



Date: 9/11/2005  
Time in: 1:30  
Time out: 3:45

Evaluation Area	Max Score	Actual Score	%
Facility	160	143	89%
Host Services	30	25	83%
Bartender Services	220	150	68%
Wait Staff Services	190	130	68%
Busser Services	0	0	#####
Security Services	0	0	#####
Food & Beverage Quality	140	116	83%
<b>TOTAL</b>	<b>740</b>	<b>564</b>	
<b>OVERALL SCORE</b>			<b>76%</b>

<b>Evaluation Area:</b>	<b>Facility</b>	<b>Score/Max</b>	
<b>Exterior</b>			
Signage:	Visible, well lit, and in good condition?	7	10
Lighting:	Maintained and appropriate?	n/a	n/a
Parking lot:	Maintained and clean?	5	10
Building:	Maintained and clean?	8	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?	7	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?	8	10
Lighting:	Maintained and appropriate?	10	10
Safety:	Exit signs well lit and visible?	10	10
Furniture:	Clean, good condition, and sturdy?	8	10
Music/TV:	Appropriate sound levels and style fits theme?	10	10
Atmosphere:	Temperature fine, heaters or evap cooler functioning?	10	10
Restroom:	Clean, odor free, and in good condition?	10	10
Restroom:	Stocked with paper products and soap?	10	10
<b>Maximum Total</b>		<b>160</b>	
<b>Actual Total</b>		<b>143</b>	
<b>Score</b>		<b>89%</b>	

## Facility Summary:

Agent found the signage a bit cumbersome to see when approaching from the south, north bound. Parking lot was at max capacity. Agent preceded around south end of building but had to stop and back up in reverse as two other cars were exiting and the narrow pass way with cars parked along the side would not permit a two car passing.

Proceeding along the pathway, agent took note that both dumpster doors were open exposing the trash inside; not the best first impression. Agent would recommend instructing staff to close lids after each dumping as it makes the facility less unsightly, and moreover, prevents the propensity of fly infestations.



A large puddle that agent assumed is a condensation overflow coming from an ac unit leaked a large puddle onto cement and parking lot and was a bit unsightly.



The ashtray in front of the facility was inundated with cigarette butts and the stand up reader board showed current information, however, many portions of it were smudged away making it cumbersome to read. The handicapped spots in the front had a red truck parked in it that did not have a license plate or mirror decal expressing a disabled driver. The back lot also had a large dark SUV parked in the space which also had no license plate or mirror decal expressing a disabled driver.



Every corner of the lot had some type of empty and broken liquor/beer bottles from previous night(s). This would make a very clear and present case to an ADLLC liquor compliance officer of illegal alcohol consumption and parking lot code violations.



Back screen outside door handle is loose. Door leading into the main facility is distressed and could use a coat of paint. Men's restroom was very clean and organized the two times it was checked; remarkable for the amount of customers in the facility. Men's room has a loose faucet. Pool room area was also very neat, tidy and kept up throughout the day. One of the pool tables had a board and cover over it. Both reader boards inside were chalked neatly and current.



The table we were seated at was very wobbly and also had a cigarette burn on it. The table was never wiped down from previous guest as it had water rings from previous drinks, food smudges, and four cocktail forks left behind. It also had no sugar caddy present. The table was never cleaned the duration of the evaluation.

The top portion of the bartender register seems to be a magnet for junk as it was inundated with papers, cards, a wallet etc.

My associate and I both commented how the smoke eaters kept the room sufficiently clear of wallowing cigarette smoke. However, we seemed to have spoke too soon as three male patrons all lit up big fat cigars, puffing wildly sending pillows of foul smoke into the air. It was so bad that this actually forced us to move from the table. Most guests who patron a 'sports bar' are well aware that there will be cigarette smoke and will tolerate it because it is expected. Clove and cigar smoke exacerbate a smoke issue to the Nth degree, and as aforementioned, are usually not expected. Therefore, agent highly suggests that clove/cigar smoking be regulated solely to the patio that buffers the two rooms.

It seems to be the ongoing theme at a 'sports bar' that you can never make everyone happy about which TV's are playing which games and at which volume. GM [REDACTED] was a maestro at ameliorating this. He was seen changing all the TV's at the end of the first games and into the second games and adjusting the volumes. (Side note – capped an ashtray and removed it from the table while performing these tasks; great extra effort) He was like a field general as he switched the programming all over the bar, and always checking to see if someone was watching before changing. He was hailed with a score of boos as he exclaimed that he had a request for tennis on one of the TV's; it was placed later on the outer small TV to appease the guest. He also was heard speaking over the microphone explaining in great detail the bus trip and tailgating party going to Sun Devil Stadium to see the Cardinals.

■■■■ also showed very good managerial skills as he worked very well with his subordinates; bringing a bottle of Captain Morgan for ■■■■, numerous times expediting food delivery, clearing tables, cleaning ashtrays, entertaining and conversing with guests.

One situation arose during the football game. There was a white male (22 years?) watching the San Francisco 49er game and being wildly exuberant. My associate and I both commented on what an a\*\* he was being yelling at the top of his lungs and flailing his arms; more of a fanatic than a fan.

At one point, the 49ers were running back a kickoff for a touchdown and 'super fan' jumped out of his seat screaming and waving his arms in the air. There were two older women (late 50's) enjoying the Packer game when 'super fan' elbowed her in the head while he flailed his arms and didn't even attempt an apology. Sadly, no management or workers appeared to see this happen but moments later, ■■■■ confronted 'super fan' and asked him to politely tone it down a notch and stay in his seat; much to everyone's approval. Minutes later, 'super fan' was at it again and ■■■■ bellowed at him, "Hey buddy, you're banned from clapping until the second half." It was actually VERY funny, diffused an ongoing negative situation, and half the people in the room roared with an approving cheer.

**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?	n/a	n/a
Knowledge:	Employee was knowledgeable of any specials, events, menu, general bar information?	5	10
Directions:	Employee was able to give clear and accurate directions to the establishment?	n/a	n/a

**Maximum Total 30**  
**Actual Total 25**

**Score 83%**

**Host Summary:**

Phone was answered on 4<sup>th</sup> ring, "Sports bar this is [REDACTED] can I help you?" She was asked if the bar had the NFL ticket and responded in the affirmative. She was asked if they would be playing the Packer game later and said, "Yea, I'm pretty sure but let me double check on that...I think we're pretty much showing all of them...'are you guys pretty packed?'...yea we're real busy...which game were you asking about?... 'The packer game'...do you know what time there on?... "should be 1:00'...oh yea." She was asked how many big screens there are in the bar and replied, "Um, we've got I think 4 big screens." She was asked if the Packer game would be on the big screen and she said she was going to check with [REDACTED]. [REDACTED] answered the phone and explained in detail which games would be on and that the inside sound would be on the Cardinal game; the patio and pool room would have the packer game sound.

<b>Evaluation Area:</b>	<b>Wait Staff Services</b>	<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time? <2 min	5	10
Friendliness:	Server was friendly and smiled and <u>introduced self</u> ?	7	10
Service:	Cocktail napkins were used for each drink?	7	10
Timing:	Drinks were served in timely manner after ordering? < 3min	3	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?	3	10
Service:	Server checked back after each course in a timely manner to ensure guest satisfaction?	3	10
Cleanliness:	Empty plates were cleared in a timely manner?	3	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:	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?	5	10
Timing:	Finalized payment processed in a timely manner?	2	10
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?	n/a	n/a
Organization:	Server seemed well organized and running smoothly within the operating controls?	7	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**

**190**

**Actual Total**

**130**

**Score**

**68%**

## **Wait Staff Summary:**

The room was filled to capacity upon arrival making it difficult to find a seat. As a table left we settled in but it was a real mess. The dishes and glasses were taken away but there were spills across the table, cocktail spears left astray, and a dirty ashtray.

We were seated for 4 minutes before being approached by server [REDACTED] (did not introduce herself) who simply asked if we would like something to drink. She did not clear or wipe the table down, nor did she suggest food sales. Six minutes later she reappeared but without the drinks and was seen taking an order from another table. Two minutes later (net 12 minutes seated without drink) she dropped off our drinks but left before we could inquire about ordering food. Several minutes later we flagged her down to order. Several questions and recommendations were asked and all were answered sufficiently. My associate had also asked for water which she had failed to bring; he re-ordered it. She did not secure the tab with a credit card.

The appetizers were delivered in a timely manner but [REDACTED] still had not brought the water so she was asked again. As she left, it was noticed that we had no silverware to eat with. [REDACTED] did not return with the water until we were 90% of the way finished with the appetizer; silver was not brought. Agent's empty soft drink glass had been removed and not refilled so we got [REDACTED] attention for a re-fill (this refill thing happened three times). She failed at this time to pre-bus the plates from the table; they were finally cleared by GM [REDACTED].

The sandwiches were brought out but again there was no silverware as we requested it from [REDACTED]. Even though every glass on the table was completely



empty, she did not at this time ask for new drinks. She returned a moment later with the silver and asked if anything else was needed; drinks were ordered. Plates again were not cleared in a timely fashion as they sat at the end of the table upon completion. We requested the bill and it took a longer than normal time to complete the transaction; an ordered and delivered soft drink was not accounted for on the bill.

[REDACTED] was a very friendly and nice server, which helped as a customer, to swallow her bad service. EVERY time something was needed, we needed to grab her attention as opposed to her inquiring. She is not a seller but rather a classic example of an 'order taker.' [REDACTED] needs to pay better attention to the needs of her guests rather than waiting for their requests. It's the agent's opinion that management needs to better train/develop [REDACTED] service skills and she will end up an above average employee.

<b>Evaluation Area: Bartender Services</b>		<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time? <1MIN	5	10
Friendliness:	Bartender was friendly, personable, and introduced self?	5	10
Service:	Cocktail napkins were used for each drink?	7	10
Service:	Pouring method within operating controls and followed correct recipes? 4 Count - 1 1/2 oz	2	10
Timing:	Drinks were served in timely manner after ordering?	6	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?	10	10
Safety:	Bartender using ice scoop at all times?	5	10
Honesty:	All drinks properly recorded immediately after service?	3	10
Honesty:	Cash handling procedures were handled within the operating controls?	0	10
Honesty:	Tab procedures were handled within the operating controls?	7	10
Honesty:	Giving away free drinks by bar staff not observed?	10	10
Sales Ability:	Additional drinks were offered at appropriate times?	8	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	10	10
Honesty:	Bartenders tab presented correctly with no mistakes?	10	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking?	10	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	5	10
Cleanliness:	Bar top and back bar were clean and organized?	7	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	10	10
Cleanliness:	Empty glassware cleared in a timely manner?	7	10
Organization:	Bar seemed well organized and running smoothly within the operating controls?	6	10
Hygiene:	Bartender not eating, drinking, or smoking behind bar?	7	10
Appearance:	Bartender dressed professionally with no frayed uniforms and proper hygiene observed?	10	10

**Maximum Total**

**220**

**Actual Total**

**150**

**Score**

**68%**

## **Bartender Summary:**

We were seated at the bar for three minutes before being approached by bartender [REDACTED]. She placed cocktail napkins down and asked what we would like; made our drinks and rang them in the POS when we requested a tab. She did not ask for a credit card to secure the tab but did suggest food sales.

[REDACTED] has problems prioritizing her bartending duties. At one point she went to the restroom with her purse for 6 minutes leaving the bar unattended. Upon her return there was a plethora of things to do; our drinks were empty and others seated at the bar were in need of drinks, four tickets deep on the service well etc. [REDACTED] only moves at one speed. With all these duties that needed to be taken care of, she only moved at the same speed as she regularly does.

[REDACTED] also wasn't the friendliest of bartenders, rarely making conversation. Our drinks remained empty for 8 minutes when my associate asked her for a drink as she passed by, [REDACTED] said 'ok' but gave him a look as if to say 'you're being rude.' She did have a rather good rep with her fellow employees and other 'regular' customers.

Along these lines, a single male approached the bar for service. [REDACTED] said hello to him, but for some mysterious reason, walked away before he could order. She then took a towel and began wiping the bar by the service well, threw out some service tickets, then slapped a male patron at the end of the bar in the ass (playful grab-ass, not harassment), and THEN returned to the customer for the order; very hard to ascertain.

Another guest ordered a captain and coke and she said she was out of Captain and needed to get some but didn't appear to make an effort to do it. A blonde haired server came behind the bar and asked the customer if he needed a drink. She then went to GM to request the new bottle; not Michele.

Another guest ordered a drink, she made it, then never delivered it. She proceeded to make 2 service well orders, a drink order for a bar guest, drink her personal drink from a rock glass on the back bar, go to end of bar to talk to Megan, then noticed the drink and delivered it.

[REDACTED] ABSOLUTLY needs to be re-trained for accurate pour counts. Her pouring methods also have no rhyme or reason ranging anywhere from a weak 3 to a 6. She also has a terrible habit of not ringing drinks after she makes them. [REDACTED] also was seen scooping ice with glassware. Lastly, on numerous occasions servers came behind the bar and made their own orders or grabbed beers; this can be a very bad liquor control problem. It's the agent's best guess that [REDACTED] is perhaps a cocktail server who is now behind the bar and lacks adequate training.

- 9/11/2005 2:58 PM - Viewed pouring a 7 count of vodka into a pint glass then putting glass under bar to fill with mixer (Long Tea mix under bar)
- A tall drink was ordered and poured at a 3 ½ count; it also was served in a longer glass which agent highly suspects is the same ounce capacity as the tumbler as opposed to a pint glass) A regular
- 9/11/2005 3:05 PM - A Captain Morgan single was poured at a 5 count
- 9/11/2005 3:18 PM - A double was poured at a short 6 count. Drink was ordered at 3:18. [REDACTED] was seen ringing it in at 3:29 PM
- 9/11/2005 3:32 PM - A myers and coke was poured at a 2 ¾ count; just over an ounce.
- Server ([REDACTED]) went behind bar and poured a bourbon and coke with just over a three count that emptied the bottle. Never finished pouring the extra liquor. Left bottle sitting there for the remainder of evaluation.
- 9/11/2005 3:34 PM - Server [REDACTED] seen grabbing a Coors Light beer behind bar.
- 9/11/2005 3:43 PM - A single tangeray on the rocks was poured at a 5 ½ count.
- 9/11/2005 3:46 PM - Viewed pouring a 3 count of vodka into one pint glass and a 5 into another, then putting glass under bar to fill with mixer (log tea?) exact same drinks with different counts.
- 9/11/2005 3:48 PM Bud light delivered to guest and no movement made to register.
- 9/11/2005 3:51 PM - Server ([REDACTED] top) went behind bar and got her own beers.

Lastly, it took 24 minutes to complete tabbing out process. We had empty drinks in front of us and sat for 15 minutes without being asked for more drinks or to tab out. Finally, we had to flag her down and ask for the tab. She presented the tab and it was correct, but she left before I could pay her. Sitting for a few more minutes, I again got her attention and paid with a \$100 bill; she did not check for authenticity. The tab was \$17.25 and [REDACTED] laid a pile of money on the table and walked away; counting it was \$52.75; a short of \$30. It was three minutes before I could again grab her attention about the discrepancy. When I did, she then took another two minutes at the terminal (Mumbled something about closing wrong check) before returning with a half-hearted apology and the money. Agent's view; don't agitate a customer as he is paying and leaving.



**Evaluation Area: Security Services**

		<b>Score/Max</b>	
Service:	Checked all identifications of everyone appearing 30 years old or younger?	n/a	n/a
Identified:	Easily identified as part of the security team?	n/a	n/a
Friendliness:	Seemed friendly and inviting?	n/a	n/a
Professional:	Conducted him/herself professionally with guests and staff?	n/a	n/a
Service:	Helpful and attentive to employees?	n/a	n/a
Service:	Visible on the floor and moving throughout the restaurant on guard for any possible problems?	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
Liquor Laws:	Security observed all state liquor laws to the fullest including over-serving, identification checking?	n/a	n/a
Friendliness:	Acknowledged our departure?	n/a	n/a

**Maximum Total** 0  
**Actual Total** 0

**Score** #####

**Security Summary:**

**No security seen on premise.**

**Evaluation Area: Food and Bev Quality**

<b>Beverage</b>		<b>Score/Max</b>	
Presentation:	Drinks were visually appealing?	5	10
Glassware:	Glasses free of chips, scratches, and adequate size?	8	10
Preparation:	Drinks made with proper levels of alcohol, mixes?	3	10
Preparation:	Hot drinks hot, cold drinks cold?	10	10
Selection:	Good selection of cocktails, beers, and beverages?	8	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?	8	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?	10	10

**Maximum Total**  
**Actual Total**

**140**  
**116**

**Score**

**83%**

## Food and Beverage Summary:

Two Bloody Marys were ordered with Peppar from Megan. The 2 drinks tasted drastically different from one another; agent surmises different amount of pour count. They were also asked spicy and were very tame with no pepper either; good thing for Aunt Cholula on the table. Another was ordered to ascertain consistency; again very tame and agent would stake reputation that well or regular vodka was used. Other drinks were inconsistent with pours therefore inconsistent with taste.

Genesee beer!?! Haven't seen that since I moved away from Rochester, New York! No Michelob Ultra, Anchor Steam was in stock and Captain Morgan was not readily available. Agent also suggests adding either Harp or Bass ale to list of draft beers. In combination with Guinness tap would result in three beers offered; black & tan or  $\frac{1}{2}$  &  $\frac{1}{2}$

We asked [REDACTED] if breakfast could still be served and we were told no.

Spinach dip was FANTASTIC! Piping hot creamy with large chunks and more than enough chips.

Potato skins had great flavor but were on the scrawny side and agent felt not a great value for the price. Two of them were the near size of a silver dollar. Ramekin of sauce had spilled somewhat on to the plate.



Pulled pork sandwich was also very good. It had exceptional flavor that wasn't too sweet but just right; maybe a different bun would help this great sandwich.

The tuna melt was hot and more importantly, not runny. It had good flavor but agent was rather disappointed at the amount of cheese in the sandwich; one small clump in middle.

**EYE SPY**  
SERVICE EVALUATION & THEFT PREVENTION