



Date: 10/29/2005
Time in: 12:00
Time out: 2:10

Evaluation Area	Max Score	Actual Score	%
Facility	160	136	85%
Host Services	40	40	100%
Bartender Services	230	170	74%
Wait Staff Services	0	0	#####
Busser Services	0	0	#####
Security Services	90	73	81%
Food & Beverage Quality	70	65	93%
TOTAL	590	484	
OVERALL SCORE			82%

Evaluation Area: Facility

Exterior		Score/Max	
Signage:	Visible, well lit, and in good condition?	8	10
Lighting:	Maintained and appropriate?	9	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?	10	10
Menu Display/ Operating Hours:	Visible and in good condition?	n/a	n/a
Interior			
Waiting area:	Maintained and clean?	10	10
Floors:	Clean, swept, vacuumed and in good condition?	8	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?	8	10
Music/TV:	Appropriate sound levels and style fits theme?	5	10
Atmosphere:	Temperature fine, heaters or evap cooler functioning?	10	10
Restroom:	Clean, odor free, and in good condition?	5	10
Restroom:	Stocked with paper products and soap?	5	10
Maximum Total		160	
Actual Total		136	
Score		85%	

Facility Summary:

Back Westside parking lot is rather dark. Two people were seen in the front seat of a blue four door sedan, and a lighter was seen flickering on and off periodically. Agent suspects, but cannot substantiate, that they were smoking marijuana. Empty beer cans were seen at a few spots around the back parking lot. Numerous cigarette butts pepper the lot just



west of the entrance. The trash can to the inside left of the entrance was jammed full and overflowing. Articles of trash were seen sporadically through foyer/patio area. Men's restroom was in slight disarray



as paper was overflowing from trash can, urine covered the toilet seat and toilet tissue on the floor.

Left side urinal as a reservoir of urine/water as the right does not. Newspaper was current. No towels in the dispenser but on re-check they had been stocked. Overall, the facility inside and out was rather kept up for a busy weekend night.

Female customer was seen taking an ashtray from a table and handing the bartender to exchange for a fresh one; it had around 12 butts crammed into it. Bartender brought it to a server's attention.

Music genres were very uneven. Music would jump from modern thumping hip hop, to Bob Marley, and then retro; never really had a comfortable flow. Moreover, the CD would scratch and skip and bartender Chrissie would have to fix it; this happened at least a 1/2 dozen times.

Barstool agent was seated at was very wobbly.

1:35 am "last call" seemed a bit premature.

Evaluation Area: Host Services

Preliminary Phone Call		Score/Max	
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?	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%

Host Summary:

CALL WAS ECORDED AND SENT AS AN MP3 FILE

The phone was answered "[REDACTED]." She was asked about the events that happen on Sunday for football and she responded, "We have a bunch of specials; we have buckets of beer; bloody marys and mimosas are discounted before noon; and we have a pretty good food menu." She was also asked if the NFL Ticket was available and confirmed. She explained that the crowd usually ruled which game would be on sound; she further elaborated that there are 3 rooms and sound would be different in those rooms; she further spoke about the pool room and having tables. She gave perfect and detailed driving directions.

Evaluation Area: Bartender Services		Score/Max	
Timing:	Acknowledged in appropriated amount of time? <1MIN	2	10
Friendliness:	Bartender was friendly, personable, and introduced self?	9	10
Service:	Cocktail napkins were used for each drink?	3	10
Service:	Pouring method within operating controls and followed correct recipes? 4 Count - 1 1/2 oz	5	10
Timing:	Drinks were served in timely manner after ordering?	7	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?	10	10
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?	10	10
Honesty:	Tab procedures were handled within the operating controls?	10	10
Honesty:	Giving away free drinks by bar staff not observed?	0	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?	8	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	7	10
Cleanliness:	Bar top and back bar were clean and organized?	5	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	9	10
Cleanliness:	Empty glassware cleared in a timely manner?	10	10
Organization:	Bar seemed well organized and running smoothly within the operating controls?	7	10
Hygiene:	Bartender not eating, drinking, or smoking behind bar?	5	10
Appearance:	Bartender dressed professionally with no frayed uniforms and proper hygiene observed?	8	10
Maximum Total		230	
Actual Total		170	
Score		74%	

Bartender Summary:

Upon entry the bar was rather busy. Bartenders [REDACTED] and [REDACTED] were tending to guests and servers. We were seated at the bar for 3 minutes before being approached by bartender [REDACTED] who wiped down the bar top, set napkins down and asked what we would like to drink. She took my associate's order but before she could receive mine, she walked away to fulfill another patrons order. There was a slight delay in my order, as I was deciding, but didn't feel as if it warranted her walking away. Another time, she took our drink order and instead of fulfilling it, she walked over and began washing glassware, then returned to make the order. [REDACTED] requested a credit card to secure the tab and at this time she also suggested food sales by asking if we were hungry.

[REDACTED] and [REDACTED] have a good repore with one another and work together very well in unison. They seemingly know each others movements and bartending mannerisms and innately know what the other is doing and vice versa. However, each one likes to take these extended breaks for nearly 10 minutes leaving the other bartender "weeded."

At one point, [REDACTED] was gone for 8 minutes while [REDACTED] was bartending and she was slammed. During that time period, agent heard [REDACTED] say to customers, "I'll get to you in just a second," four separate times. Agent was astonished that she was left alone to handle the drink preparations for the entire bar for that period. People waited extended amounts of times for drinks and a few seemed agitated; service well was well taken care of though. Agent cannot substantiate the whereabouts of [REDACTED] during this period.

They later flipped this "break time" as [REDACTED] was behind the bar and [REDACTED] went to the far north side of the bar to converse with guests and co-workers while smoking cigarettes. She also stayed there for an extended period of time while [REDACTED] single handedly kept the bar.

Bottom-line, in the agent's opinion, the facility lost sales because of this behavior. It is recognized that workers need a break periodically to catch a moment or smoke, but not when paying customers are waiting for drinks. In addition, the girls were going "on break" when the bar was a mess. The bar top had puddles, sopping napkins, straws and other bar debris that should have been cleaned up first. Soiled glassware was piled sky high behind the bar. Additionally, the left side back bar was a disaster with the liquor bottles scattered like jack straws in every which way and no uniform manner.

The girls have a propensity to grab a bottle and make a drink, and then set it on the back bar's edge and not in its original spot. This led to different bottle brands and flavors all mixed together. A bartender will argue that they were "busy" and that's why they didn't put it back in the original spot. The issue is, instead of taking the extra moment to replace the bottle in its home, they just made themselves "busier" because, as the agent viewed over a dozen times, they now need to search for the bottle that's needed.

█ was seen at 1:15 am wiping down the back bar and bottles and replacing them in uniform fashion. Overall, the bar was handled somewhat efficiently, but there is definite room for improvement if all the aforementioned lethargic behaviors are ameliorated.

█ was very diligent about checking ID's. She was seen re-asking a customer (Agent would have put his age at 25) for ID; she also checked the stamps on the hands of two female customers. However, in the latter part of the evening, several customers were highly intoxicated. One inebriated guest bumped into the agent spilling his drink. In a partial defense, it was realized by agent that a bus was parked in the parking lot for a group of guests; however, agent could not correctly ascertain exactly who was on the bus and moreover, neither would an ADLLC officer. █ also served 3 lemon drop shots to intoxicated guests.

Both girls exhibited hygiene issues. Pouring draft beer would spill all over their hands and would not be washed off. At one point, █ took the soda gun and sprayed both of her hands and forearms with either soda or water then wiped them on her clothes. Cocktail napkins are rarely replaced after the initial drink even when sopping wet. Both girls are VERY good about emptying ashtrays as they never hold more than 2 butts.

As instructed by management, bartenders do not need to present credit card tab in a check presenter. Agent suggests this policy be changed as agent viewed Chrissie present a check to a guest with the card and pen and set it into a puddle on the bar sopping all three sheets. In addition, █ presented the agent with incorrect change amount handing back an additional \$10 more than she was supposed to.

Both girls pour counts are inconsistent. It is very apparent that "regulars" receive a higher pour count of alcohol consistently. █ pours a 4 count 1 ½ oz pour on average but deviates both ways on occasions. She was viewed pouring tall drinks up to a 6 count and other tall drinks at a 3. Jen also, for the most part pours a 4 count, but pours heavier for regulars. She also has a strange propensity to pour drinks uneven when pouring 2 or more of the same drink. She was viewed pouring 2 drinks that were the same; the first drink had a 4+ count and the second drink had barely a three. Same drink, same order; this occurred on three separate occasions.

The girls also have a very bad habit of not ringing drinks right after they make them. This makes it extremely difficult to "spot" integrity issues. At one point, the girls were seen both at the register talking and pointing at bar guests as if taking inventory of what people had drunk and then ringing them in as a "group." 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 and opens the door wide open for theft/integrity issues.

Agent saw numerous “questionable” integrity and bar issues during the evaluation. It was duly noted that the favorite “hang out” spot is the far north end of the bar and this is where the “lions share” of issues occurred. Agent strongly suggests that management curtail the cavorting, and guest/employee intermingling at this end of the bar. It is interpolated that MANY MORE issues occurred at this area but agent was partially obscured and there was way to much questionable behaviors to accurately and annonimpously account for.

- 12:20 AM [REDACTED] seen delivering 2 Jaeger shots and either didn't ring it in or charged \$3.50.
- 12:34 AM [REDACTED] served a tall drink (contents unknown) to a customer at the service end of bar. She spoke to him and it looked as if \$3.50 was exchanged which went into tip jar.
- 12:52 AM [REDACTED] served a 6 count vodka cranberry to a male customer and no money exchanged or movement made to the POS to record.
- 12:54 AM [REDACTED] served a yellow colored shot and no money exchanged or movement made to the POS to record.
- 1:08 AM [REDACTED] served a Coors Light bottle and no money exchanged or movement made to the POS to record
- 1:19 AM Blonde hair server took a beer from the back bar and no chit observed or money transacted and handed it to a male guest in the service well area.
- 1:35 AM [REDACTED] served a New Castle beer (?) and Jaeger shot served and no money exchanged or movement made to the POS to record.
- 1:37 AM [REDACTED] served two tall cocktails in pint glasses to guests at end of bar and no money exchanged or movement made to the POS to record.
- 1:39 AM [REDACTED] seen handing a full liter bottle of what was discerned at the best of viewing to be a well vanilla rum (?) to security member #2. #2 then came out from behind the bar and handed it to a customer who departed the building.
- 1:45 AM [REDACTED] seen surreptitiously pouring some type of drink in a low ball glass. She was obscured from actual view, but from her movements, agent ascertains it had alcohol in the drink. She took the drink and placed it on the south side of the back bar next to the pumpkin. She was not seen drinking from it. She also was seen earlier in the evening drinking a beverage from a pint glass; contents unknown.

Evaluation Area: Security Services

		Score/Max	
Service:	Checked all identifications of everyone appearing 30 years old or younger?	0	10
Identified:	Easily identified as part of the security team?	10	10
Friendliness:	Seemed friendly and inviting?	8	10
Professional:	Conducted him/herself professionally with guests and staff?	8	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?	7	10
Friendliness:	Acknowledged our departure?	10	10

Maximum Total 90

Actual Total 73

Score 81%

Security Summary:

Three security members were seen. Security #1 ([REDACTED]). Security #2 ([REDACTED]). Security #3 ([REDACTED]).

#1 was standing at the door and failed to card my associate who just recently turned 22 years old. Agent strongly felt he should have been carded and usually (85% of the time) is asked for ID.

Security roamed the room occasionally but for the most part seemed to have a laissez faire approach to their job as most people were “regulars.”

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?	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?	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

Maximum Total

70

Actual Total

65

Score

93%

Food and Beverage Summary:

Black and Tan ordered from [REDACTED] was terrible. It had a 1 ½ inch layer of bass on the bottom. She looked at it and hesitated as if she was contemplating if she should serve it or not, but served it to the agent anyway.

The Bud Light tap had a cup on it signifying it had blown. [REDACTED] was overheard saying to [REDACTED], "The Bud Lights out? Just serve them Budweiser." [REDACTED] replied, "It's out too."

Bar was also out of cranberry juice. Bartenders were seen making prior drinks with a large bottle of Ocean Spray. Agent would suggest that management replace this costly bottle method and have new guns installed that pour all the needed bar juices more cost effectively.

My associate was drinking vodka coke and one round [REDACTED] delivered him vodka 7 and walked away before the discrepancy could be alerted.

EYE SPY
SERVICE EVALUATION & THEFT PREVENTION