



Date: 9/2/2005  
Time in: 8:00  
Time out: 10:00

<b>Evaluation Area</b>	<b>Max Score</b>	<b>Actual Score</b>	<b>%</b>
Facility	170	157	92%
Host Services	50	40	80%
Bartender Services	210	166	79%
Wait Staff Services	160	135	84%
Busser Services	60	56	93%
Security Services	80	76	95%
Food & Beverage Quality	140	127	91%
<b>TOTAL</b>	<b>870</b>	<b>757</b>	
<b>OVERALL SCORE</b>			<b>87%</b>

<b>Evaluation Area:</b>	<b>Facility</b>	<b>Score/Max</b>	
<b>Exterior</b>			
Signage:	Visible, well lit, and in good condition?	8	10
Lighting:	Maintained and appropriate?	8	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 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
Safety:	Exit signs well lit and visible?	10	10
Furniture:	Clean, good condition, and sturdy?	10	10
Music/TV:	Appropriate sound levels and style fits theme?	7	10
Atmosphere:	Temperature fine, heaters or evap cooler functioning?	10	10
Restroom:	Clean, odor free, and in good condition?	7	10
Restroom:	Stocked with paper products and soap?	7	10
<b>Maximum Total</b>		<b>170</b>	
<b>Actual Total</b>		<b>157</b>	
<b>Score</b>		<b>92%</b>	

## Facility Summary:

Agent nearly passed the facility as signage is rather small. Both parking lots were clean and free of debris upon initial inspection. Back entrance is quite dark and could possibly use more lighting for guest safety concerns. Not all TV's were on and functioning on the patio. TV inside main dining area tuned to TBS with reruns of 'Home Improvement' playing while three major sporting events were being broadcast; Cardinal football, U of A football, D-Back baseball. Agent overheard guest ask for TBS station to be changed to one of the sporting events and it remained unchanged



for 27 minutes past the request.

Agent also overheard guests complaining about how difficult it is to view the TV's behind the bar.



Condiments on table were uniform and filled to capacity. Stand up menu did not have beer

of month listed but 'Playbook' menu did. There was a layer of greasy grunge smeared on the edge of the agents table left over from previous guests. Ashtray at bar was inundated with butts. There is a vent above the south part of the bar that is loose and hanging down.

A molecule of employees seems to forever form at the far north side of the bar at the service well. As it is may be permissible to converse while there is a lull or waiting on service orders, in the agent's opinion there was far too much 'horse-play' taking spot at this location with employees.



Two blonde haired girls were involved with an on sight Jaegermeister promotion. They seemed to only ½ heartedly take there task seriously. They would only randomly select certain guests to give the 'freebies' to while others were left out; seemed like they only wanted to approach men in their 20's.



They also would sit down for long stretches at a time.

Newspaper hanging in men's restroom was outdated. The floors were clean and soap stocked but a roll of towels was just lying on the sink basin and the seat cover container was



lodged in the bar shelf (vendor on many occasions will provide dispensers for free) . Toilet seat is also broken or loose.

**Evaluation Area: Host Services**

<b>Preliminary Phone Call</b>		<b>Score/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 large party or offered alternatives?	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?	0	10

**Maximum Total 50**  
**Actual Total 40**

**Score 80%**

**Host Summary:**

The phone was answered on the 3<sup>rd</sup> ring, "██████████ can I help you?" ██████████ was asked the location and said, "██████████." Driving directions were asked from 32<sup>nd</sup> Street and Cactus and she explained, "You need to get on the █████...I'm not very good at giving directions... if you get on the █████ (did not state direction of north or south) and get off on █████ Ave (no east/west direction given) and go down a couple of blocks you'll see █████." The directions stopped there without fully directing the caller to the establishment.

██████████ was then asked about booking a party of about 15 people for a fantasy football league draft and if the establishment does anything for this type of party the caller was told, "Yea we do, when you were thinking about coming in, 'Wednesday' let me take down your number and I'll have █████ the manager call you; he's in charge of all that stuff; yea we definitely can accommodate." She was then asked if there was a happy hour special and listed times, food and drink specials involved. She made sure to acquire the callers name and number before hanging up the phone.

<b>Evaluation Area:</b>	<b>Bartender Services</b>	<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time? <1MIN	7	10
Friendliness:	Bartender was friendly, personable, and introduced self?	7	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	7	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?	n/a	n/a
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	5	10
Honesty:	Cash handling procedures were handled within the operating controls?	7	10
Honesty:	Tab procedures were handled within the 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?	5	10
Sales Ability:	Additional drinks were offered at appropriate times?	7	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	7	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?	7	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
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	8	10
Cleanliness:	Empty glassware cleared in a timely manner?	8	10
Organization:	Bar seemed well organized and running smoothly?	8	10
Hygiene:	Bartender not eating, drinking, or smoking behind bar?	10	10
Appearance:	Bartender dressed professionally with no frayed uniforms and proper hygiene observed?	8	10

**Maximum Total**

**210**

**Actual Total**

**166**

**Score**

**79%**

## **Bartender Summary:**

Two bartenders were present on this particular evening. Bartender "X" ( [REDACTED], 5' 5"). Bartender "Y" ( [REDACTED] around 5' 8"). The bill lists the name [REDACTED] but agent cannot clearly ascertain which name relates to which bartender.

X was present but Y was absent upon arrival. The bar top where we sat was an utter mess from the previous occupants; cigarette butts in ashtray, cellophane wrappers, glassware and ashes on bar top. We were seated for 3 minutes before X quickly cleared away the mess and wiped the bar top in front of us, set napkins down, and then requested a drink order. The order was made and she returned with it quickly placing them down and requesting a total. A tab was requested of X but she never asked for a credit card to secure it. She also did not move to record the order in the POS system.

X was rather busy behind the bar and agent felt at times she was on the brink of being overwhelmed as she handled all bar and service well duties alone. Nearly 10 minutes past and Y appeared behind the bar (possibly on a break) to assist X with her duties. The two would work in tandem and then occasionally one would disappear for a spell; this occurred several times during the evening. Several times throughout the evaluation period, the girls would get 'weeded' while the other was gone. Other times they were present but conversing at the service well. At least a ½ dozen times agent viewed the girls 'gossiping' at the service end when guests were in need of service; I personally had an empty drink in front of me for just shy of 5 minutes as the girls carried on at the end. They also both on occasion fail to remove empty glassware.

X carries a bar towel strapped to her waist which is a health code violation. She also frequently runs her fingers through her hair which is also a health code issue. She drinks a personal beverage from a capped plastic cup. Y's beverage was from an open plastic container. X was seen holding a conversation on her cell phone. She held it between her ear and shoulder while performing bartending duties (pouring beer and fixing drinks) and holding on her conversation. X has a great touch in pouring a bottle a beer as she pulls it slowly out of the glass as gravity infuses it into the glass with a perfect head. Neither girl was ever heard suggesting food sales to anyone.

Both X and Y pour a consistent 4 count 1 ½ oz pour for the most part but X at times can deviate widely. X is very good at multitasking as she can pour two drinks at once but on many occasions will pour a drink and then tail more liquor in after wards. For example, she was seen making two drinks with Stoli pouring the first with a four count, the second with a four count, then tails the bottle back in forth pouring an additional ½ oz of liquor into each glass making them a near 6 count; 9/2/2005 9:04 PM. She also pours a tall drink with a 5 ½ count of alcohol; 9/2/2005 8:59 PM.

X has a terrible habit of not ringing in drinks after she prepares them. Bartenders here have a propensity to “group” drinks orders. 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.

Case point, on three of the five separate orders placed at the bar, there was two mistakes made. A pack of cigarettes was ordered; money was not collected nor was movement made to the POS; pack was not accounted for on bill. Drinks were ordered and not immediately rung in directly after; agent suspects X and Y ring sometimes from memory. An extra \$4.50 drink was placed on our tab that was not ordered. This “grouping” or “slow rings” can be a real cancer to the bottom-line.

Other slow rings and possible integrity issues:

- 9/2/2005 8:46 PM – bartender X: no record of Pack of Cigarettes recorded.
- 9/2/2005 8:50 PM – White male with brown hair, 5’ 9”, approaches the bar and is automatically given a bottle of Coors Light bottle without prompting by bartender X; no movement to POS.
- 9/2/2005 8:52 PM – Older male patron orders a dark beer with a side of ice and a shot of Jaeger on the side. X talks with him for 20 seconds and then makes no movement to the register.
- 9/2/2005 9:17 PM – bartender X: Same aforementioned white male from 8:50 PM is given another Coors Light bottle and no movement is made to record it on the POS.
- 9/2/2005 9:24 PM – bartender X: man and woman are given 2 Fat Tire beers and no movement is made to the POS.
- 9/2/2005 9:32 PM - bartender X: Made a double drink in a pint glass with an astounding 10 count of liquor.

**ADLLC liquor code violation.**

**Arizona Liquor Law - Title 4, Chapter 2, Article 3, Section 4-244, Verse 23. For an on-sale retailer or employee to deliver more than thirty-two ounces of beer, one liter of wine or **four ounces of distilled spirits** in any spirituous liquor drink **to one person at one time** for that person's consumption.**

<b>Evaluation Area:</b>	<b>Wait Staff Services</b>	<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time? <2 min	10	10
Friendliness:	Server was friendly and smiled and <u>introduced self</u> ?	5	10
Service:	Cocktail napkins were used for each drink?	10	10
Timing:	Drinks were served in timely manner after ordering? < 3min	2	10
Sales Ability:	Server offered description of menu, specials?	5	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?	5	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?	8	10
Honesty:	Cash handling procedures were handled within the operating controls?	n/a	n/a
Honesty:	Tab procedures were handled within the operating controls?	n/a	n/a
Honesty:	Comps procedures were handled within the operating controls?	n/a	n/a
Honesty:	Giving away free drinks by wait staff not observed?	10	10
Honesty:	Server charged the appropriate amounts for all drinks served?	10	10
Honesty:	Server tab presented correctly with no mistakes?	n/a	n/a
Timing:	Finalized payment processed in a timely manner?	n/a	n/a
Liquor Laws:	Server observed all state liquor laws to the fullest including over-serving, identification checked?	10	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	10	10
Organization:	Server seemed well organized and running smoothly within the operating controls?	8	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**

**160**

**Actual Total**

**135**

**Score**

**84%**

## **Wait Staff Summary:**

**Server [REDACTED] was at the table greeting us within 1 minute of being seated and simply asked for s drink order. The order was taken and directly after, she took an additional drink order of the table adjacent to us. 4 minutes later she returned with the other tables drink orders but ours was not present. A net interval of 6 minutes from ordering she returned with our drink order. She also did not at this time suggest any food sales. A second order for water was requested and it was brought in 2 minutes. At this time a few questions were asked about the menu and an order was placed. She did not request a credit card to secure the tab.**

**Agent noticed a male patron sit at a table and not receive any acknowledgement for 9 minutes. A friend joined him and they sat for another 3 minutes (net 12 minutes) when they got up to apparently walk to the bar and place an order. Simultaneously, Stephanie approached just as they were headed for the bar and asked for a drink order.**

**Food arrived in a timely fashion and was delivered by server (manager?) “Z” ([REDACTED]). Z literally snapped her chewing gum in her mouth as she set the plate in front of the agent and said, “You need anything else?” Z was seen on numerous other occasions walking length of room chewing her gum with an open mouth and popping bubbles in her mouth. Z was also seen, delivering other food, helping to reset tables, clear tables, arranging tables, bring guests menus and other misc. duties.**

**At the end of the meal, the dishes sat stagnant and drink glasses empty for nearly 10 minutes before [REDACTED] appeared to clear [REDACTED]’s service was not all together that bad just rather distant; as was her personality. She does not put a lot of enthusiasm into her work, make any suggestions, initiate any type of conversation, or add anything to the overall experience. Maybe that is reserved for ‘regulars.’ Every regular was a new guest at one point. She gives simple yes and no answers and her questions are parallel; “anything to drink?” Stephanie seems to be a classic ‘order taker’ as opposed to a food/beverage server.**



**Evaluation Area: Security Services**

		<b>Score/Max</b>	
Service:	Checked all identifications of everyone appearing 30 years old or younger?	10	10
Identified:	Easily identified as part of the security team?	8	10
Friendliness:	Seemed friendly and inviting?	8	10
Professional:	Conducted him/herself professionally with guests and staff?	10	10
Service:	Helpful and attentive to employees?	10	10
Service:	Visible on the floor and moving throughout the restaurant on guard for any possible problems?	10	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?	10	10
Friendliness:	Acknowledged our departure?	n/a	n/a

**Maximum Total 80**  
**Actual Total 76**

**Score 95%**

**Security Summary:**

A [REDACTED] was apparently part of the security staff and moving throughout the room periodically. He was seen asking bartender Y for permission to come behind the bar and fill a styro cup with soda; he did and then was drinking it while walking behind the bar.

Another [REDACTED] was seen in a dark uniform marked 'security' and would periodically roam the room. Agent never saw anyone being requested for ID but also did not view anyone who would have been suspect.

Agents hand was never stamped.

**Evaluation Area: Food and Bev Quality**

<b>Beverage</b>		<b>Score/Max</b>	
Presentation:	Drinks were visually appealing?	8	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?	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?	10	10
Preparation:	Food met all expectations as described by the server or as in the menu?	8	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?	8	10
Selection:	Good selection of appetizers, salads, and entrees?	10	10
Value:	Food was perceived to be a good value for the price?	8	10

**Maximum Total 140**  
**Actual Total 127**

**Score 91%**

**Food and Beverage Summary:**

**A Caesar salad with extra cheese and extra chicken was ordered. The salad was a good portion and the dressing evenly dispersed with a good flavor; would have liked more anchovy flavor though. Agent was charged an additional \$3 for extra chicken and felt the amount on the salad was insufficient to parallel the cost.**

**Drinks were inconsistent with pour counts therefore inconsistent with taste. Draft beer was brought in only a semi-cold pint glass. No draft beer wastage by bartenders was viewed.**

