



Date: [REDACTED]/2005

Time in: 6:10
Time out: 7:00

Time in: 9:15
Time out: 10:45

Evaluation Area	Max Score	Actual Score	%
Facility	140	134	96%
Host Services	90	67	74%
Bartender Services	230	168	73%
Wait Staff Services	0	0	#####
Busser Services	60	55	92%
Security Services	0	0	#####
Food & Beverage Quality	140	124	89%
Management	0	0	#####
TOTAL	660	548	
OVERALL SCORE			83%

Evaluation Area:**Facility****Exterior****Score/Max**

Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	10	10
Building:	Maintained and clean?	9	10
Windows:	Clean and free of cracks?	10	10
Main Entrance:	Maintained and clean?	10	10

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
Furniture:	Clean, good condition, and sturdy?	10	10
Music:	Appropriate sound levels and style fits theme?	10	10
Atmosphere:	Temperature fine?	10	10
Restroom:	Clean, odor free, and in good condition?	7	10
Restroom:	Stocked with paper products and soap?	10	10

Maximum Total**140****Actual Total****134****Score****96%**

Facility Summary:

The outer facility was clean and free of debris for the most part. Only exception were cigarette butts on cement outside [REDACTED] area. The inner facility was remarkably clean for a busy game night. Floors were well kept and free of debris. Tables were reset in timely manner, clean and uniform. Front glass doors were clean and smudge free.

Only issue was the men's restroom which had urine splattered across toilet seat, a screw fell out of the sink handle, and the center screen above urinals was not working. Moreover, the agent made the mistake of leaning against the damaged ½ stall wall and nearly fell over as it is not braced to the ground properly. Otherwise the restroom was clean and free of trash both before and after function. The metal bottom piece of the men's restroom door is peeling upward. Agent was wearing sandals and caught his toe against it.



Sound levels were at correct and good volumes. The later part of the evaluation, the music genre was skewed more for a younger demographic with a good portion being Hip Hop music; it fit the theme of the weekend crowd.

Evaluation Area:**Bartender Services**

Arrival		Score/Max	
Timing:	Acknowledged in appropriated amount of time? (< 1 minute - at least eye contact)	5	10
Friendliness:	Bartender was friendly, personable, and introduced self? (Should introduce self and ask for customers name)	6	10
Service:	Cocktail napkins were used for each drink?	7	10
Service:	Pouring method within operating controls and followed correct recipes? (3 cnt - 1 1/4 oz)	3	10
Sales Ability:	Bartender asked for liquor preference or attempted to up sell?	5	10
Timing:	Drinks were served in timely manner after ordering?	7	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?	3	10
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	7	10
Honesty:	Cash handling procedures were handled within the operating controls?	10	10
Honesty:	Tab procedures were handled within the operating controls? (CC to secure)	7	10
Honesty:	Comps procedures were handled within the operating controls? (MOD approval only)	7	10
Honesty:	Giving away free drinks by bar staff not observed?	7	10
Sales Ability:	Additional drinks were offered at appropriate times?	10	10
Honesty:	Bartender charged the appropriate amounts for all drinks served; tab presented correctly with no mistakes?	9	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking?	5	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?	5	10

When our bill was presented, two of the same drinks were ordered but accounted for differently on the tab; same price. Agent mentions this as possible inventory issue.

Agent approached main bar pre-function and sat for 90 seconds without being acknowledged, even though 4 bartenders were present. Bartender [REDACTED] ([REDACTED]) approached and asked what we would like to drink but did not offer menus. An order was placed and she brought the drink (4 count 1 ½ oz pour) and quoted the price. She took a great deal of time before returning with agent's change and when she did return, [REDACTED] lay the money down on the bar and walked away without saying anything.

Post function was nearly verbatim the preceding paragraph as agents sat at bar for > 2 minutes without being greeted as bartenders conversed and horse-played amongst themselves. [REDACTED] then placed napkins down asking what we would like to drink. She did not suggest food sales. We asked for a tab and [REDACTED] requested a credit card to secure it. [REDACTED] was also seen checking a \$100 bill for authenticity.

Agent theorizes that [REDACTED] may be either a new employee or new to bartending as her mannerisms behind the bar reflected. She needs to look for bottles occasionally, asks her peers for assistance, has erratic pour counts, and pours her liquor 1st then adds the mixer. For the most part, [REDACTED] pours a 4 count 1 ½ oz pour for single drinks, as well as, for her tall drinks; doubles are poured at a 7 count. Was also seen pouring < a 3 count on one occasion for a tall drink in pint glass. [REDACTED] was seen pouring a glass of wine all the way to the brim with no lip on top. She also was seen preparing a drink with a four count of alcohol, then she apparently filled the wrong mixer then discarded the drink into the trash before preparing a fresh one. No movement was made to record this mistake drink on a spill or comp sheet.

[REDACTED] has a bad habit of never removing the empty glass when a re-order drink is made. On several occasions this was observed and the glassware was always removed by another bartender. She also was seen delivering a pack of cigarettes to a guest but provided no matches as she walked away. The guest appeared to become disgruntled about this as she eventually reached across the bar to grab a lit candle for her cigarette.

[REDACTED] is very good about keeping a clean bar. She replaces napkins and was seen on several occasions, wiping down the bar, coolers, and back bar. She seems to have a shy nervousness to her but is friendly and smiles frequently. [REDACTED] is definitely the friendliest of the four bartenders at the post; she just needs proper guidance and refinement from management and peers. Her integrity appears to be strong.

Bartender # 1 ([REDACTED]) to put it bluntly, is quite the sour puss. In the entire evaluation period she was never seen smiling once. She did not attempt conversation with guests, seemed to evade work duties as if anticipating being cut, and chews gum with an open mouth. Granted, everyone has a bad day, or a day that they don't feel well, however, this is the hospitality industry and a server/bartender's mannerisms need to represent the establishment.

#1 does show very good signs of being a strong bartender. She frequently assisted her peers, her pour counts exceeded managements prescription at a 4 count 1 ½ oz, but were consistent throughout the night. At 9:40 pm she poured an 8 count (3 oz) pour of vodka into a rock glass with three olives. Agent could not view if the double was charged as a double but it did exceed managements count by 1 oz of liquor. She does not use "cheater" liquors when making shots. She drinks from an uncapped plastic coffee cup type container. Her integrity appears to be strong.

Bartender #2 ([REDACTED]) was friendly but not overly so. She has a good report with her peers and her integrity appears to be strong. Her pour counts are heavy as she also pours a single drink at a 4 count and a double at an 8. Her tall drinks and a Crown Royal rocks (9:28 pm) were poured at a 5 count.

Bartender # 3 ([REDACTED]) was bartending along with the other three females. He is by far the strongest bartender of the four and seems to act as a quarterback behind the bar. He is the only bartender of all 5 seen that pours according to management request as he pours a 3 count 1 ¼ oz pour for drinks including tall. He also pours wine a 'fat finger' from the top. No one in his realm ever waits for drinks and he is very fast and efficient behind the bar seemingly knowing where everything is without looking. He appears to be a seasoned bartender and is VERY comfortable in his surroundings. Being to comfortable in a venue can be very good, but also can lead to integrity issues. The latter rather than the former seem to be the case with #3 as several issues were seen.

As aforementioned, he consistently pours a 3 count but seems to pour higher for those he may know. He also was seen giving shots and drinks away without MOD approval. Some of these have been recorded for cross reference against the "comp sheet." He also does not use "cheater" liquors when making shots.

- Made a 2 liquor drink with a 6 count of alcohol for a known customer using Midori.
- 9:59 PM made a tall drink with a 5 count of alcohol for known guest.
- 10:05 PM prepared 2 yellow shots that were topped with Gran Marnier to two female customers seated at the northeast corner of the bar. They showed a look of surprise when receiving the shots and #3 made no movement to collect money, record them on the POS or a comp sheet.
- 10:27 PM #3 was seen making a large amount of yellow shots in a plastic glass to use as a shaker. The shots were given to a bar back (Caucasian male) and he was instructed to deliver them to [REDACTED]. The men showed surprise and #3 made no movement to collect money, record them on the POS or a comp sheet.
- Shortly after the preceding shots were delivered, #3 was seen retrieving the plastic cup with 1/3 of its yellow substance still in the glass and drank it in 3 large gulps. **VIOLATION**. He was also seen sniffing the drink (uncapped plastic coffee cup type container) that belonged to #1.
- 10:37 PM #3 served 2 Red Bull vodkas tall at a 7 count along with a large coke large coke to a customer who approached the bar from his seat at a table. #3 made no movement to collect money, record them on the POS or a comp sheet. Agent substantiated that #3 and this guest were acquainted.
- 10:41 PM a snifter of Gran Marnier was delivered to an older male guest seated just to the north of the west side well. #3 made no movement to collect money, record them on the POS or a comp sheet.

ADLLC TITLE 4 LIQUOR VIOLATIONS

1 count in violation of ADLLC Arizona liquor law Title 4, Chapter 2, Article 3, subsection 12

12. For a licensee, when engaged in waiting on or serving customers, to consume spirituous liquor or for a licensee or on-duty employee to be on or about the licensed premises while in an intoxicated or disorderly condition.

The bar staff for the most part seems to have strong integrity except for #3. The issue that mostly stuck out in the agent's mind is how rather unfriendly the staff was toward guests. They laugh and joke amongst peers but are tightlipped and monotone with guests; very infrequently conversing or starting conversation.

Other than the initial experience with [REDACTED], NO ONE ever offers menus or suggests food sales. Food sales seem to be the last thing on anyone's mind. These sales can be a huge advantage for this restaurant if utilized correctly. If the staff is not enthused about food sales, by and far customers won't be either. In a restaurant of this caliber, agent believes that menus and food suggestions should be given to EVERY guest entering pre and post functions.

Evaluation Area:**Wait Staff Services****Seated****Score/Max**

Timing:	Acknowledged in appropriated amount of time? < 1 min	n/a	n/a
Friendliness:	Server was friendly and smiled and <u>introduced self</u> ?	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
Sales Ability:	Server offered description of menu, specials, and tried to sell appetizers?	n/a	n/a
Sales Ability:	Server tried to up sell extra items? (If applicable)	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
Sales Ability:	After dinner drinks and dessert were offered?	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? (MOD approval)	n/a	n/a
Honesty:	Giving away free drinks by wait staff not observed?	n/a	n/a
Honesty:	Server charged the appropriate amounts for all drinks served?	n/a	n/a
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?	n/a	n/a
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	n/a	n/a

Evaluation Area: Busser Services

Seated		Score/Max	
Busser			
Service:	Table was maintained during entire meal?	n/a	n/a
Timing:	Plates and silverware cleared at appropriate times?	n/a	n/a
Service:	All tables cleared efficiently near by and reset quickly?	n/a	n/a
Service:	Busser seemed to work well with server?	n/a	n/a
Hygiene:	Glassware, silverware, plates, all handled properly in a healthy manner?	n/a	n/a
Hygiene:	Busser dressed professionally with a clean uniform, hair, and hands?	n/a	n/a
Friendliness:	Busser was pleasant and friendly?	n/a	n/a
Bar Back			
Service:	Bar top and back bar maintained and clean?	10	10
Service:	Bar-back stocking & cleaning glassware?	10	10
Service:	Bar-back seemed to work well with the bartenders?	8	10
Hygiene:	Glassware handled properly in a healthy manner?	10	10
Hygiene:	Bar-back dressed appropriately?	10	10
Friendliness:	Bar-back was pleasant and friendly?	7	10

Maximum Total 60
Actual Total 55

Score 92%

Busser - Bar Back Summary:

██████████ bar back was working the ██████████ bar. He performed all of his duties adequately but not with a lot of enthusiasm. He may possibly just be shy. He spent his downtime hanging out in the ██████████ well talking with peers and people watching. He should lose the gum when around guests.

Caucasian male seen performing adequate bar back duties ██████████ bar. Nothing out of ordinary (except for bartender #3 section) to report.

Evaluation Area: Security Services

		Score/Max	
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



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?	8	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?	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
124

Score

89%

Food and Beverage Summary:

Chicken fingers were very good, plump and juicy. Handling them without silverware and napkins was a bit greasy. Fries were small but had excellent flavor. Agent took special note of the trifecta of sauces that came with the dish; nice touch.



██████████ had excellent taste and good quality meat; cooked to the specified MR perfectly. It was requested “protein style” without a bun and was delivered with the bun.

Agent inquired with ██████████ as to any menu items that are “low carb” dishes and he suggested a burger with no bun. Agent would recommend an item be placed off the menu of a any burger wrapped in leaves of iceberg accompanied with cottage cheese and inform the entire staff of it’s availability.

██████████ was very flavorful, however, its presentation was not the most ergonomic and ended up being a bit cumbersome to eat. The main ingredients were stacked in the center of the salad which then needed to be spread throughout the salad, this in itself is a bit of a task, but when doing this, the ██████████ layered on top all begin to fall off the edge of the plate.



Black and tan was poured uneven with too much Guinness.



Many of the bartenders pour the liquor 1st then add the mix which makes for an uneven drink. All of the bartenders have an erratic pour count with no consistency from bartender to bartender. It also appears that the establishment does not have a correct spill sheet to account for mistake drinks. Agent highly suspects that liquor is not being effectively managed and you may be losing more to shrinkage than aware of. Agent suggests a more frequent inventory be counted and matched against the previous inventory and the receipts from the liquor orders.

Evaluation Area: Management

Seated		Score/Max	
Service:	Visible on the floor and throughout the restaurant?	n/a	n/a
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:	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?	n/a	n/a
Problem Solving:	Satisfactory solution to problem?	n/a	n/a

Maximum Total 0
Actual Total 0

Score #####

Management Summary:

Management was not viewed enough to adequately score on evaluation. [redacted] male with [redacted] was seen moving throughout the restaurant and behind both bars assisting workers. He was not seen performing and table “touches” or “checks.”

