. As the agent waited and watched intently, Bar C NEVER saw our drink being added to our tab, which assumedly is why our tab was short and wrong at the end of the evening. Bar C did return to the POS after helping the three parties after me, but the agent's view of the POS allowed her to see that our tab was never accessed. When a bartender has the propensity to group drinks, this forgetfulness often happens and bottom line drinks are missed and revenue is lost. Doesn't matter how smart or fast a bartender thinks they are, if you start going from memory, your going to start missing drinks.

Make a drink ring it up; Make a drink ring it up; Make a drink ring it up; Make a drink ring it up.

This bar was the most uncomfortable to approach, as all of the patrons [REDACTED] of the bar were [REDACTED] apparently watching the large screen television. Their looks and actions made it very uncomfortable to squeeze in and order a beer, despite the large number of patrons that were trying to do so. The agent encourages the establishment to leave some space of the bar open for standing room only—for customers to be able to approach this bar without getting in the way of the seated customers.

Bartender D ([REDACTED]) was pretty useless throughout our time at this bar. Although she was seen helping two patrons, she was seen talking to Bar C in the middle of the rear bar area on most occasions. When she was not, she was simply standing around instead of scanning the bar for new patrons, cleaning the bar area, etc. Agent assumes tips are pooled otherwise this bartender would be making the least of anyone.

[REDACTED] bar:

The [REDACTED] bar staff was the most efficient and effective of all of the bars at the establishment on this particular evening. They apparently had the bar split up into sections, as Bar E tended toward the [REDACTED] of the bar, Bar E to the west side, and Bar F to the [REDACTED]. Their apparent division into sections AND their hardworking nature (no chatting to each other, no watching television, etc.) made the bar run the most smoothly at the establishment.

Bartender E ([REDACTED]) approached us after approximately 1 minute of sitting down at the bar. Bar E seemed to be the most on top of the bar patrons of all of the bar patrons. She stood in the center of the bar, scanned the bar and moved to patrons accordingly. Bar E appears to be a seasoned bartender.

Despite her ease and fluidity behind the bar, Bar E may have the sourest attitude in the entire establishment. She was definitely in a poor evening throughout the time at the upstairs bar, as she constantly wore a scowl and often scoffed or rolled her eyes at certain patrons. On the three times that Bar E approached the agent, she was far from friendly and left the dialogue to an absolute minimum: “You need something?” and “What’s it under?” seemed to be the main things that the agent heard come out of her mouth.

The agent feels it necessary to state something in Bar E’s defense, which goes to say something for the entire staff of the establishment on this particular evening. Patrons at this establishment were DRUNK. As a sober patron, the agent was irritated with a number of the people at the establishment. If the agent would have been behind the bar, I may have acted in a similar way.

HOWEVER, this needs to be addressed not only to improve the general attitudes of the service staff but to prevent litigation or legal issues that may be brought against the establishment. While [REDACTED] is a great place to [REDACTED] and have a great time, when 10pm [REDACTED] problems arise. Patrons that have had too much NEED to be cut off, for the safety and sanity of all involved; and in the agent’s opinion, they simply are not being cut off.

Bartender E had one questionable integrity issue. At approximately 9:45pm, she poured five shots of Jager bombs. The shots were poured into large plastic Solo glasses; first the Jager was poured in, then the Red Bull followed. The Jager count was steep—pouring at least a 5 count into each glass originally, then adding at least a 1 count more when the patron encouraged her to pour more. The shots were never seen to be rang into the POS.

Bartender F ([REDACTED]) and Bartender G ([REDACTED]) were never dealt with directly, as they appeared to be taking control of the other sections of the bar from which we were sitting at. Therefore, their general attitude and demeanor could not be judged as well as the others aforementioned. Both appeared to be in better spirits than the rest of the staff, as they did not carry scowls on their faces.

██████████ Bar:

Bartender H (██████████) was also not dealt with directly by the agent and simply observed helping the service well from our table. Bar H seemed friendly with the servers that approached the window. As all other bartenders, his pour counts were heavy, at approximately a 6 count.

On one occasion, my associate approached the bar to report that her drink had been made with the wrong mixer, as we were unable to find our server. Bar H was apparently quite friendly, not questioning her and asking what kind of drink she had ordered. Although this was not seen to be rang into a spill or comp tab, the agent assumes that this could have been taken care of later when the server returned to the service window.

Evaluation Area: Wait Staff Services**10 = Best ; 0 = Worst**

Seated		Score	Max
Timing:	Acknowledged in appropriated amount of time?	10	10
Friendliness:	Server introduced themselves BY NAME?	0	20
Friendliness:	Server was friendly and pleasant?	0	10
Timing:	Drinks were served in timely manner after ordering?	0	10
Sales Ability:	Server automatically offered menus?	20	20
Sales Ability:	Server automatically suggested pico and chips?	10	10
Sales Ability:	Additional drinks were offered at appropriate times?	0	10
Service:	Server seemed available to guests?	0	10
Cleanliness:	Empty plates were cleared in a timely manner?	10	10
Cleanliness:	Ashtrays emptied & cleaned in timely manner?	7	10
Honesty:	Cash handling procedures were handled within the operating controls?	7	10
Honesty:	Tab procedures were handled within the operating controls?	10	10
Honesty:	Comps procedures were handled within the operating controls?	n/a	n/a
Honesty:	Server tab presented correctly with no mistakes?	10	10
Timing:	Finalized payment processed in a timely manner?	10	10
Cleanliness:	Were unoccupied tables clean and maintained?	7	10
Liquor Laws:	Server observed all state liquor laws to the fullest including over serving, identification checked?	10	10
Organization:	Server seemed well organized and running smoothly within the operating controls?	5	10
Hygiene:	Wait Staff not eating, drinking, or smoking during shift?	10	10
Maximum Total		200	
Actual Total		136	
Score		68%	

Wait Staff Summary:

The agent was greeted by the server after approximately 5 minutes of seating ourselves at the table. Server A ([REDACTED]) [REDACTED] was friendly upon her first few visits to the table. As will be discussed below, her attitude took a HUGE turn later in the visit.

Server A started the visit with a bang. She wore a semi smile when she first approached the table, did not offer her name, but asked what we would like to drink. When we took awhile to respond, she took the liberty to tell us about the specials, including the new [REDACTED] that they recently started making at the establishment. She offered all specials and appeared to be very enthusiastic about them.

She took our drink orders, which she remembered by memory. Before leaving the table, she asked the agent if we would like to eat. She returned with only ONE menu before moving to the POS to enter our drink order.

When she returned with our drinks after approximately 8 minutes, she asked if we were ready to order. When we responded that we were not quite ready or sure of our order, she encouraged an appetizer and specifically mentioned pico and chips. When we declined, she moved away from the table.

On these first two visits to the table, one to take our drink order and two to deliver our drinks, Server A was friendly and helpful—sharing specials, encouraging appetizers, etc. When she returned on the third occasion and on all others following, she had made a complete 180 degree turn with her attitude.

When she returned after approximately 10 minutes to take our food order again, she definitely had a chip on her shoulder. She came back and said, “Did you decide what you want yet?” in a curt manner. When we responded that we had, she stood there and waited for us to speak—again remembering all ordered items by memory. After the agent ordered, she looked at us and said, “Is that it?” and walked away.

Between the time that our food was ordered and the time that our food was delivered, Server A did not return to our table. This was for a period of approximately 18 minutes. We truly thought that Server A had either gotten off duty or moved to another section. However, shortly after our food was delivered by the food runner, we saw her moving throughout the section of the service floor.

After the food was delivered, she stopped by the table and dropped off small plates and silverware. She did not say a word as she came to the table, and my associate had to ask her for another drink. She moved away from the table without a word and with a very sour look on her face. The agent was shocked at the rudeness that she portrayed to my associate, and we honestly thought that we may have done something to offend her.

She returned with the drink that my associate had ordered, which had been made with the wrong mixer. However, my associate did not realize that the drink was wrong until after Server A had moved away from the table. The agent tried to flag Server A down on three occasions, each of which time she apparently ignored the agent and moved along her way. My associate eventually moved to the bar to ask for the correction, as she waited approximately 10 minutes to track down the server.

Server A did not return to our table again, although she was assumedly still on duty as she was seen throughout the facility. As she walked past our table on a number of occasions and ignored our polite calls for her assistance, we were blatantly ignored by Server A. The sharp turn in her attitude was remarkable and completely unprovoked, at least not by the agent, my associate or a table nearby to us. It was almost surreal.

The agent sat without a drink and with an unbussed table for approximately 15 minutes, when finally we saw another server moving throughout the restaurant. Server B ([REDACTED]) approached the table, only after we had to flag her down. We asked about our server, to which she let out a sigh, looked around for Server A and said that she could help us.

Server B then cleared our table from our meal and took our drink order. She returned with the drinks, set them down at our table and left without a word. Server B was not as unfriendly and standoffish as Server A, but she definitely was not happy to be helping us.

Although the agent attempted to flag down Server A on one last occasion to get our tab, Server A again did not return to our table. Server B was flagged down shortly thereafter (3 minutes) and asked for the tab. She immediately asked if we would like the tab on the card. When I responded that I would pay cash, she returned with the itemized—not in a check presenter.

After approximately 5 minutes, she returned and asked, “Do you guys need change?” Although this is a personal opinion, the agent feels this necessary to share: asking if change is needed is often taken by patrons to be rude. Changing the wording around to “I’ll be right back with your change” is a much better way to go about the cashing out process, as a tip is not rudely assumed by the server or taken badly by the patron.

In summary reference to all servers and bartenders:

From her own bartending and service experience, the agent assumes that perhaps they were irritated with the large number of intoxicated sports patrons that filled the restaurant. However, copping an attitude with sober, nice patrons is not the way to react to drunk patrons; instead, perhaps management or security should have been asked to kick the drunk patrons out to make life better for all other employees and patrons that were present.

Moreover, the attitudes of all the employees overall just really stunk. Dealing with drunks and it being crazy busy all the time can really start to wear a person down, but overall they were rude and insensitive to those of us who were under control and trying to have a good time.

Lastly, quit over-pouring, you’re making them even drunker and increasing liability, not to mention skewing your Bevinco variances.

TITLE 4, CHAPTER 3

4-244. Unlawful acts

14. For a licensee or other person to serve, sell or furnish spirituous liquor to a disorderly or obviously intoxicated person, or for a licensee or employee of the licensee to allow or permit a disorderly or obviously intoxicated person to come into or remain on or about the premises, except that a licensee or an employee of the licensee may allow an obviously intoxicated person to remain on the premises for a period of time of not to exceed thirty minutes after the state of obvious intoxication is known or should be known to the licensee in order that a nonintoxicated person may transport the obviously intoxicated person from the premises. For purposes of this section, "obviously intoxicated" means inebriated to the extent that a person's physical faculties are substantially impaired and the impairment is shown by significantly uncoordinated physical action or significant physical dysfunction that would have been obvious to a reasonable person.

Evaluation Area: Security Services 10 = Best ; 0 = Worst

		Score	Max
Service:	Checked all identifications of everyone and used name upon entering, wishing us to have a good time?	7	10
Identified:	Easily identified as part of the security team?	10	10
Friendliness:	Seemed friendly and inviting?	7	10
Professional:	Conducted him/herself professionally with guests and staff?	10	10
Service:	Helpful and attentive to employees, clearing tables?	7	10
Service:	Visible on the floor and moving throughout the restaurant on guard for any possible problems?	7	10
Appearance:	Dressed professionally with appropriate hygiene?	10	10
Problem Solving:	Handled problem professionally?	n/a	n/a
Problem Solving:	Satisfactory solution to problem?	n/a	n/a
Liquor Laws:	Security observed all state liquor laws to the fullest including over-serving, identification checking?	7	10
Friendliness:	Acknowledged our departure?	10	10

Maximum Total 90
Actual Total 75

Score 83%

Security Summary:

The security team members were easy to pick out throughout the evening, as all wore the bright security shirts. With the bright colored shirts, they were easily discernible in the crowd.

Upon entrance to the facility, the agent was “greeted” by Security A (██████████). In being greeted, the agent means only that he was present at the door when the agent entered. He was not friendly and simply held out his hand for identification. After I handed him the ID, which he looked at and swiped through the machine, he simply said “thanks.” Two other security team members stood by Security A, doing nothing.

Various security team members were seen throughout the establishment, so they made a decent presence. However, they were NOT clearing tables and helping servers at all when they were seen throughout the facility. In fact, NO security team member was EVER seen clearing a table during our extended visit to the facility.

Upon departure of the facility, the same security team member was present, along with the same sidekick that was present throughout most of the evening ([REDACTED]). Neither made any move to say anything to us. After the agent said goodbye, Security A repeated responded, "See ya."

I hate the gargoyle guy at the gate; be friendly guys, you're the 1st and last impression.

While the agent does not know who makes the final call on stopping to serve particular patrons—bartenders, management, security, etc. – there were a large number of patrons that were incredibly intoxicated. The agent assumes that the majority had been drinking most of the day at the baseball games, and then came directly to [REDACTED] the excitement. These people who were incredibly intoxicated were blatant—falling, swaying, slurring their speech, etc. The agent NEVER saw anyone cut off or asked to leave the facility, despite the debauchery that was seen throughout the evening.

TITLE 4, CHAPTER 3
4-244. Unlawful acts

14. For a licensee or other person to serve, sell or furnish spirituous liquor to a disorderly or obviously intoxicated person, or for a licensee or employee of the licensee to allow or permit a disorderly or obviously intoxicated person to come into or remain on or about the premises, except that a licensee or an employee of the licensee may allow an obviously intoxicated person to remain on the premises for a period of time of not to exceed thirty minutes after the state of obvious intoxication is known or should be known to the licensee in order that a nonintoxicated person may transport the obviously intoxicated person from the premises. For purposes of this section, "obviously intoxicated" means inebriated to the extent that a person's physical faculties are substantially impaired and the impairment is shown by significantly uncoordinated physical action or significant physical dysfunction that would have been obvious to a reasonable person.

Evaluation Area: Food and Bev Quality**10 = Best ; 0 = Worst**

Beverage		Score	Max
Presentation:	Drinks were visually appealing?	10	10
Glassware:	Glasses free of chips, scratches, and adequate size?	10	10
Preparation:	Drinks made with proper levels of alcohol, mixes?	7	10
Preparation:	Hot drinks hot, cold drinks cold?	10	10
Selection:	Good selection of cocktails, beers, and beverages?	10	10
Preparation:	Beverage full of flavor?	10	10
Value:	Drinks were perceived to be a good value for the price?	10	10

Food:

Presentation:	Food was visually appealing, simple, and nice?	10	10
Preparation:	Food met all expectations as described by the server or as in the menu?	10	10
Preparation:	All accompaniments accented the food?	7	10
Preparation:	All hot food hot, and cold food cold?	10	10
Portions:	Appropriate size, not too large or too small?	10	10
Selection:	Good selection of appetizers, salads, and entrees?	10	10
Value:	Food was perceived to be a good value for the price?	10	10

Maximum Total**140****Actual Total****134****Score****96%**

Food and Beverage Summary:

**** DO NOT POST THIS SECTION TO STAFF. ****

The [REDACTED] were good. The meat was very tender and had a great taste to it. The [REDACTED]. The only dislike on the [REDACTED] was the amount of [REDACTED] was too plentiful and took away from the rich taste of the meat.

The [REDACTED] were very good—very simple and a good taste. The [REDACTED] was a hit with both the agent and her associate!

The drinks were cold and tasted fresh throughout the evening, although the pour counts by various bartenders were rather strong. The mixed drinks were poured normally with a six count and the shots were equally as large and strong. (See Bartender section for more details.)

The bottled beer was cold, fresh and a good value for the price.

A huge bravo on the new [REDACTED]!! The agent thought they were spectacular—a great taste that will bring in patrons that specifically like this drink. The taste rivals the [REDACTED] in Phoenix! Keep the servers talking about this new drink!

Evaluation Area: Management**10 = Best ; 0 = Worst**

Seated		Score	Max
Service:	Visible on the floor and throughout the restaurant?	n/a	n/a
Identified:	Easily identified as the Manager on Duty?	n/a	n/a
Friendliness:	Seemed friendly and sociable?	n/a	n/a
Professional:	Conducted him/herself professionally with guests and staff?	n/a	n/a
Service:	Helpful and attentive to guests?	n/a	n/a
Service:	Helpful and attentive to employees?	n/a	n/a
Leadership:	Seem cool, calm, collected and in control?	n/a	n/a
Appearance:	Dressed professionally with appropriate hygiene?	n/a	n/a
Problem Solving:	Handled problem professionally?	n/a	n/a
Problem Solving:	Satisfactory solution to problem?	n/a	n/a

Maximum Total**n/a****Actual Total****n/a****Score****N/A****Management Summary:**

Unfortunately, no management was discerned throughout the evening. Agent would recommend Eye Spy spotters be provided with pictures of the management staff in order to discern who they are and what actions they are taking.

EYE SPY
 SERVICE EVALUATION & THEFT PREVENTION