



Date: 9/16/2005
Time in: 8:40
Time out: 11:30

| Evaluation Area | Max Score | Actual Score | % |
|-------------------------|------------------|---------------------|------------|
| Facility | 150 | 131 | 87% |
| Telephone Services | 40 | 40 | 100% |
| Bartender Services | 210 | 169 | 80% |
| Wait Staff Services | 0 | 0 | ##### |
| Bar Back Services | 70 | 66 | 94% |
| Security Services | 110 | 85 | 77% |
| Food & Beverage Quality | 70 | 60 | 86% |
| TOTAL | 650 | 551 | |
| OVERALL SCORE | | | 85% |

Evaluation Area: Facility

Exterior

Score/Max

| | | | |
|----------------|---|----|----|
| Signage: | Visible, well lit, and in good condition? | 9 | 10 |
| Lighting: | Maintained and appropriate? | 9 | 10 |
| Parking lot: | Maintained and clean? | 10 | 10 |
| Building: | Maintained and clean? | 10 | 10 |
| Windows: | Clean and free of cracks? | 10 | 10 |
| Main Entrance: | Cigarette cans maintained and clean? | 2 | 10 |
| Main Entrance: | Maintained and clean? | 9 | 10 |

Interior

| | | | |
|-------------|--|----|----|
| Floors: | Clean, swept, vacuumed and in good condition? | 10 | 10 |
| Décor: | Good condition and appropriate? | 10 | 10 |
| Lighting: | Maintained and appropriate? | 10 | 10 |
| Furniture: | Clean, good condition, and sturdy? | 10 | 10 |
| Music/TVs: | Appropriate sound levels and style fits theme? | 8 | 10 |
| Atmosphere: | Temperature at comfortable level? | 7 | 10 |
| Restroom: | Clean, odor free, and in good condition? | 7 | 10 |
| Restroom: | Stocked with paper products and soap? | 10 | 10 |

Maximum Total

150

Actual Total

131

Score

87%

Facility Summary:

The facility is a bit cumbersome to find if visiting for the first time as it is tucked away on the side street. The adjacent parking lot was very dark and packed to capacity. A faint smell of marijuana was detected coming from a Blue Ford F150 truck with two white males inside.

The front entrance had some trash and debris scattered around. The mailbox is distressed. Upon entry a butt can had several butts and two discarded empty packs of cigarettes within. Upon departure nearly 3 hours later, the can had four empty packs, paper napkins, cellophane wrappers and was completely inundated with cigarette butts. This container was definitely a fire hazard. Agent highly suggests obtaining more ergonomic and better esthetic looking ashtrays. Moreover, security should be instructed to periodically remove potentially hazardous debris from the receptacles.



Men's restroom was neat and organized other than a few papers on the ground. Commode had un-flushed paper and fecal matter in the bowl, as well as, chewing tobacco across the seat; not spittle but looked more like someone had removed the tobacco from their lip and thrown it in the toilet but missed and hit the seat. Graffiti was seen throughout the entire men's restroom.

Bar top was not kept clean the entire night as spills stayed static for periods of time. The room was uncomfortably cold the entire time present. Bar stools become uncomfortable after sitting for a long period of time.

The band '██████████' began playing at 10:17 pm and kept the crowd fairly entertained. However, their warm up period left no background music throughout the establishment and was exacerbated by strange noises emitting through the system. Agent suggests keeping house music on during warm up periods. When they finished their set, we were informed that 'Furnace' would be playing next. The room nearly emptied after they finished as customers headed for the door. Agent suggests staff announce a drink special or some other type of activity to prevent this mass exodus of people after the band id finished.

Male customer overheard being disgruntled about paying a \$1 service charge for processing a credit card for \$3.50. Customer overheard saying after bartender ██████ went to process, "Well fuck 'em then. I just won't tip 'em."

Evaluation Area: Telephone Services

| Preliminary Phone Call | | Score/Max | |
|-------------------------------|---|------------------|----|
| Timing: | Was phone answered in timely manner? <4 rings | 10 | 10 |
| Friendliness: | Employee answered with appropriate greeting, <u>identified themselves</u> , and was pleasant? _____ | 10 | 10 |
| Knowledge: | Employee was knowledgeable of any specials, events, menu, general bar information? | 10 | 10 |
| Directions: | Employee was able to give clear and accurate directions to the establishment? | 10 | 10 |
| Maximum Total | | 40 | |
| Actual Total | | 40 | |

Score 100%

Phone Summary:

PHONE CALLS WERE RECORDED AND SENT AS AN .mp3 FILE VIA E-MAIL.

First phone call was not picked up and defaulted to the answering machine.

Second call was answered by [REDACTED] who stated her name, the bar's name and with an appropriate greeting. She was asked directions from a spot on [REDACTED] and gave perfect and detailed directions to the establishment. She was then asked if the establishment was more of a sports bar or a restaurant and mentioned about the food and the 8 TV's that always have the games on. She spoke about the NFL ticket and the pint specials of \$2.50 pints and 35 cent wings during the game. She also spoke of the giant big screen that is brought out. Sharon also recommended coming early in order to assure a seat.

Evaluation Area: Bartender Services

| Arrival | | Score/Max | |
|----------------|---|------------------|-----|
| Timing: | Acknowledged in appropriated amount of time? < 1 min | 10 | 10 |
| Friendliness: | Bartender was friendly, personable, and introduced self? | 8 | 10 |
| Service: | Cocktail napkins were used for each drink? | 5 | 10 |
| Service: | Pouring method within operating controls and followed correct recipes? 3 count 1 1/4 oz pour. | 5 | 10 |
| Sales Ability: | Bartender asked for liquor preference or attempted to up sell? | 8 | 10 |
| Timing: | Drinks were served in timely manner after ordering? | 10 | 10 |
| Sales Ability: | Bartender offered menu or suggested food sales? | n/a | n/a |
| Safety: | Bartender using ice scoop at all times? | 8 | 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? | 8 | 10 |
| Honesty: | Comps procedures were handled within the operating controls? | n/a | n/a |
| Honesty: | Giving away free drinks by bar staff not observed? | 8 | 10 |
| Sales Ability: | Additional drinks were offered at appropriate times? | 10 | 10 |
| Honesty: | Bartender charged the appropriate amounts for all drinks served? | 8 | 10 |
| Organization: | Bartender asked for credit card to secure tab? | 10 | 10 |
| Honesty: | Bartenders tab presented correctly with no mistakes? | 8 | 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? | n/a | n/a |
| Cleanliness: | Bar top and back bar were clean and organized? | 7 | 10 |
| Cleanliness: | Empty glassware cleared in a timely manner? | 10 | 10 |

█ pours a 4 count 1 ½ oz pour but has some deviations. Beside the aforementioned LIT, she poured a Jim Beam shot neat in a rocks glass with a near 6 count, and also pours tall drinks at a 6 count. █ is also very random about using napkins when serving drinks. █ was overheard asking a customer “Do you want a single or a double” as she was pouring the drink. Customer said a single and was poured a 6+ count of alcohol. She was also seen filling freshly cut limes into the fruit tray on top of ‘old brown limes’ without rotating or discarding them.

█ is a very good bartender and full of laughs. She has a very good repore with her guests and fellow workers and really seems to be the one in charge behind the bar. However, she often runs her fingers through her hair, which is a health issue, and probably should lose the gum while bartending. █ kept a personal beverage (coke?) in a glass next to the center register.

She uses cocktail napkins each and every time a drink is served, attempts to up-sell, and shows good bartender knowledgability. She pours a 3 – 4 count for drinks on a consistent basis and a 5 count for tall drinks; long Teas are poured with a near 8 count. When returning change, █ counts out the bills one by one in front of the guest but does not present an itemized receipt.

All the bartenders seem to work well together and get along but weren’t the most cohesive together as one may see when bartenders work together for a long time. The room was worked efficiently and guests did not have to wait for drinks.

All the bartenders need to be more aware of over serving as agent viewed at least 5 incidents of guests who were clearly and visibly intoxicated and all were continued to be served (see below and security section). Agent recommends all bartenders attend a certified liquor law training course. ABC Arizona Business Council for Alcohol Education conducts these classes; contact Dennis Feagles at 602-285-1396.

All three bartenders were seen at different times counting out the money from the tip jar. This is a bad practice as money in a tip till should always remain stagnate until the end of the night. There is way too much opportunity for bar theft when hands are in the tip jar. Agent recommends management be sure and have enough \$1 bills for the shift, instructing staff to not touch tip jars unless depositing money, and move tip jar away from register with one on each opposite side of the bar.

In the agent's opinion from this first evaluation is that the integrity of these bartenders is intact and bar theft is not suspected. However, all these bartenders here have a propensity to "group" drinks orders or "slow rings" which can open a door wide open for theft opportunities and a real cancer to the bottom-line. Agent highly suggests a mantra of "make a drink, ring a drink" should be instilled with employees without question and followed to the letter. This "grouping" of drink orders is a very dangerous bartending practice. It can open the proverbial can of worms for revenue loss. No matter how experienced, tenured, or quick a bartender is or thinks they are, during these periods of being "in the weeds" there will be something that will inevitably be unaccounted for. In performing the quick drink grouping and delivery, may save a few moments and apparently make customers a bit happier, the performance is now moot because the "house" has just lost revenue on drinks that were not accounted for.

There's definitely a tip/money handling issue present as on many occasions the bartenders would count out money from the tip jar. One time the bartenders were splitting up money, soon after [REDACTED] was seen drinking a beer at the far east side of the bar and apparently had been cut. In the agent's opinion he was cut too early as the 2 girls became 'weeded' behind the bar for the next 20 – 30 minutes.

Agent also recommends that all staff members drink only from a Solo or Styro cup capped with a straw as in accordance with the Arizona health board. A bartender drinking from the same glassware as guests may send up a red flag to a visiting ADLLC agent.

Agent viewed an off duty employee commit several liquor violations. As he was a cook and not a bartender agent was uncertain whether to score in bartender or security section of evaluation. It is being scored here as agent ascertains that on duty bartenders allowed behavior to occur.

Aforementioned cook, as described in [REDACTED]'s evaluation section, was clearly intoxicated and seen making drinks on numerous occasions behind the bar.

- Cook was behind bar and prepared 2 Jaeger bombers. He did not ring them up and came out from behind the bar, gave one away, then was seen consuming it at the table next to the window adjacent the entrance (**ADLLC Violation**) (see security section).
- Cook was seen behind bar preparing a Glenlivet drink and some sort of vodka (?) drink (Clear elongated bottle – cannot substantiate a brand) pouring a 6 count of alcohol into each. He was seen sipping on one (**ADLLC Violation**) of them as he walked from behind the bar and handed the other drink to a girl seated by the water jug. He made no movement to record the drinks.

- Cook was seen behind bar preparing 2 drinks; one with Glenlivet and the other with Makers Mark pouring a 6 count into each. He did not account for the drinks on the register. Moreover, as he went to put the scotch bottle back he stumbled and fell into the Pepsi cooler clearly showing he was intoxicated behind the bar (**ADLLC Violation**).

ADLLC TITLE 4 LIQUOR VIOLATIONS

3 count in violation of ADLLC Arizona liquor law Title 4, Chapter 2, Article 3, subsection 12

12. For a licensee, when engaged in waiting on or serving customers, to consume spirituous liquor or for a licensee or on-duty employee to be on or about the licensed premises while in an intoxicated or disorderly condition.

Each time he made drinks he scooped ice with the glassware and he also grabbed a pack of cigarettes and did not appear to pay for them.

His friends attempted to wake him but couldn't; so let him remain. 20 minutes later, Y approached the table and spoke (agent could not hear conversation) with those seated there apparently about the man's condition. He then walked away and left the situation without a resolution. 8 minutes later, the man's associates woke him and attempted to leave the bar with him. He stumbled and hit the door frame on the way out.

Security members need to be aware that it is a violation for patrons to be sleeping while on premise. Furthermore, correct protocol is to wake the person, inform him that he has a 1/2 hour to vacate the premises and offer a means of transportation.

Y was also seen behind the bar scooping ice with glassware and drinking a large can energy drink.

Security member Z ([REDACTED]) mainly guarded the door and checked ID's. He was very friendly and accommodating to all guests and made the extra effort of opening the door for guests upon entry. He also said goodnight to everyone leaving. Z was seen smoking cigarettes outside while on duty.

Z checked almost everyone's ID's upon entry (9/16/2005 10:17). He did fail to request ID and inadvertently let an intoxicated guest gain entry. A White male was seen walking down the street towards the bar and stumbled over some bicycles and nearly fell. He was obviously intoxicated. He did not ask Z for entry but stared into the window at the happenings inside. Z momentarily walked to the north side of the building and the intoxicated man slipped in the door and gained entry. He was then seen ordering and receiving a beer from bartender [REDACTED].

Agent recommends that management obtains an age verification machine to assist security staff. These handhelds can be purchased for around \$200 and help in uncovering fake or fraudulent ID's. <http://www.tokenworks.com/>

It reads the information encoded on the magnetic stripe of a driver's license and calculates the cardholders age based on the encoded date of birth. It then displays the age, license number, expiration status and sounds different alarms if under 21, under 18 or expired. It also displays the cardholder's name and records their address information in memory. All transactions are stored in memory for download to a PC.



It provides the establishment with an affirmative defense if they sell alcohol in reliance on the scan's validity, but prohibits the sale if the information printed

on the card is false or fraudulent, or if it does not match the scan results. This can be an extremely valuable tool for liability or litigation matters.

CardVisor 8/2/02 10:15 pm
Name: MIKE
TOKENWORKS
DOB: 4/17/63
AGE: 39 **Expire:** Apr '07
Status: OK
ID #: 0324168363137
DL number & DOB read - 10:15 pm

The machine also stores the name, address and birth date of the guest. This can be easily downloaded into an excel spreadsheet and used as a mailing

Possible Match(s) ⓘ

Possible Match for:
MIKE TOKENWORKS

Match Candidates:

| First | Last | Status |
|---------|------------|--------|
| Kevin | Tokenworks | Banned |
| Bob | Tokenworks | VIP |
| Wolfram | Tokenworks | VIP |
| Joe3 | Tokenworks | Banned |

OK Click on i button for help.

list. Birthday gift certificates can be mailed to past patrons. If a certain band was performing on a particular night, the information about all that came that evening can be sent a mailer informing them of upcoming shows.

Evaluation Area: Food and Bev Quality

| Beverage | | Score/Max | |
|-----------------|---|------------------|----|
| Presentation: | Drinks were visually appealing? | 8 | 10 |
| Glassware: | Glasses free of chips, scratches, and adequate size? | 8 | 10 |
| Preparation: | Drinks made with proper levels of alcohol, mixes? | 6 | 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? | 8 | 10 |
| Value: | Drinks were perceived to be a good value for the price? | 10 | 10 |

Food:

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

Maximum Total

70

Actual Total

60

Score

86%

Food and Beverage Summary:

Food sales were never suggested. Agent inquired with [REDACTED] (9/16/2005 8:47 pm) if food was available. Eric then glanced around and said, "Well no, I guess not the cook has already started drinking so I guess the kitchen's closed." Agent found it astonishing that no food was available at a ¼ of 9 on a Friday night.

Moreover, it was suggested by those outside, to go to the [REDACTED] to eat; a direct competitor [REDACTED]. Agent strongly feels that there is a large revenue loss in closing the kitchen at this time. Food sales are being lost, as well as, customers visiting rival establishments to eat. Agent believes that food should be offered throughout the night to ameliorate this type of issue. It is understood that kitchen space is limited but these sales are imperative.



The menu, to put it nicely, really has some issues and screams for redevelopment. The one we had was outdated, stained on the back cover, inside flap was empty, and the far right slip menu was empty. This really doesn't entice a guest to want to eat. If the menu looks bad and is in poor shape, diners will make a parallel and assume the food is reciprocal. Which is a shame because those wings are something to brag about?



Furthermore, with all these great brewed beers available, there is no beer menu to describe them! If the current menu is still to be utilized, then the far right jacket would be appropriate for this. Agent suggests that some type of table tent be placed periodically along the bar, as well as, on all tables describing the 'house brewed' beers.

Drinks were inconsistent with pours therefore inconsistent with taste. Beer should always be served with a cocktail napkin to collect the condensation dripping from the glass.

It's the agent's opinion that the bar staff finds it a real inconvenience to pour a sampler 'flight' of the beers, therefore they always default to "we don't have one." This is a real



shame as there was a plethora of great beers to taste and customers can't try them all without getting intoxicated; the sampler 'flight' would be perfect. A nice rack would suffice or a wood plank with circle holes cut out with the beer name tags affixed.

In addition, the 'growlers' are not suggested either. Agent viewed a customer asked for one and that is how it was discovered to be available. If offered to me, I definitely would have purchased one separately to bring home.

One beer was served with a chip on the glass.

Limes and lemons were brown.

EYE SPY
SERVICE EVALUATION & THEFT PREVENTION