



Date: [Redacted]  
Time in: 6:30  
Time out: 9:00

<b>Evaluation Area</b>	<b>Max Score</b>	<b>Actual Score</b>	<b>%</b>
Facility	160	151	94%
Host Services	60	47	78%
Bartender Services	240	154	64%
Wait Staff Services	0	0	#####
Busser Services	0	0	#####
Food & Beverage Quality	140	126	90%
Management	90	57	63%
<b>TOTAL</b>	<b>690</b>	<b>535</b>	
<b>OVERALL SCORE</b>			<b>78%</b>

<b>Evaluation Area:</b>	<b>Facility</b>	<b>Score/Max</b>	
<b>Exterior</b>			
Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	8	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
<b>Interior</b>			
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
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?	8	10
Restroom:	Stocked with paper products and soap?	10	10
<b>Maximum Total</b>		<b>160</b>	
<b>Actual Total</b>		<b>151</b>	
<b>Score</b>		<b>94%</b>	

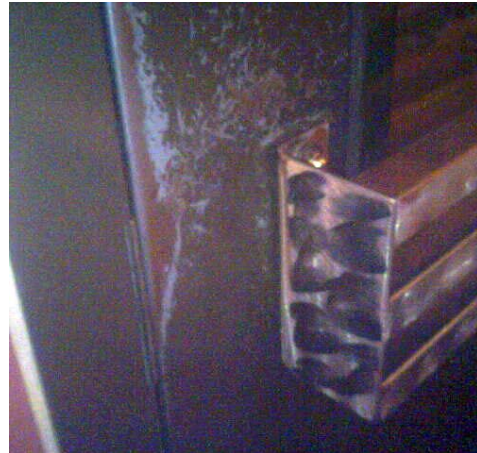
## Facility Summary:

Driving and approaching from the south the facility and its signage are readily visible. Except for the sidewalk planters the outer facility was well kept and manicured. We spied the patio upon entrance and it was viewed to be orderly and clean with a few tables peppered throughout.

The inner facility was clean for the most part; more so than one would believe for the amount of people. The wall area at the DJ/TV area had trash along it. Some bar stools were pulled from tables and used at the bar area; then abandoned when the guests left. This caused some congested area around parts of the bar. They were removed somewhere between 30 – 45 minutes later.

The restaurant as a real good flow to it when busy as patrons are evenly spread throughout. We liked the layout with the dining area on one side and the bar area all spread out with the gaming area to the west. High ceilings helped dissipate cigarette smoke very well.

The women's room was not evaluated. Men's room was relatively clean upon 1<sup>st</sup> inspection. 2<sup>nd</sup> inspection showed the trash to be full, water splashes on the counter, and urine splattered across the commode seat of 1<sup>st</sup>



stall. 3<sup>rd</sup> visit showed the trash was now overflowing to the floor, more water puddles and the urine never cleaned up.

The door handle sticks and doesn't close properly all the time, as well as, showing signs of distress.

Upon exit, we were several paces behind two men that had departed the bar at the same time. Heading towards the east side parking lot, agent had noted a very large or high curb on that side of the facility's edge. The men in front of obviously had not noted it as one of them tripped on it and fell square on his face. He arose and his hands were scraped and bleeding. He brushed himself off as his associate tormented him by laughing and saying, "Drunk idiot, walk much?" Agent sees this curb at some point causing some sort of lawsuit for ownership.

**Evaluation Area: Host Services**

<b>Preliminary Phone Call</b>		<b>Score/Max</b>	
Timing:	Was phone answered in timely manner? 3 rings?	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, promotions, happy hour, menu, games that will be on other locations and their phone numbers?	5	10
Directions:	Employee was able to give clear and accurate directions to the establishment?	n/a	n/a

**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?	n/a	n/a
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?	n/a	n/a
Departure:	Host acknowledged our departure and said thank you for joining us?	7	10

**Maximum Total**

**60**

**Actual Total**

**47**

**Score**

**78%**

**Host Summary:**

**PHONE CALL WAS RECORDED AND SENT AS AN MP3 FILE**

The phone was answered before the 2<sup>nd</sup> ring, "Thank you for calling J [REDACTED] [REDACTED] how can I help you?" She was asked if [REDACTED]'s has a reverse happy hour and plainly responded, "No we do not." Caller said, "You don't have one late at night I thought you did?" [REDACTED] returned, "I don't think so; I'll double check for you."

Twenty seconds later she returned and said, "Ah Ha we do; you're so smart; it's from 10 to whenever we close; it depends on how busy it is or what not. It's a dollar off all well drinks, a couple of beer specials and we have a late night menu which is usually like a burger, wings, French fries, onion rings..."

She was asked if this was also on the weekends and affirmed. She was then asked about entertainment on the weekend and said, "We have a DJ that comes in on Friday and Saturday nights. 'What kind of music do they play?' Friday nights id more Hip Hop, rap and R&B. Saturday night is a little bit more of Top 40, 70's, 80's, and 90's."

Upon entry there were three workers present one of which asked if we would like a table. We responded we would be going to the bar. They said OK and they all went back to talking. Agent noted during visit that this area becomes a magnet for employee hanging out. Several times a molecule of gossiping workers was seen forming. A Caucasian female with a brunette pony tail had her arms crossed and half-heartedly said good bye to us.

The staff was not overtly bad but also didn't leave a friendly impression. In the agent's opinion this is a hard department to staff properly as these workers are usually young and inexperienced. However, this is a VERY important job as these workers are usually the 1<sup>st</sup> person a customer comes in contact with, as well as, the last employee to be seen. Therefore, they represent the 1<sup>st</sup> and last impression of a facility; which can be very powerful and/or damming.

**Evaluation Area: Bartender Services**

<b>Arrival</b>		<b>Score/Max</b>	
Timing:	Acknowledged within 1minute? (at least eye contact)	5	10
Friendliness:	Bartender was friendly, personable, and introduced self?	7	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)	5	10
Sales Ability:	Bartender asked for liquor preference or attempted to up sell drinks?	5	10
Timing:	Drinks were served in timely manner after ordering?	7	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?	7	10
Honesty:	Tab procedures were handled within the operating controls?	7	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?	7	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?	10	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?	10	10
Cleanliness:	Empty glassware cleared in a timely manner?	10	10



During the appetizer portion of the meal, #1 performed a check back to ensure customer satisfaction. The food order timing was correct and brought out not overlapping. When we finished the appetizer, #3 cleared everything away and minutes later delivered the entrees. He asked if anything else was needed; a side item was ordered and brought out < 1 minute. During the entrée portion of the meal we were checked on by both #1 and #2 at different points. At the meals completion, #1 completely removed everything from the bar top area except what we were drinking. He also made the extra effort of moving remaining items away to wipe our entire area clean.

These bartenders worked synergistically together in achieving a common service goal. Agent was rather impressed the cohesion with them. They also kept a very tight and clean bar area. Empties were removed quickly and ashtrays seen emptied frequently. #3 pays close attention to ashtray maintenance using napkins to wipe them out before returning them. All use an ice scoop when retrieving ice from the bin; however, #1 was seen patting down ice in a glass with the palm of his hand on several occasions which is not the cleanliest action.

There were a couple of occasions that we sat for an extended period of time with no drinks. One time, a drink menu was requested from #1. He brought it but never returned with to obtain an order. #3 made it several minutes later. My associate also sat with no drink for nearly 15 minutes until being approached by #1.

Overall, all these guys worked very well together and for the most part, no one every waited for service. The service well was well taken care of. Tickets did not pile up and there was no excessive waits out of the ordinary for the service staff. Agent would suggest that bartenders rip the tickets before handing them with the drinks to the servers and then the servers spindle the used tickets on a nail.

Conversely, bartender #5 was seen coming on duty and barely doing anything in comparison with the others; did not acclimate quickly. Agent at 1<sup>st</sup> thought she may be acting in a managerial role because at a few minutes prior to 9:00 pm, she was seen at the POS adjusting tips on closed tickets.

She was then seen making drinks and prepared them at a 4 count 1 ½ oz. otherwise she strolled around the bar and hung out at the service well area talking for extended periods of time not doing much at all. She was very friendly as she conversed with us for a while but seemed very distant and disinterested in her duties of bartending.

**#5 was the only bartender seen (Only short period of time though) that would pour a consistent 4 count into drinks. ALL THE REST OF THEM had pour counts that varied widely and wildly. They varied so much it was impossible to remember them all; no consistency at all. They all need to be pour tested immediately. In addition, at one point or another, all bartenders (except #5) were seen with delayed rings or no rings at all. Many could most likely be ascertained as 'grouped' or 'late' but others were most definitely 'hook-ups' or 'freebies.'**

**We requested our tab from #3 and #1 looked it closely over for accuracy before returning it to us; 2 DRINKS WERE NOT ACCOUNTED FOR ON OUR TAB, even after close observation of the final bill. This goes to show that drink orders from memory do not work. Others were heard to be straight out freebies. No spill or comp sheet was observed and agent cringes at what the liquor cost must be. In the agent's experienced opinion, this bar is loosing A LOT OF MONEY directly attributed to theft and laziness.**

**Here is a list of actions noted. This is not a complete list as agent could not record all discrepancies viewed.**

- **3/3/2006 6:32 PM – Bartender #2 poured > 2 oz into a Cuervo Margarita.**
- **3/3/2006 6:59 PM - #1 served 3 draft beers to a guy who walked and sat over by AV area no money collected and no movement made to the POS.**
- **3/3/2006 7:13 PM - #1 delivered one draft beer no money collected and no movement made to the POS.**
- **3/3/2006 7:24 PM - #3 served the incorrect beer to a guest, got him a new one the mistake was not put on a spill sheet.**
- **3/3/2006 7:24 PM - #3 seen preparing a drink > 2 oz of alcohol.**
- **3/3/2006 7:35 PM - #2 was observed pouring a 4 count for short drinks and a 6 count for tall drinks.**
- **3/3/2006 7:40 PM - #1 handed a tab to some men at the bar and was overheard saying to them "I bought a round."**
- **3/3/2006 7:45 PM - #4 observed pouring a drink of Grey Goose > 2 oz.**
- **3/3/2006 7:57 PM #1 seen delivering a white Zinfandel no money collected and no movement made to the POS.**

- **3/3/2006 8:00 PM - #1 poured us a drink > 2 oz and charged regular price.**
- **3/3/2006 8:03 PM - #1 did not ring a drink we ordered.**
- **3/3/2006 8:15 PM - #2 served a glass of white zinfandel no money collected and no movement made to the POS.**
- **3/3/2006 8:15 PM - #1 was seen completeing a transaction that looked highly suspicious as the man had a large amount of money he handed to him outside of the regular bills payment. Agent cannot substantiate but the actions were HIGHLY suspicious.**
- **3/3/2006 8:15 PM - #3 delivered 3 Bud Light bottles and the Aloha rang up \$7.00.**
- **3/3/2006 8:22 PM - #1 served an Absolut drink > 2 oz and no money collected and no movement made to the POS.**
- **3/3/2006 8:39 PM - #1 served an Absolut drink, a white zinfandel and a red bull no money collected and no movement made to the POS.**
- **3/3/2006 8:40 PM - #4 observed pouring < 1 oz into a drink for some reason.**
- **3/3/2006 8:52 PM - #2 served a draft beer no money collected and no movement made to the POS.**
- **3/3/2006 9:00 PM - #1 delivered a draft no money collected and no movement made to the POS.**

**Evaluation Area: Wait Staff Services**

<b>Seated</b>		<b>Score/Max</b>	
Timing:	Acknowledged within 2 minutes of seating?	n/a	n/a
Friendliness:	Server was friendly and smiled and introduced self?	n/a	n/a
Service:	Cocktail napkins were used for each drink?	n/a	n/a
Sales Ability:	Server asked for liquor preference or attempted to up sell?	n/a	n/a
Timing:	Drinks were served in timely manner after ordering?	n/a	n/a
Service:	Server seemed accesible?	n/a	n/a
Sales Ability:	Server offered description of menu, specials, and tried to sell appetizers?	n/a	n/a
Timing:	Food was served in a timely manner with proper timing between courses?	n/a	n/a
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?	n/a	n/a
Cleanliness:	Empty plates were cleared in a timely manner?	n/a	n/a
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:	Server tab presented correctly with no mistakes?	n/a	n/a
Organization:	Server seemed well organized and running smoothly within the operating controls?	n/a	n/a
Hygiene:	Wait Staff not eating, drinking, or smoking during shift?	n/a	n/a
Appearance:	Wait Staff dressed professionally with no frayed uniforms and proper hygiene observed?	n/a	n/a

**Score #####**

**Wait Staff Summary: Not evaluated per management request.**



**Evaluation Area: Food and Bev Quality**

<b>Beverage</b>		<b>Score/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?	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?	9	10
Preparation:	Food met all expectations as described by the server or as in the menu?	8	10
Preparation:	All accompaniments accented the food?	9	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?	10	10
Value:	Food was perceived to be a good value for the price?	10	10

**Maximum Total**

**140**

**Actual Total**

**126**

**Score**

**90%**

## Food and Beverage Summary:

### **DO NOT POST THIS SECTION TO STAFF**

Every bartender was pouring our drinks differently; therefore, they all tasted different. I like to know when I order a drink that each time it's going to be the same; this helps me pace my alcohol intake level and keeps me aware of how much I've had. We couldn't do that here as you never know what to expect.

The [REDACTED] was out of this world. The sauce was just thick enough to not make it soupy or conversely gooey and had wonderful flavor served with buttery toast points. The c [REDACTED] was very pasty to the palate and was nearly completely void of any clams. Maybe they need to stir the pot before ladling it into the bowl.

The [REDACTED] was cooked perfectly throughout and still very juicy and tender. The glaze had very good flavor that was not too spicy. The [REDACTED] was asked served with [REDACTED] with [REDACTED]. This plate was awesome. Two [REDACTED] smothered in [REDACTED]. Fantastic! To make it even better it was served with fresh slices of mozzarella and sliced tomatoes; loved that. The addition of chopped basil was duly noted but would really like to have had maybe some balsamic vinegar drizzled on top for flavor.

**Evaluation Area: Management**

<b>Seated</b>		<b>Score/Max</b>	
Service:	Visible on the floor and throughout the restaurant?	3	10
Identified:	Easily identified as the Manager on Duty?	8	10
Friendliness:	Seemed friendly and sociable?	8	10
Professional:	Conducted him/herself professionally with guests and staff?	7	10
Service:	Checked your table - meet and greet?	n/a	n/a
Service:	Helpful and attentive to guests?	n/a	n/a
Service:	Helpful and attentive to employees?	5	10
Leadership:	Seem cool, calm, collected and in control?	5	10
Appearance:	Dressed professionally with appropriate hygiene?	7	10
Problem Solving:	Handled problem professionally?	7	10
Problem Solving:	Satisfactory solution to problem?	7	10

**Maximum Total 90**  
**Actual Total 57**

**Score 63%**

## **Management Summary:**

There was a Caucasian male, [REDACTED] that was seen mainly expediting food. He may have been a member of the management staff or he may have just been a food expo guy.

He conversed with servers and bartenders in his down time while not expo'ing food. Every 45 minutes or so he reaches into the beer cooler and helps himself to a Fiji water. He was also seen giving them to the cooks. Fiji water isn't very cost efficient for being used for employee consumption. Agent would recommend a gallon (s) of purified water be utilized in place and poured into capped solo cups with a straw as prescribed by health code.

A Caucasian male [REDACTED] wearing a red shirt was discerned to be the MOD. Frankly, he really didn't do much of anything that we could see. During the busy weekend night dinner period, he was seen at the wall adjacent the back bar for > 15 minutes just standing there trying to pick some food away that had become jarred in his teeth. He would meander back and forth from this area talking to the aforementioned expo manager and other employees. He was seen strolling through the bar area looking at guests, but that was about the extent of it.

In the agent's opinion, management has far too much of a liaises faire attitude and should be WAY more hands on checking all dining tables and remaining active. Agent found it rather disappointing to see management casually strolling around when there is rampant bar theft occurring (literally) directly under their noses.

**EYE SPY**  
SERVICE EVALUATION & THEFT PREVENTION