



Date: [REDACTED]

Time in: 5:15 p.m.

Time out: 8:15 p.m.

| Evaluation Area | Max Score | Actual Score | % |
|-------------------------|------------------|---------------------|------------|
| Facility | 140 | 127 | 91% |
| Host Services | 90 | 83 | 92% |
| Bartender Services | 230 | 191 | 83% |
| Wait Staff Services | 220 | 156 | 71% |
| Busser Services | 60 | 57 | 95% |
| Security Services | 0 | 0 | ##### |
| Food & Beverage Quality | 140 | 129 | 92% |
| Management | 80 | 75 | 94% |
| TOTAL | 960 | 818 | |
| OVERALL SCORE | | | 85% |

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? | 8 | 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? | 9 | 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? | 5 | 10 |
| Restroom: | Stocked with paper products and soap? | 7 | 10 |

Maximum Total**140****Actual Total****127****Score****91%**

Facility Summary:

As my associate and I approached the establishment, we drove around the block to see where the closest parking would be. There were two major sporting events going on this evening and we did not know if parking was going to be crazy. [REDACTED] Agent was please that parking was convenient and within close walking distance. For female patrons, a well lit [REDACTED] is much safer than a [REDACTED].

The parking garage was run by an attendant collecting money for the special event parking. He told us that it would be [REDACTED]. We paid him and continued on our way. We parked and [REDACTED]

As we approached the exterior of the building, the outside sidewalk was littered with cigarette butts and empty cigarette packs. The street gutters were clustered with paper and soda cans. This may not be the responsibility of the establishment (Cam or City issue), but it is the first thing patrons see upon reaching the facility and reflective upon the establishment.

The main entrance that was located [REDACTED] was clean and orderly. It was a very crowded place and yet the entrance area looked nice and inviting. [REDACTED]

As we entered the bar area [REDACTED] the floors were clean and free of debris. They appeared nice and shiny for all the traffic being scuffed through. The dining area located to the [REDACTED] was clean and also maintained nicely. The dining area to [REDACTED] was slightly messy. Although the area was maintained for the most part, agent observed miscellaneous napkins on the floor underneath [REDACTED]. There were also beverage napkins under another table that stayed there for close to 30 minutes before being picked up by busser.

The décor was appropriate. The [REDACTED] were a nice touch and added a lot of class to the facility. The décor was also very nice and fit the theme. The bar was decorated with a lot of [REDACTED].

The [REDACTED] bar was very sports related and had the atmosphere of a loud sports bar. The [REDACTED]

[REDACTED]

The temperature of the facility was comfortable. The music being played was a mix of hip hop and R&B. The patrons in the bar seemed to enjoy it and agent observed different guests singing and swaying to the beat.

The bathrooms were checked on numerous occasions. The men's bathroom ([REDACTED]) was kept clean and orderly throughout the visit. The men's bathroom by the [REDACTED] was also nice and neat. Agent entered the men's bathroom by main bar at 6:30 and 8:00. The paper products were stocked and the floors and sink kept nice and clean. Upon the second visit, agent observed an [REDACTED] and 175 lbs handing out towels, cologne and other condiments. The men's [REDACTED] was observed at 7:20 and everything was in order and running smoothly.

The women's bathroom, on the other hand was not as clean. Agent was baffled that the men's restroom had an attendant, but yet the women's did not. Agent would suggest having attendant's for both bathrooms to accommodate ALL guests, both male and female.

Agent first entered the restroom [REDACTED] bar at 6:15. The stalls were clean and the floor was free of excess debris. The garbage can was about to overflow, but seemed in tact for the meantime.



Agent again entered the restroom by [REDACTED] at 7:45 p.m. The handicap stall had paper that littered by the toilet. The regular stall had a roll of toilet paper lying behind the toilet. Agent is not sure why this toilet paper was on the floor, but there was one missing in the dispensers.



At the 6:15 visit, the paper towel dispenser was out of paper towels. Agent was irritated because they had to wipe hands on clothing.



When the agent entered the bathroom again at 7:45, the paper towel had still not been refilled and agent again had to wipe hands on clothing. Agent would HIGHLY suggest that the hostess, servers or manager periodically check the bathroom for essentials like paper towels.

Agent entered [REDACTED] bathroom at 7:00 p.m. This bathroom was very clean and fully stocked with supplies. Agent entered the first stall and shut the door. As agent shut the door, it bounced off the latched and opened back up. Agent tried again and realized that the door was on the wrong side of the latch. When guests would try and shut it, it would be stopped by the lock.

Somehow the door managed to get on the wrong side of the lock. The picture is from the



inside of the stall looking out. As you can see the door gets caught on the lock and you cannot pull it through. This problem left only one stall in this bathroom available for use. Agent would suggest getting this fixed immediately as it created a waiting line during the busy night.

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? | 5 | 10 |
| Knowledge: | Employee was knowledgeable of any specials, events, menu, general bar information? | 8 | 10 |
| Directions: | Employee was able to give clear and accurate directions to the establishment? | 10 | 10 |

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? | 10 | 10 |
| Service: | Wait time appropriate for a table, escorted properly to the table? | n/a | n/a |
| Friendliness: | Host was friendly and professional? | 10 | 10 |
| Appearance: | Host dressed professionally with no frayed uniforms and proper hygiene observed? | 10 | 10 |
| Departure: | Host acknowledged our departure and said thank you? | 10 | 10 |

Maximum Total 90
Actual Total 83

Score 92%

Host Summary:

PHONE CALL RECORDED AND SENT AS AN .mp3 VIA E-MAIL.

Agent placed the phone call at 10:00 on Friday, [REDACTED] 2006. The phone call was answered on the second ring by a female voice. She did not introduce herself, but merely said that name of the establishment. She was not overly friendly or helpful.

Agent asked the female where they were located at. She was able to tell me the cross streets, as well as how to get there from the I10. She did not give very thorough directions, but gave general instructions as to exit off of the ten on [REDACTED].

Agent asked if there was a Happy Hour or any specials going on during the week. The female voice replied that there is no happy hour if there is a special event going on. She did however, after the agent asked, state the happy hour special on nights when there is not a special event.

She was not overly friendly or helpful, but answered the agent's questions quickly and abruptly.

At the establishment:

My associate and I were greeted by the MOD and another hostess. They were very pleasant and asked how many we would have. See MOD section. Once the MOD told the hostess where to seat us, we were told to follow her. The hostess was a [REDACTED]. She was very nice and seemed personable. She led us to our table and sat the menus down for us to look at. She left without saying anything to us; what the agent terms 'the menu drop and run'. Agent would suggest telling customers to enjoy their stay or letting them know that there server will be right with them.

Upon leaving the establishment, the same hostess said, "Thank you, have a nice night."



Evaluation Area:**Bartender Services**

| Arrival | | Score/Max | |
|----------------|---|------------------|----|
| Timing: | Acknowledged in appropriated amount of time? (< 1 minute - at least eye contact) | 10 | 10 |
| Friendliness: | Bartender was friendly, personable, and introduced self? (Should introduce self and ask for customer's name) | 0 | 10 |
| Service: | Cocktail napkins were used for each drink? | 10 | 10 |
| Service: | Pouring method within operating controls and followed correct recipes? (3 cnt - 1 1/4 oz) | 5 | 10 |
| Sales Ability: | Bartender asked for liquor preference or attempted to up sell? | 5 | 10 |
| Timing: | Drinks were served in timely manner after ordering? | 10 | 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? (CC to secure) | 10 | 10 |
| Honesty: | Comps procedures were handled within the operating controls? (MOD approval only) | 10 | 10 |
| Honesty: | Giving away free drinks by bar staff not observed? | 3 | 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? | 10 | 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? | 10 | 10 |

Bartender A had a solid pour count of 4 (1 ½ oz) in every drink. Although this is still over the management's prescribed amount to be served to a patron in one serving, she was solid on the four counts. Bartender A was also good at pouring draft beer. Agent observed no over pouring and very little spillage.

Bartender A was a very fast and friendly worker. She helped the servers at the well and she waited on patrons at the bar quickly and efficiently. She always wore a smile and was a breath of fresh air. She seemed to really enjoy her job and she was very good at it.

One thing that agent noticed was that Bartender A kept her bottle opener against her skin in the back of her pants. Agent sees this Valley wide but does not feel it to be sanitary and suggests getting holsters to hold openers. Please see below:



BACK

The Holster

The speed opener holster is made of high quality, heavy gauge leather and has an elastic pocket that can hold a lighter, wine opener and/or writing pen. Clips securely to one's belt and offers quick draw action for those essential bartending tools. Very well constructed.

Works well with a Hammerhead™, but is a little too snug for a Vinylworks™

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██████████ Bar:

As we approached the ██████████ bar, we were greeted by ██████████. ██████████ was very nice and had a good personality. He put beverage napkins down and asked what we were drinking. We placed our order and he went to get our drinks. He did not introduce himself or ask us for identification. We later learned his name from other patrons at the bar.

██████████ asked us if we would like to start a tab. We said, "Yes," and he asked for a card. ██████████ then asked us if we needed menus. We said that we were O.K. and he turned to go to the POS.

After we had almost finished our drinks, we were greeted by Bartender D. He was very nice and social. He asked if we were having another and we accepted the offer. Bartender D replaced our beverage napkins and served our drinks. He asked what the tab was under and recorded them right away.

The last bartender was ██████████. He did not talk to use while we were at the bar and seemed to cater to a crowd, of what appeared to be his "friends" the entire time. He was a rather arrogant person and only seemed interested in those people he knew.

Agent observed integrity issues with ██████████. They are listed below:

- ✚ 7:15 p.m., ██████████: ██████████ served a vodka/cranberry and draft beer to two female patrons at the bar and no movement to the POS.
- ✚ 7:26 p.m., ██████████06: ██████████ served three shots to a group of people that appeared to know him. No movement to the POS and no money changed hands.
- ✚ 7:36 p.m., ██████████06: Mixed drink and a bottled beer served to a group of people at the end of the bar. They also appeared to know ██████████. No movement to the POS and no money exchanged hands.
- ✚ 7:50 p.m., ██████████/06: The two female patrons from early asked for their tab. ██████████ handed them their receipt folded up. One of the female patrons shook her head and shoed it to her friend. They both smiled and dug for money. Agent heard one girl say, "We need to leave him a good tip." When ██████████ returned for the tab, one female said, "You didn't have to do that." ██████████ then walked out behind the bar and gave her a hug and kiss. The girls said that they would be back later. ██████████ then dropped two twenties in the tip jar and put \$3.50 in the register. These two female patrons had been at the bar for at least two hours drinking.

Agent observed an integrity issue with [REDACTED]. Two gentlemen approached the bar to pay their tab. [REDACTED] handed them their tab and talked to them for a bit. One of the male patrons said, "Thanks man, that's why we like you." [REDACTED] shook their hands and the two men left. Agent did not see tab, but assumed they "liked him" because he "hooked" them up.

[REDACTED] had an extremely strong pour count that varied from 5 to 8. It depended on who he was making the drink for as to how much liquor he put in it. When he made drinks for his "buddies," they were stronger than the drinks he made for the service well or patrons he did not seem so chummy with. [REDACTED] was also seen serving mixed drinks in pint glasses and rocks glasses. Agent is not sure why certain people received large glasses and others short. [REDACTED] also made shots for patrons in both shot glasses and rocks glasses. His friends seemed to get the larger shots, while the regular clientele got the proper shot glasses.

[REDACTED] had a count of five on all his drinks. He used the proper glassware for drinks unless a tall was requested. Bartender D had a count of four on mixed drinks. He as well used the proper glassware for drinks.

Agent observed another problem with ALL the bartenders behind the main bar. The amount of draft beer waste was unbelievable. Agent observed [REDACTED] pouring a Bud Light from the draft. He poured it and it was all foam. He poured the WHOLE glass out and started over. He then had a half glass of foam on the top and he again poured that out. He then began pouring a little and then dumping a little, pouring and dumping. It was unbelievable the amount of beer wasted.

[REDACTED] also had a lot of waste. Agent observed [REDACTED] EVERYTIME he poured a beer, he would let it run for a few seconds before placing the glass underneath. He also always poured some out and continued to pour again. Agent was floored at the amount of draft beer wasted from improper pouring.

Bartender D did not have as many problems, but was seen allowing the beer to run first and then placing glass under the spigot. Unbelievable...is all the agent can say. Agent has included in the report a good way to teach employees how to properly pour draft beer. Agent can guarantee that if your employees learn these strategies, your profit will go up incredibly. See below:

TRAIN YOUR STAFF THE PROPER POURING PRACTICES — The dispensing spigot should never come in contact with the beer in the glass. To prevent the foamy head from dissipating quickly, glasses must be absolutely free of any dirt, grease, oil, or soapy film.

Draft beer should be poured directly into a glass and never allowed to run first. Traditionally, draft beer is served with a head of approximately 3/4 to 1 inch. Tilting the glass and letting the flow of draft beer slope off the inside of the glass will inhibit the amount of head that develops. When the glass is half-full, the beer should be allowed to pour directly into the center of the glass. This technique will produce the appropriate amount of foamy head. When serving draft beer in a frosted or frozen glass, this will likely result in the foamy head being rapidly dissipated.

After we had finished our drinks, Bartender D asked if we would like another. We declined the offer and he got our tab immediately. He processed the card fast and efficiently and told us to have a great night.

█████ was seen drinking Gatorade out of the bottle behind the bar. Agent would highly discourage this as employees can conceal alcohol in such containers. I'm not inferring that he was; just bringing it to management's attention. All other employees used Styrofoam glasses with lids.

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

| | | | |
|----------------|--|-----|-----|
| Timing: | Acknowledged in appropriated amount of time? < 1 min | 8 | 10 |
| Friendliness: | Server was friendly and smiled and <u>introduced self</u> ? | 5 | 10 |
| Service: | Cocktail napkins were used for each drink? | 10 | 10 |
| Sales Ability: | Server asked for liquor preference or attempted to up sell? | 10 | 10 |
| Timing: | Drinks were served in timely manner after ordering? | 5 | 10 |
| Sales Ability: | Server offered description of menu, specials, and tried to sell appetizers? | 5 | 10 |
| 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? | 10 | 10 |
| Sales Ability: | Additional drinks were offered at appropriate times? | 0 | 10 |
| Service: | Server checked back after each course in a timely manner to ensure guest satisfaction? | 5 | 10 |
| Cleanliness: | Empty plates were cleared in a timely manner? | 5 | 10 |
| Sales Ability: | After dinner drinks and dessert were offered? | 0 | 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? (MOD approval) | 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? | 10 | 10 |
| Timing: | Finalized payment processed in a timely manner? | 0 | 10 |
| Liquor Laws: | Server observed all state liquor laws to the fullest including over-serving, identification checked? | 5 | 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 **220**
Actual Total **156**

Score **71%**

Wait Staff Summary

Upon being seated, we were greeted after two minutes by a [REDACTED]. She wore a [REDACTED] tank top, [REDACTED].

As she approached our table, she did not crack a smile one time. She set down beverage napkins and asked if we would like a drink. She did not welcome us to the establishment or introduce herself. During our entire visit we never knew her name. She was very short with us and acted as if we were in her way. Agent only knows that her server number was 14. She did not ask for identification throughout the entire visit.

Agent asked her if there were any drink specials for the evening. She bluntly said, "No." Agent then ordered a drink and server asked if I preferred bottle or draft. Agent then asked, "What is better for pricing?" The server said, "They are basically the same." Agent said, "O.K, well bring me a XXXX." Agent later looked at the pricing and realized there is a difference in the cost and quantity. Agent would suggest that the server be more specific in order to accommodate guest requests.

After we placed our order, the server said, "Are you ready to order or do you need a few minutes?" We asked for a few minutes and she left to get our drinks. When she returned five minutes later, she then asked us if we were ready to order. We said, "Yes," and placed our order. The server wrote down our requests. She did not try and sell us appetizers or up sell anything else on the menu; basically an order taker as opposed to a seller. She really didn't seem like she was in a talking mood and was very standoffish.

My associate had finished his drink before our food arrived. We were not sure where our server was. We had not seen her in awhile. Our food was brought out by the busser sixteen minutes after ordering. Our server came behind the busser and asked if we needed more drinks. My associate said, "Yes please." She returned with two new drinks. Agent had not said yes but was served another drink anyways. Agent still had a half full drink on the table. After our drinks were served, the server left without asking us if our food looked O.K. Agent wanted dressing to accompany meal but ended up going without because she never returned.

After we had finished our meals, we sat at the table for 21 minutes and we had not idea where our server was. Our empty plates sat there for 6 minutes before they were picked up by busser. We had no drinks left and we still had no idea where she was. Agent is not sure if we were here only table in that section, but she disappeared for long periods of time or had forgotten about us.



When she finally returned, she asked if we would like another drink. Agent and associate had become disgruntled after waited so long and cutting into further evaluation time that we said, "No, just check please." She returned with our check a few minutes later. Agent immediately placed card down for billing. She did not return to pick it up for 9 minutes! Arrggghh!!! When she finally returned, she thanked us for coming and set down the check book. Agent was highly displeased with the amount of wait time between everything during the visit.

The server was not pleasant and made us feel as though it was a chore to serve us. Agent is not sure if she was flustered because it was busy or if she was just having a bad day. Irregardless, agent would suggest shedding the attitude before coming to work and dealing in customer service.

Evaluation Area:**Busser Services****Seated****Score/Max****Busser**

| | | | |
|---------------|--|----|----|
| Service: | Table was maintained during entire meal? | 9 | 10 |
| Timing: | Plates and silverware cleared at appropriate times? | 9 | 10 |
| Service: | All tables cleared efficiently near by and reset quickly? | 9 | 10 |
| Service: | Busser seemed to work well with server? | 10 | 10 |
| Hygiene: | Glassware, silverware, plates, all handled properly in a healthy manner? | 10 | 10 |
| Hygiene: | Busser dressed professionally with a clean uniform, hair, and hands? | 10 | 10 |
| Friendliness: | Busser was pleasant and friendly? | 10 | 10 |

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? | 10 | 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? | 10 | 10 |

Maximum Total**60****Actual Total****57****Score****95%**

Busser - Bar Back Summary:

The bussers were a diligently working team. There were numerous bussers on duty this evening. Agent watches as they worked together to clean tables, serve food and keep the establishment looking nice.

The bussers were very busy upon agent's arrival. The entire bar was full, as well as all the tables. As we sat down, agent observed a [REDACTED] hair wearing a [REDACTED]. We will call him Busser A. Agent also observed an [REDACTED], wearing a [REDACTED]. We will call him Busser B.

Busser A and B were working together to keep the area clean. They never stopped moving and kept cleaning tables and realigning condiments accordingly. Agent did observe tables that were left dirty for 3 minutes before being cleaned off. Both busser A and B were always busy and attended to the dirty tables immediately upon having a free second. They were very hard workers and seemed to get along well with servers and management.

Busser A was also a food runner. He served our food to use and was very friendly. After her delivered our food, he asked us if there was anything else that we needed. He was very personable and helpful.

Busser A and B were also observed serving food to a table of four guests. Busser A carried two plates and Busser B did as well. As they approached the table, they read off the items ordered to properly serve them to guests. Agent was impressed with their knowledge of the menu items. They were also extremely nice to guests and accommodated their needs.

On occasion, agent noticed many tables that had dirty dishes left on them while guests were still seated there. The bussers were very busy and tried to remove the dishes when possible. The server staff, however, was noticed ignoring the dishes repeatedly and telling bussers to get to them; as if it was expected of them. Agent believes that this should be a joint effort during busy times; not a duty.

The barback in [REDACTED] bar was a [REDACTED]. He was also wearing a [REDACTED]. He was a very dedicated worker and seemed to enjoy his job.

He was seen doing dishes and restocking glassware. He was also seen cleaning up broken glass from behind the bar, as well as wiping down the bar top. He never stopped moving behind the bar, as well as taking time to help the bussers as well. He seemed to get along well with the bartenders and they really seemed to respect his hard efforts.

The barback [REDACTED] bar was an [REDACTED]. He had an extremely large [REDACTED].

He did not move a lot behind the bar. He helped the bartender occasionally, but otherwise he just walked back and forth. At one point, he was seen standing on the other side of the bar by servers leaning up against the wall. Agent is not sure if he was supposed to be doing anything in particular, but he seemed to be bored. Agent remembers the old saying, "If you have time to lean, you have time to clean." As corny as it may sound, it rings true. Agent would suggest having the bar back during times like these help clean tables or do a walk through of the establishment to look for debris on the floor, bathrooms, etc.

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? | 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? | 10 | 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
129

Score

92%

Food and Beverage Summary:

DO NOT POST SECTION TO STAFF

The bottled beer was served cold and tasty. The draft beer was also served cold and in a frosty glass.

The mixed drinks were a variety of flavors. This would be due to the inconsistency in pour counts by different bartenders. Agent observed pour counts that ranged from 3 to 8. This creates a large difference in the flavor of drinks by each bartender. Agent highly suggest having pour tests prior to shifts to ensure bartenders know the correct amount of alcohol that should be served to a patron per serving. Pour testers with graduated cylinders can be purchased at local restaurant/bar supply stores or on-line. Contact the Eye Spy office for a referral.

Agent would deduce that if management does a regular inventory in comparison to purchase orders that there is a high variance is spills or shrinkage. Just from viewing the wasted draft beer, not to mention the erratic bartender pour counts. Companies such as Bevinco systems <http://www.bevinco.com/> can be worth there price in gold when bringing these variances to management's attention. Contact the Eye Spy office for a referral.

The shots came in different size shot glasses. The agent observed shots poured in small shot glasses, but also observed shots being poured in rocks glasses; no apparent consistency.

Agent also is not sure why certain drinks were served in a tall glass and others in short glasses. Agent ordered a vodka red bull at [REDACTED] bar and it came in a tall glass. Agent ordered a vodka red bull at [REDACTED] bar and it was served in a short glass. Agent ordered both drinks the exact same way, "I'll take a vodka and red bull please." They were served different each time but charged the same price. Agent would suggest some consistency on glass sizes for drinks.

The food menu was very appealing. They had a small list of appetizers which agent found surprising. Agent is used to sports bars having a large selection of appetizers. The rest of the menu over compensated for the lack of appetizers by listing a large assortment of burgers, sandwiches and entrees. They also had a beverage section and dessert section.



Agent ordered the [REDACTED] with no bun and a side salad. Agent would have preferred the salad before the meal, but it all came together on the same plate.

The [REDACTED] was excellent and very juicy. The [REDACTED] added an extra kick and the cheddar cheese topped it off. The salad was not as good as the rest of the meal. The lettuce itself was not very good. It had a lot of white pieces of lettuce and very few green. Although it came with a lot of toppings, the lettuce was not tasty and hurt the taste of the whole salad.

My associate ordered the [REDACTED]. From reading the menu, one would think that it is a [REDACTED]. When my associate received the [REDACTED] it was rather small and came with no side. This surprised myself and associate because it was listed underneath the entrée menu. In agent's opinion, this is definitely not enough to be considered an entrée.



Evaluation Area: Management

| Seated | | Score/Max | |
|------------------|---|------------------|-----|
| Service: | Visible on the floor and throughout the restaurant? | 10 | 10 |
| Identified: | Easily identified as the Manager on Duty? | 10 | 10 |
| Friendliness: | Seemed friendly and sociable? | 10 | 10 |
| Professional: | Conducted him/herself professionally with guests and staff? | 5 | 10 |
| Service: | Helpful and attentive to guests? | 10 | 10 |
| Service: | Helpful and attentive to employees? | 10 | 10 |
| Leadership: | Seem cool, calm, collected and in control? | 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 |

Maximum Total 80
Actual Total 75
Score 94%

Management Summary:

Agent observed to MOD's on duty this evening. Agent is assuming they were managers by the duties they were performing and by their attire. Agent would highly suggest having managers wear name tags to help identify them much easier.

MOD 1 was a [REDACTED]

[REDACTED] She was immediately noticed upon entering the facility because she was doing the task of a hostess. She greeted us and asked, "How many tonight?" She marked us off on a table and directed the hostess to seat us.

MOD 1 was very professional and pleasant. She smiled a lot at new guests and accommodated them accordingly. She seemed to be on top of the waiting list and sat people accordingly. She was seen and heard numerous times on a microphone paging parties for their tables. She seemed to have everything under control in the front of the facility.

MOD 1 was not observed making any table checks throughout the entire visit. She was seen, however, instructing bussers to clean tables and stay ahead of the game. She was pleasant when she spoke to employees and they seemed to respect her a great deal. Agent would suggest every table be touched to ensure guest satisfaction. Customers usually won't complain to a server but will alert a manager if approached; otherwise they leave disgruntled and probably won't come back.

MOD 2 was a [REDACTED]

[REDACTED] MOD 2 was seen spending the majority of the night in the lounge area. Agent observed him helping employees at the POS, as well as serving drinks and making a walk through of the lounge area. He was not seen doing any table checks, but he did seem to have everything under control.

MOD 1 and 2 both carried walkie talkies while on duty. Agent observed them talking in them throughout the night. Agent assumed that they were working on accommodations for seating arrangement through the walkie talkies rather than having to run back and forth from bar to bar. Agent was impressed with the effectiveness of the communication devices and the quality team work observed.

Both MOD 1 and 2 were very professional and seemed to work well together. Agent would suggest doing table checks periodically throughout the evening to ensure guest satisfaction.

