



Date: [REDACTED]
Time in: 7:30
Time out: 10:30

Evaluation Area	Max Score	Actual Score	%
Facility	170	161	95%
Host Services	90	72	80%
Bartender Services	240	141	59%
Wait Staff Services	200	192	96%
Busser Services	70	56	80%
Food & Beverage Quality	140	116	83%
Management	40	0	0%
TOTAL	950	738	
OVERALL SCORE			78%

Evaluation Area:	Facility	Score/Max	
Exterior			
Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	10	10
Parking lot:	Maintained and clean?	8	10
Building:	Maintained and clean?	10	10
Windows:	Clean and free of cracks?	10	10
Main Entrance:	Maintained and clean?	9	10
Interior			
Waiting area:	Maintained and clean?	10	10
Floors:	Clean, swept, vacuumed and in good condition?	8	10
Décor:	Good condition and appropriate?	9	10
Lighting:	Maintained and appropriate?	10	10
Safety:	Exit signs well lit and visible?	10	10
Furniture:	Clean, good condition, and sturdy?	10	10
Music:	Appropriate sound levels and style fits theme?	10	10
Televisions:	Televisions all on and with appropriate programming	10	10
Atmosphere:	Temperature fine, heaters or misters functioning?	10	10
Restroom:	Clean, odor free, and in good condition?	7	10
Restroom:	Stocked with paper products and soap?	10	10
Maximum Total		170	
Actual Total		161	
Score		95%	

Facility Summary:

Approaching the facility from the north, the building's signage was easily seen between the trees and foliage. The parking lot was clear and free of debris. Upon approach of the facility, agent noted the



center planter to the east of the building was void of any plant life and was home to



several cigarette butts. Agent cannot substantiate if this is a CAM issue or the responsibility of the facility but feels it

presents an eye sore in association with the rest of the facility.

An erasure board was outside the front that described the specials of the day. In the agent's opinion, it looked a bit 'cheesy' for a restaurant of this caliber; a fancier, more eye catching board would be suggested. The front door does not close correctly and is askew at the top. The patio was clean, organized, and free of debris.

The inner facility is most impressive! The attention to detail is very apparent to the trained restaurant eye. The furniture was in very good condition and very clean. Agent noted the lights above the restrooms signifying the sexes; nice touch. All the chairs around the semi-circle media area were faced and uniform along the border. Some trash was observed on the floor between the restrooms and the media area. 'Dust bunnies' were observed on a lampshade in the dining room. A dining table was viewed to have "Me and Kevin were here" carved into tabletops wood façade. The PGA video game was out apparently not operational. The game area was clean and organized; however, unoccupied for the most part.

Agent noted the music selection to be mostly of various 'classic rock' music and seemed to fit the theme and demographic of the facility well. The

The positioning of the TV's was perfect and very ergonomic. Maybe one giant screen centered and above all five would be nice as well. The TV set up in the dining area was wonderful. Immediately upon being seated, I wanted

the channel to be changed to the Phoenix Suns game. It was pointed out to me the controller to change games; very nice but no volume control.

The women's room had paper on the floor, splashes were on the sink basin, a toilet was un-flushed, and a roll of paper was on the floor.



The men's room was clean for the most part; small puddle of urine on floor and splashes on the sink top. The handicapped seat is



loose and its entry door is broken as if someone had previously broken into it and it had not been repaired yet. The other stall had buggers on the wall and back side of the door. The TV screen at opposite side of sinks



was a blank screen. A chair near inside was noticeably distressed with the armrest peeling.

Evaluation Area: Host Services

Preliminary Phone Call		Score/Max	
Timing:	Was phone answered in timely manner? 3 rings?	10	10
Friendliness:	Employee answered with appropriate greeting, identified themselves, and was pleasant?	8	10
Service:	Employee was able to accommodate guest's request for reservations or offered alternatives?	8	10
Knowledge:	Employee was knowledgeable of any specials, events, promotions, happy hour, menu, games that will be on other locations and their phone numbers?	8	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?	10	10
Organization:	Employee/s seemed well organized and efficient in handling of seating arrangements?	5	10
Service:	Wait time appropriate for a table, escorted properly to the table?	n/a	n/a
Friendliness:	Host was friendly and professional?	5	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 for joining us?	n/a	n/a

Maximum Total 90
Actual Total 72

Score 80%

Host Summary:

PHONE CALL WAS RECORDED AND SENT AS AN MP3 FILE

The phone was answered on the 3rd ring, "Thank you for calling [REDACTED] [REDACTED] (?) may I help you?" he was asked for directions from [REDACTED]. He did not ask the caller to hold as he was overheard inquiring with a co-worker about directions. A female voice was heard in the background telling him the correct directions. He eventually just handed the phone to his associate and she answered and said gave correct directions detailed and correctly. She was asked if the facility is more of a sports bar or a restaurant and replied, "We have a full sports bar and a restaurant side as well." She was then asked if it was bar food and she responded, "Actually we have really good food; anywhere from [REDACTED] [REDACTED] to burgers; wings, we have it all." She was then asked if the facility is 'kid friendly' or if it rather smoky and she replied, "We're divided on two different sides, so there's smoking in the bar, and then the restaurant is non-smoking." She was asked if there was any specials that night and said, "Basically, (heard in background talking to someone) No drink specials happy hour is over correct"

We were greeted upon entry by a young Caucasian male with brown straight hair. He did not greet us with a salutation just the number in our party, "Two? Right this way." We followed him to a table and he set the menus down and began to walk away without saying anything to us. I then asked him if he could change the channel on the TV and he just pointed at the wall control unit as if I should have known it was there; he then walked away. I'm no dummy and soon figured it out but agent would suggest that host services explain this option to seated guests. Moreover, I would suggest them saying, "Your server is Stacy and she will be with you in a moment; enjoy your meal." As opposed to the menu drop and run. He was seen seating other tables in this fashion. He was never seen smiling and doesn't carry himself well as he walked with a slouch.

Evaluation Area: Wait Staff Services

Seated		Score/Max	
Timing:	Acknowledged within 2 minutes of seating?	10	10
Friendliness:	Server was friendly and smiled and introduced self?	10	10
Service:	Cocktail napkins were used for each drink?	8	10
Sales Ability:	Server asked for liquor preference or attempted to up sell?	10	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Service:	Server seemed accessible?	10	10
Sales Ability:	Server offered description of menu, specials, and tried to sell appetizers?	8	10
Timing:	Food was served in a timely manner with proper timing between courses?	10	10
Sales Ability:	Additional drinks were offered at appropriate times?	9	10
Service:	Server checked back after each course in a timely manner to ensure guest satisfaction?	10	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?	9	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?	n/a	n/a
Honesty:	Server tab presented correctly with no mistakes?	8	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?	10	10
Organization:	Server seemed well organized and running smoothly within the operating controls?	10	10

Hygiene:	Wait Staff not eating, drinking, or smoking during shift?	10	10
Appearance:	Wait Staff dressed professionally with no frayed uniforms and proper hygiene observed?	10	10

Maximum Total 200
Actual Total 192

Score 96%

Wait Staff Summary:

We were greeted within 1 minute of being seated by server [REDACTED] ([REDACTED]). She approached our table with a friendly smile and said, “Good evening my name is [REDACTED] and I’ll be taking care of you tonight. Can I start you off with something from the bar?”

She was asked for a list of draft beers and rattled them all off from memory, slowly and clearly. She lay cocktail napkins down, took the drink order and departed. Stacy returned moments later with the alcohol free drinks (lemon was placed in the water) and then departed for the bar. She returned within 2 minutes with a cold draft beer but did not place a napkin under it.

[REDACTED] then showed up-selling techniques as she asked if we were interested in starting off with an appetizer. She did not mention one by name but was very well versed when questions were asked of her. She showed good product knowledge in answering our questions. She took the order, smiled, and departed.

Approximately 5 minutes later she returned and asked if we were ready to order. She did not mention the special of the day, but more questions were asked and she answered them very efficiently. Our orders were placed and the side options taken; however, [REDACTED] never offered us the soup or salad addition listed on the menu, nor did she attempt to up-sell the ‘add-on’ selections of the menu; i.e. rib slab or shrimp skewer etc. Agent would recommend that service staff offer these options verbally to each and every table.

Our appetizers arrived and [REDACTED] asked if anything else was needed, as well as, replenishing our drinks. She performed an appetizer course check back 3 minutes after delivery asking how everything was. She did however; overlap the appetizer and salad course. The main course was brought out in a timely manner; 5 minutes after completion of the apps/salad courses. Stacy again asked if we would like more bar beverages, and delivered them quickly. We also ordered another side item to test her efficiency and it was brought back < 2 minutes.

Upon completion of the meal, our plates sat a bit longer than expected, but not enough to truly complain about. She did clear the table completely leaving only beverages being consumed. She offered dessert and other options. One was ordered and brought out in a timely fashion. She then presented the check in a check presenter saying she would pick it up at our convenience. Agent noted that the slide holder for the credit card within the fold was ripped and torn. Agent also noted that [REDACTED] charged the incorrect amount for a salad ordered. The price reflected on the bill was \$4.25 and rung in as a 1/2 Caesar salad. The menu gave an option of adding a soup or salad [REDACTED] or thereabout – from memory).

[REDACTED] picked up the check presenter, left to complete the transaction, and returned in a timely manner, was thanking us for coming in and asking us to enjoy the rest of the evening.

[REDACTED]'s service was near perfect except for a few up-selling faux pas she is a super star server. Great job [REDACTED]!

Evaluation Area: Bartender Services

Arrival		Score/Max	
Timing:	Acknowledged within 1minute? (at least eye contact)	10	10
Friendliness:	Bartender was friendly, personable, and introduced self?	8	10
Service:	Cocktail napkins were used for each drink?	10	10
Service:	Pouring method within operating controls and followed correct recipes? (4 count - 1 1/2 oz)	3	10
Sales Ability:	Bartender asked for liquor preference or attempted to up sell drinks?	7	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?	0	10
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	0	10
Honesty:	Cash handling procedures were handled within the operating controls?	3	10
Honesty:	Tab procedures were handled within the operating controls?	3	10
Honesty:	Comps procedures were handled within the operating controls?	0	10
Honesty:	Giving away free drinks by bar staff not observed?	0	10
Sales Ability:	Additional drinks were offered at appropriate times?	9	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	5	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?	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?	8	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	10	10
Cleanliness:	Empty glassware cleared in a timely manner?	10	10

██████████ can be quick and efficient or he can be a bit lazy and lethargic. He was seen placing cocktail napkins over ashtrays when removing them from the bar top, and then wiping them out as opposed to just emptying them. He also uses cocktail napkins for each and every drink order. He was also seen drinking from a gibraltar glass with a dark liquid that looked like coke. Agent would suggest employees only drink from a capped solo cup with a straw as in accordance with Arizona health code. ██████████ was very friendly and initiated and held conversation many times with numerous patrons at the bar. He is well spoken but really seems to be a guy's guy. Agent also believes he may have a gambling issue as he was overheard speaking about betting on several sports events.

██████████'s pour counts are ridiculously sporadic. Agent is under the assumption that the bar here operated with a standard 4 count 1 ½ oz pour. Brandon made three of the same drink for the agent with pour counts of: 6, 8, and 5. He was also seen way over pouring for other guests; sometimes in excess of 3 oz and not double charged.

Agent was indecisive as ██████████ seemed to be a seasoned bartender but was pouring like an erratic rookie. I was under the impression that he really needed to be pour tested as I watched him perform duties at the service well. It was then observed that he would pour an exact 4 count 1 ½ oz pour for every drink going to the server. It was only the patrons seated at the bar that were getting the ridiculously high pour amounts. In addition, agent could not ascertain the volume of the single liquor shot glass as it appeared to be a cheater with a bubble bottom. Irregardless, single liquor shots were poured to the brim.

Moreover, soon after being seated, it was apparent that operations were not being performed under proper management controls. Besides his widely ranged pour counts, ██████████ has a great propensity of not going to the register to ring drinks. In fact it became almost comical where he was serving patrons and did not go to the register at one point for a near 20 minute span. Agent would note at times that ██████████ would move to the POS and then begin to scan the room, looking at different customers, and seemingly taking inventory of some of the drinks he had served and was now ringing them in.

Some of the drinks seen going over without being rung in the POS right away MAY have been accounted for with his 'grouping' method but agent interpolates that the majority were not as he was seen delivering 3 or four rounds of drinks to different guests and then moving to the POS and pressing about 5 buttons; agent suspects one round rung in. This "grouping" or "slow rings" can be a real cancer to the bottom-line and are a gaping hole for theft opportunities. It really looked and felt like it was ██████████'s personal liquor playground.

Viewing this propensity to “group” drink orders, agent 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. Not only do you loose revenue but your liquor cost goes up because of the unaccounted for product going over the bar.

Agent was seated at the bar at 8:58 pm and by 9:20 pm it was soon realized that bar theft was rampant, and began to time stamp as best as possible. It also should be SOUNDLY noted that all transgressions were not recorded as the action was so fast and furious at times agent could not record fast enough.

- **3/1/2006 8:58 PM – 9:20 PM –**
 - i. Served a Gin and tonic with a 7 count and he did not accept any money or move to the resister to record.
 - ii. Budweiser and a Heffewisen (?) were delivered and he did not accept any money or move to the resister to record.
 - iii. Bud Light was delivered and he did not accept any money or move to the resister to record.
 - iv. Delivered a glass of white wine and did not accept any money or move to the resister to record.
- **3/1/2006 9:22 PM - Served a 6.5 count pour of Kettle vodka in a drink and did not accept any money or move to the POS to record.**
- **3/1/2006 9:29 PM - Delivered 2 shots that looked like lemon drops and did not accept any money or move to the POS to record.**
- **3/1/2006 9:29 PM - Delivered a draft beer and did not accept any money or move to the POS to record.**
- **3/1/2006 9:30 PM – Prepared a drink with a 7 count of vodka and did not accept any money or move to the POS to record.**
- **3/1/2006 9:32 PM – Delivered a drink and did not accept any money or move to the POS to record.**

- **3/1/2006 9:35 PM – Poured a Scotch (?) with an 8 count and did not accept any money or move to the POS to record.**
- **3/1/2006 9:39 PM - Poured a glass of wine and did not accept any money or move to the POS to record.**
- **3/1/2006 9:45 PM – Brandon was seen scanning the room and ‘group’ imputing on the POS.**
- **3/1/2006 9:46 PM – Delivered 2 shots of Rumplemitz (?) and did not accept any money or move to the POS to record.**
- **3/1/2006 9:47 PM – Made a drink with an 8 count of Kettle vodka and did not accept any money or move to the POS to record.**
- **3/1/2006 9:59 PM – Made a screwdriver with a 6 count of vodka and did not accept any money or move to the POS to record.**
- **3/1/2006 10:00 PM – Delivered a draft beer and did not accept any money or move to the POS to record.**
- **3/1/2006 10:00 PM – Seen pouring an 8 count of Hennessey (?).**
- **3/1/2006 10:06 PM – Delivered a drink and did not accept any money or move to the POS to record.**
- **3/1/2006 10:07 PM – Delivered a drink and did not accept any money or move to the POS to record.**
- **3/1/2006 10:16 PM – Delivered a Heffeweisen beer and did not accept any money or move to the POS to record.**
- **3/1/2006 10:23 PM - Delivered a drink and did not accept any money or move to the POS to record.**
- **One drink and one shot were not accounted for on our tab.**

██████████ also was viewed as using some very bad bartending judgment with a couple seated at the bar. A man and a woman took a seat at the bar and agent immediately felt something odd about the pair. I soon dismissed it as they were dressed rather odd and attributed it to that.

████████ quickly approached them and placed cocktail napkins down as he requested both of their ID's. He appeared to check them thoroughly and then handed them back. He soon returned with two drinks and two shots of Jaeger filled to the top. They ordered and had delivered a appetizer; at which time they ordered another round of shots; lemon drops (?).

A spell of time passed and I was drawn to their attention as I heard a groan. I could not see the man's face but the woman looked a bit distressed. I re-focused on ██████████'s bartending actions when moments later the man spilled his drink on the bar. I then viewed him stumble or do what I term the "Whiskey Wobble," as he was obviously intoxicated. ██████████ picked up his drink and made him another replacement (I also think they tabbed out but couldn't substantiate). He was then overheard saying to his lady friend, "Oh fuck man, I don't feel so good, I'm feeling sick."

The male guest next to him extended his hand to the man's shoulder to both stabilize him, as well as, keeping his distance in case the man vomited. The impaired customer then whipped around and told him to "Fuck off." He had now gone from being impaired to pending violent.

His lady friend then tried to establish his attention as the man was rumbling and seemingly ready to become aggressive. She then collected him in her arms and tried to lead him to the door. The man then turned back to the bar and retrieved his full drink in a pint glass (Long Tea?) and staggered towards the door with the girl in tow. He departed the building carrying his cocktail in full view of ██████████. 3/1/2006 10:28 PM.

ADLLC VIOLATION
TITLE 4, CHAPTER 3
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.

ADLLC VIOLATION

TITLE 4, CHAPTER 3

Unlawful acts

19. For an off-sale retailer or employee to sell spirituous liquor except in the original unbroken container, to permit spirituous liquor to be consumed on the premises or to **knowingly permit spirituous liquor to be consumed on adjacent property** under the licensee's exclusive control.

Evaluation Area: Food and Bev Quality

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?	5	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?	5	10
Value:	Drinks were perceived to be a good value for the price?	10	10

Food:

Presentation:	Food was visually appealing, simple, and nice?	7	10
Preparation:	Food met all expectations as described by the server or as in the menu?	7	10
Preparation:	All accompaniments accented the food?	5	10
Preparation:	All hot food hot, and cold food cold?	7	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
Actual Total

140
116

Score

83%

Food and Beverage Summary:

The food presentation was very eye appealing. All food served was plated very well.

The wings were hearty and meaty. The sauce I felt could be a bit spicier. We really liked how it was plated. It was accompanied with both ranch AND blue cheese dressings. Wipeys and a slice of watermelon garnish were also present.



The Caesar salad was less than desirable. The dressing was very thin and almost non-existent filmed through the leaves. There was what I believed to be sun dried tomatoes present giving it a very sweet taste that I didn't care for at all. Lastly, the parm cheese was sprinkled on top was of the powdered variety which I also don't care for.



The Ahi tuna also was very handsomely served with the ruby red meat fanned out

on the plate. I didn't care for the accompanied sauce (in the ramekin not the wasabi and yellow scribble) and when I asked the food runner () what it was she said, "I'm not sure, some kinda sesame sauce."

The meatloaf was plated well and piled high on top of the cheese bread; however, it was VERY dry as it pasted in your mouth. The potatoes were thick, chunky and tasty. Something was spicy and it couldn't be determined if it was the gravy, meatloaf or the potatoes.



The special Mahi with shrimp scampi was ordered. It too was plated very well and looked scrumptious. The first bite was

devine as the scampi sauce held on to the shrimp as was delicious. The second bite was with the fish as it was discovered to be way over cooked and dried out; even the sauce couldn't revive the dehydration it suffered. The medley of vegetables was also overcooked, but the asparagus spears were cooked perfectly with jus the right crispness.

The iced tea tasted very old and was sent back. Condiments on the table were filled and stationed uniform.

Drinks served at the bar were strong! This bartender put himself at risk, management/owners at risk, the soon to be intoxicated patron and risk, and moreover, because a 'killer' drink is served, the patron is ordering less drinks which means less revenue for the bar and smaller tips for the bartenders.

Agent believes that more food sales could be made even during busy or late times. Brandon was never heard suggesting food sales or offering menus without being prompted first.

It is cumbersome to properly 'spot' this bar for integrity bar theft issues as Brandon rarely goes to the POS. Agent highly recommends that management instill an immediate policy of no delayed rings. Revenue is definitely being lost AND stolen.

Evaluation Area: Management

Seated		Score/Max	
Service:	Visible on the floor and throughout the restaurant?	0	10
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:	Checked your table - meet and greet?	0	10
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?	0	10
Problem Solving:	Satisfactory solution to problem?	0	10

Maximum Total 40
Actual Total 0

Score 0%

Management Summary:

Agent was highly disappointed at the lack of ANY managerial presence. No table touch was performed during dinner. No manager could be discerned anywhere. Agent cringes to think that Brandon may have been the official MOD.

EYE SPY
SERVICE EVALUATION & THEFT PREVENTION