

Date: 11/11/2005  
Time in: 12:30 pm  
Time out: 2:30 pm

<b>Evaluation Area</b>	<b>Max Score</b>	<b>Actual Score</b>	<b>%</b>
Facility	160	157	98%
Host Services	100	91	91%
Bartender Services	190	80	44%
Waitstaff Services	180	149	83%
Busser Services	60	60	100%
Food and Beverage Quality	130	125	96%
<b>TOTAL</b>	<b>820</b>	<b>662</b>	
<b>OVERALL SCORE</b>			<b>80%</b>

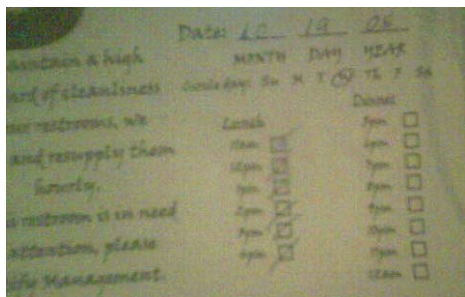
<b>Evaluation Area:</b>	<b>Facility</b>	<b>10 = Best ; 0 = Worst</b>	
<b>Exterior Score</b>		<b>Score</b>	<b>Max</b>
Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	10	10
Parking lot:	Maintained and clean?	10	10
Building:	Maintained and clean?	10	10
Windows:	Clean and free of cracks?	10	10
Main Entrance:	Maintained and clean?	10	10
Menu Display/ Operating Hours:	Visible, well lit, and in good condition?	10	10
<b>Interior</b>			
Waiting area:	Maintained and clean?	10	10
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?	9	10
Music:	Appropriate sound levels and style fits theme?	10	10
Atmosphere:	Temperature fine, heaters or misters functioning?	10	10
Restrooms:	Clean, odor free, and in good condition?	10	10
Restrooms:	Stocked with paper products and soap?	8	10
<b>Maximum Total</b>		<b>160</b>	
<b>Actual Total</b>		<b>157</b>	
<b>Score</b>		<b>98%</b>	

**Facility:**

The parking lot and surrounding CAM areas were clean and free of debris; butts in standup ashtrays at minimum. Outside menu holder was neat and organized, as was, the reader board that described the “Try or new Delux martinis.” Wads of gum were seen under the stone boxes to the left of the entrance. The cobblestones in the patio area are rather dirty and need of maintenance and/or cleaning. A wad of paper was seen leveling a patio table.

Upon entry, to the left of the door, agent viewed paper and a MRare temp stick on the floor. Agent took note of the unique menu holder on the wall next to inside host stand. The circular lamps hanging down with the oval white bottoms all seem to be a holder of very visible dirt. Other than some clutter at the south end of the bar at the service well, the facility was spotlessly clean.

North restroom was clean and well stocked. The toilet seat is just slightly



loose. It was checked at 2:15 pm and the card had not been checked off since 11:00 am. South restroom had a minimal amount of trash on the floor. The toilet tissue roll holder is



loose, and the toilet seat is very loose as well (pictured). Restroom card was checked off until 4:00 pm even though it was checked before 3:00 pm.

The credit card presenter had a side plastic insert to hold the card and was ripped and not holding the card in place and agent recommends replacement. A card was present in the fold that described in numerous languages the proper



etiquette or protocol for tipping in the United States. Agent cringed as he flashed back many years passed to when tables were waited in a “resort atmosphere” and a bus of non-tipping European tourist would disembark and enter the



restaurant. What a extraordinary informative tool, one of which would have been greatly appreciated by the agent back then and certainly should be by the staff. The pepper shaker was only half full and sugar packets were at a very minimum with only one white and no pink packets.

**Agent took special note of the music genre selections that were playing. An old Ann Margaret duet “Baby It’s cold outside,” and other classic old**



**melodies meandered in the background and made for a pleasant atmosphere that truly suit the feel of the establishment, as well as, the temperate afternoon.**

**MOD was seen assisting staff in numerous ways. He seemed to be very hands on as he helped expedite food, check on servers, etc. He was seen after the rush going over paperwork at the end of the bar, as he simultaneously continued to assist staff and “cut” shifts accordingly. He was later seen sitting in a booth with a liquor distributor taste testing numerous prospective beers.**

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

**Preliminary Phone Call Score**

		<b>Score</b>	<b>Max</b>
Timing:	Was phone answered in timely manner?	10	10
Friendliness:	Employee answered with appropriate greeting, identified themselves, and was pleasant?	10	10
Service:	Employee was able to accommodate guest's request for reservations or offered alternatives?	N/A	N/A
Knowledge:	Employee was knowledgeable of any specials, events, menu, general restaurant information?	10	10
Directions:	Employee was able to give clear and accurate directions to the establishment?	8	10

**Observations During Visit**

Timing:	Greeted within a reasonable time upon entering?	5	10
Organization:	Employee/s seemed well organized and efficient in handling of seating arrangements?	10	10
Service:	Wait time appropriate for a table, escorted properly to the table?	8	10
Friendliness:	Host was friendly and professional?	10	10
Appearance:	Host dressed professionally with no frayed uniforms name tags, and proper hygiene observed?	10	10
Departure:	Host acknowledged our departure and said thank you?	10	10

**Maximum Total 100**

**Actual Total 91**

**Score 91%**

**Host Services:**

**Phone call was recorded and sent via e-mail as an .mp3 file.**

█████ answered the phone at 4:45 pm on Saturday afternoon. She answered the phone after one ring stating, "Thank you for calling █████. This is █████." Her voice was upbeat and friendly.

█████ seemed very knowledgeable about the establishment and the menu. She was questioned about the hours, which she responded that they were open until two. When questioned about the food options for vegetarians, she was able to respond with specific menu items that would be suitable, such as the "█████" and a number of salads.

When asked for directions from 7<sup>th</sup> Street and McDowell, █████ simply responded, "Well, we're on █████." The agent had to further ask for the best way to get there to which she said, "Um. Hmm. Well, I guess you would just take 7<sup>th</sup> Street up to █████, then come straight down █████." The directions would be clear to someone familiar with the Phoenix █████, but her lack of detail on direction of turn, corner location of establishment, etc. could have been unclear.

█████ (as seen on nametag) was the hostess on duty during our visit on Friday afternoon. When we entered the establishment, my associate, along with two other groups of patrons, stood by the front door in the waiting area for 4-5 minutes before Elaine returned to her post.

█████ seemed friendly and had a good personality. She seemed to have a good knowledge about the seating and establishment. She encouraged us to sit at the commuter tables, so that we could be sat immediately. She did not walk us to the table, but pointed in the direction of the section at the open seats.

<b>Evaluation Area:</b>		<b>Waitstaff Services</b>	<b>10 = Best ; 0 = Worst</b>	
<b>Seated Score</b>			<b>Score</b>	<b>Max</b>
Timing:	Acknowledged in appropriated amount of time?		8	10
Friendliness:	Server was friendly and smiled and introduced self?		10	10
Service:	Cocktail napkins were used for each drink?		10	10
Sales Ability:	Server asked for liquor preference or attempted to upsell?		n/a	n/a
Timing:	Drinks were served in timely manner after ordering?		10	10
Sales Ability:	Server offered description of menu, specials, and tried to sell appetizers?		0	10
Sales Ability:	Server tried to up-sell extra items?		10	10
Timing:	Food was served in a timely manner with proper timing between courses?		5	10
Sales Ability:	Additional drinks were offered at appropriate times?		n/a	n/a
Service:	Server checked back after each course in a timely manner to ensure guest satisfaction?		10	10
Service:	Water was given and proper levels maintained?		8	10
Cleanliness:	Empty plates were cleared in a timely manner?		10	10
Sales Ability:	After dinner drinks, coffee, espresso and dessert were offered by server?		0	10
Honesty:	Cash handling procedures were handled within the operating controls?		n/a	n/a
Honesty:	Tab procedures were handled within the operating controls?		10	10
Honesty:	Server charged the appropriate amounts for all drinks served?		n/a	n/a
Honesty:	Server tab presented correctly with no mistakes?		10	10
Timing:	Finalized payment processed in a timely manner?		10	10
Liquor Laws:	Server observed all state liquor laws to the fullest including over-serving, identification checked?		n/a	n/a
Honesty:	Drink orders between servers, bartenders, were handled within the operating controls?		10	10



The burgers came out in about 10-12 minutes. However, our fries had still not arrived at the table. [REDACTED] realized this as soon as he delivered our burgers, and nicely said that he would go check on what had happened. He came back with our fries within 1 minute.

[REDACTED] is an attentive and friendly server. He checked back twice after our food was delivered to ensure satisfaction. He cleared plates immediately and only faltered on keeping our water glasses full on one occasion.

When we requested the tab from [REDACTED], he did not offer any after dinner drinks or dessert. He returned with the tab, and then returned to finalize the payment within minutes.

<b>Evaluation Area:</b>		<b>Bartender Services</b>	<b>10 = Best ; 0 = Worst</b>	
<b>Arrival Score</b>			<b>Score</b>	<b>Max</b>
Timing:	Acknowledged in appropriated amount of time?		0	10
Friendliness:	Bartender was friendly and smiled?		0	10
Service:	Cocktail napkins were used for each drink?		10	10
Sales Ability:	Bartender asked for liquor preference or attempted to upsell?		n/a	n/a
Service:	Pouring method within operating controls and followed correct recipes?		n/a	n/a
Timing:	Drinks were served in timely manner after ordering?		10	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?		10	10
Honesty:	All drinks properly recorded immediately after service?		0	10
Honesty:	Cash receipt given to guest after service?		0	10
Honesty:	Cash handling procedures were handled within the operating controls?		0	10
Honesty:	Tab procedures were handled within the operating controls?		0	10
Honesty:	Giving away free drinks by bar staff not observed?		10	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?		10	10
Honesty:	Bartenders tab presented correctly with no mistakes?		0	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking?		5	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?		10	10
Organization:	Bar seemed well organized and running smoothly within the operating controls?		0	10

Hygiene:	Bartender not eating, drinking, or smoking behind bar?	0	10
Appearance:	Bartender dressed professionally with no frayed uniforms, name tags, and proper hygiene observed?	5	10
	<b>Maximum Total</b>	<b>180</b>	
	<b>Actual Total</b>	<b>80</b>	

**Score** **44%**

**Bartender Services:**

█████ was bartending throughout our entire visit at the establishment. She was dressed well in all black, although she wore no nametag.

█████ seemed to be in a particularly sour mood on this Friday afternoon. During our time at the table eating, we saw Angela on the restaurant phone behind the bar. She was having a heated conversation/argument; due to our distance from the bar, we could not discern her words, but her facial expressions and gestures made it quite obvious that her phone conversation was not business. After the altercation, she slammed the phone down and stormed away from the bar. There were four patrons, including an older woman and a child, at the bar during this occurrence, around 12:45pm. Something was distracting ██████ this particular day, as these aforementioned movements were paralleled with excessive message checking of her cell phone, cell phone text messaging and ducking behind the back bar to place cell phone calls.

From our distance at the table, ██████ had some questionable behavior. As the bar was not busy (2-4 people during our time at the table), ██████ frequently had her hands in the till and her tip jar. On two occasions, she would look around (almost to see if anyone was watching her) then open the register via no sale and count out money



from the till. The money would then go into her tip jar. Then, on one occasion, she was seen digging into her tip jar. The agent believes she was counting the money, but this could not be discerned.

When we approached the bar, [REDACTED] was not present. In fact, my associate and I along with two other patrons waited for 4 minutes for [REDACTED] to emerge from an unknown location and return to the bar area. She approached the patrons next to us first, who then motioned that my associate and I had been waiting longer. By the time [REDACTED] served us our initial order, we had waited five minutes at the bar with no service. She did not ask my associate or myself for identification, nor did she card anyone that we witnessed during our visit.

The agent did not see [REDACTED] smile once during our two hour visit, nor did she seem particularly friendly to any of her patrons at the bar. When we sat at the bar, she was curt and brief in all statements, such as, "What do you want to drink?" and "Are you going to have anything else or just that?" The agent could tell that [REDACTED] had no desire to be a "people person" on the day in question. When possible, [REDACTED] busied herself with side work, mainly washing and putting away glasses.

Angela has very questionable behavior and her integrity is a DEFINITE issue. She NEVER rings in any of the tap beers when they are ordered from the bar. The agent witnessed the following occurrences in our time sitting at the bar.

- Two white males came in and sat themselves at the far end of the bar. They both ordered food and two dark beers. [REDACTED] rang in only the food and NO BEERS. One of the gentlemen ordered another [REDACTED], which was also not added to the tab. Upon their request for the tab, [REDACTED] said, "Cash or charge?" When they responded that they would pay cash, [REDACTED] moved to the register, printed out their tab (which said \$22.50 on the POS screen), crumpled up the receipt and threw it away and said, "That will be \$35.50." (1:28pm)
- A party of three near the entrance to the establishment ordered two [REDACTED]. They handed her a \$10 bill in cash. [REDACTED] pressed "no sale" on the POS and counted out the change to return to the customer. Shortly thereafter, the party ordered a [REDACTED], to which [REDACTED] also "no sale" and gave change. (1:52pm)
- A young woman at the bar ordered a [REDACTED]. Angela did not ask for a payment until about ten minutes later when she said, "Are you going to have just this one?" When the response was negative, she printed out a receipt and stuck it in the glass in front of the couple. When the young lady put a \$10 in the glass to pay, [REDACTED] hit "no sale" and put \$3 back on the bar. (1:53pm)
- The young lady ordered a [REDACTED] and paid cash with a \$10 bill. [REDACTED] again hit "no sale" and put \$3 on the bar. (2:00pm)

- The party of three at the end of the bar ordered another round of █████ and █████. █████ again took the cash, hit “no sale” and gave change. (2:10pm)
- Another set of gentlemen at the bar also ordered food and one pint of █████. When █████ rang in the food, she did not ring in the beer. When the gentlemen requested their tab, she asked “Cash or charge?” When they responded that they would like to pay with a credit card, then █████ added the beer to the tab. (2:10pm)

The agent can substantiate that █████ is stealing. For every cash sale, █████ does not ring in the drink, but simply hits “no sale” to make the appearance that the register is being used. She returns the change to the customer as if she had rang in the drink. Then, on her downtime after she has insured that no one is looking, she counts out the money that has accumulated in her till and adds the money to the tip jar. On two occasions while sitting at the bar, the agent saw “Void” come up on the POS screen when █████ was doing a transaction. The agent is unsure, but assumes that █████ was voiding out an order (such as the young woman’s beer that she DID put a ticket out for, but then took the cash and “no sale” the transaction).

On multiple occasions, the behavior was substantiated to say without a doubt that █████ is stealing.

<b>Evaluation Area:</b>		<b>Busser Services</b>	<b>10 = Best ; 0 = Worst</b>	
<b>Seated Score</b>			<b>Score</b>	<b>Max</b>
Service:	Table was maintained during entire meal?		n/a	n/a
Service:	All beverage levels maintained?		n/a	n/a
Timing:	Plates and silverware cleared at appropriate times?		10	10
Service:	All tables cleared efficiently near by and reset quickly?		10	10
Service:	Busser seemed to work well with server?		10	10
Hygiene:	Glassware, silverware, plates, all handled properly in a healthy manner?		10	10
Hygiene:	Busser dressed professionally with a clean uniform, hair, and hands?		10	10
Friendliness:	Busser was pleasant and friendly?		10	10
<b>Maximum Total</b>			<b>60</b>	
<b>Actual Total</b>			<b>60</b>	
<b>Score</b>			<b>100%</b>	

**Busser Services:**

One busser ( [REDACTED] ) was seen cleaning off a number of tables after guests had departed. He worked quickly and arrived to clean the empty table almost immediately after the guests departed. The servers seem to maintain their own tables when guests are present, which gave the agent the idea that the servers/busser work well together with this understanding. The busser was dressed well, similar to the wait staff.

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

<b>Beverage Score</b>		<b>Score</b>	<b>Max</b>
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?	n/a	n/a
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 in the menu?	10	10
Preparation:	All accompaniments accented the food?	10	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?	5	10
Value:	Food was perceived to be a good value for the price?	10	10

Maintance:

**Maximum Total**

**130**

**Actual Total**

**125**

**Score**

**96%**

**Food and Beverage Quality:**

The food was delicious! The [REDACTED] fantastic. Both burgers were cooked to order and topped with the items listed in the menu. Both my associate and I mentioned that the burger could use more cheese and onions, but the burger still tasted fantastic!

The regular fries were hot and had great texture/consistency.

The [REDACTED] are a great way to taste multiple beers for a good price. The agent enjoyed [REDACTED], which were nicely labeled for taste and appreciation of each particular brand.

The [REDACTED] was phenomenal. I would return to the restaurant simply for another glass of this fruity, flavorful beverage!

The agent was surprised at the brevity of the menu, but the choices seemed to provide wide enough variety for meat eaters, low carbers, vegetarians, etc.

**EYE SPY**  
SERVICE EVALUATION & THEFT PREVENTION

# EYE SPY

SERVICE EVALUATION & THEFT PREVENTION