



PHOENIX, AZ 85017

Date: February 8, 2005
Time in: 4:10 pm
Time out: 6:30 pm

Evaluation Area	Max Score	Actual Score	%
Bartender Services	130	60	46%
Facility	150	126	84%
TOTAL	280	186	

OVERALL SCORE: 66%

Evaluation Area: Bartender Services Range: 10 = Best ; 0 = Worst

Arrival Score		Score	Max
Timing:	Acknowledged in appropriate amount of time?	10	10
Friendliness:	Bartender was friendly and smiled?	6	10
Service:	Pouring method within operating controls and no topping off of drinks observed?	5	10
Timing:	Drinks were served in timely after ordering?	5	10
Honesty:	All cash orders immediately rang into the cash registers?	0	10
Honesty:	Cash handling procedures were handled within the operating controls?	0	10
Honesty:	Comped drinks were rang into the register	0	10
Laws:	Staff observed all state liquor laws to the fullest including over serving, identification checking?	5	10
Cleanliness:	Bar top and back bar were clean and organized?	5	10
Organization:	Bar seemed well organized and running smoothly within the operating controls?	5	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	10	10
Cleanliness:	Empty glassware cleared in a timely manner?	7	10
Hygiene:	Bartender not eating, drinking, or smoking behind bar?	2	10

Maximum Total	130
Actual Total	60

Score

46%

Bartender Summary:

There were just a few patrons inside when I first entered: Customers

██████████ was surreptitiously doing something purposely out of view of customers underneath the bar top. She emerged with a shaker tin filled with an unknown liquid (obscured from my view). She took it out from behind the bar and entered the women's restroom where she remained for 8 minutes. The bar was also left unattended for these 8 minutes. When she emerged, she walked to the far north side of the room and started conversing with customer "Animal," and drank from the tin shaker. She returned to the bar and the tin was located on the bar top where customer "Animal" smelled then drank from it. ██████████ then returned the tin to the bar back next to the aquarium. It is the agents opinion, but can not be fully substantiated, that bartender ██████████ was consuming alcohol behind the bar while on duty.

There was a minimal amount of people in the bar at this time. ██████████ was heard behind me, "I'm so fucking bored." Ironically during this time, I sat for exactly 12 minutes with an empty beer bottle in front of me waiting for her to ask me for another one.

Customer ██████████ is dealing drugs and possibly prostituting in the bar within full knowledge of bartender ██████████. ██████████ was snuggling with customer ██████████, when she exclaimed to ██████████ that they would be back in a minute. Minutes later I viewed customer ██████████ (in a $\frac{3}{4}$ ton white Ford truck, AZ license plate number C██████████) sitting by himself in the vehicle. Minutes later as I looked again, both ██████████ and ██████████ were both emerging from the truck in the parking lot. It was the agent's opinion that ██████████ was either performing oral sex or doing drugs or both in the truck with ██████████.

██████████ made a drink for ██████████ and poured a 4 count of alcohol. She noticed there was only $\frac{3}{4}$ ounce left in the bottle and poured the rest into her glass (Net approx. $2\frac{1}{4}$ - $2\frac{1}{2}$ oz.) **Theft issue.**

Customer ██████████ approached customer "X" (White male, blondish red hair, facial hair, 47 years old, baseball cap, confined to wheel chair) and the following conversation ensued:

T – "Do you want any? I got a couple for you."

X – "No I don't have any money. I'll have some money later this week."

T – “How much money do you got?”

X – “Only about 8 bucks.”

T – “I’ll sell ya ‘one’ for 8.”

X – “No, that’s all the money I got.”

T – “Whatever.”

██████ then turned conversation to ██████ saying she needed to leave and do some ‘business’ but wanted to party with him. Raymond told her, “You go do what you gotta go mija baby girl, and we’ll party in a little bit.” ██████ and ██████ left the bar. Agent surmises they went to make a drug deal.

Side note – Customer X took out his lower set of dentures and handed them to ██████ to clean behind the bar. She cleaned them and handed them back to X then proceeded on with her bartending duties without washing or sanitizing her hands.

While they were gone, ██████ and ██████ began joking about ██████. ██████ said (referring to ██████), “That’s her man right now. Later it’ll be others. She does what she has to do.” She then said in reference to ██████, “Hey, everybody needs to get some don’t they, even ██████y.” Agent deduced from this conversation that ██████ is a john of ██████ but will solicit others in the bar later.

██████ held conversation with customers ██████, “Animal”, “Bull” and me in the bar about status of owner and the establishment:

“██████ doesn’t know what the fuck she’s doing some times. I mean Fuck! She turned Thursdays into a fucking poop-shoot night! Ya know I mean a fucking faggot up the ass night! She doesn’t know what the fuck she’s doing man. Me and my girls came in here half crocked last Thursday and wanted the 2-4-1 drink special that’s for the faggots. The owner charged me more and I said, ‘what the fuck, do I gotta prove I’m a dike or something?’ She doesn’t know what the fuck she’s doin ‘cause that’s fucking discrimination man. Liquor law says you gotta give it to everyone, not just the fucking faggots and dikes. (Customer ██████ said ‘you should own the joint’) Fucking A right, I’d do a much better fucking job runnin’ this fucking joint.”

Side note – Call liquor board and simply ask before instituting and new promotions. They will tell you straight out what’s allowed and what isn’t.

Her conversation then continued about owners opinions of her boyfriends:

“I don’t know what the fuck [REDACTED]’s problem is; I like keepen em all around, you know what I mean. Just like [REDACTED] needs to pick her man or men of the day, I need mine. Why do ya think I keep “Red Neck” around? If I wanna go dancing I bring this guy. If I wanna party I bring this dude. Different dudes for different moods, ya know what I mean man. She otta hate the game...don’t hate the player man.

[REDACTED]’s conversation turned to a previous night that she frequented [REDACTED] as a customer accompanied by [REDACTED].

“Yea man, [REDACTED] and I were in here the other night and got so fucked up man, I mean really really fucked up. Remember [REDACTED], we drank 16 shots of Patron Silver with beers and Coronas in-between each one. Dude we were so fucked up...but I walked home though. Fucken right.”

[REDACTED] then decided to take a break outside because it was slow and she said she was bored. I sat for 9 minutes with an empty bottle in front of me while [REDACTED] was outside talking and smoking. She was outside for nearly 15 minutes and left the register unattended. When she returned and was bringing me a beer she explained, “Sorry man, I was outside flashing the ‘ghetto girls.” She then messaged her own breast in front of me and said, “I love my fucking tits man. I’m very fucking proud of them after pumping out four kids and they’re not hangin down by my shoes, you know.”

On three occasions, [REDACTED] was seen cashing paychecks of Mexican Nationals. Part of a conversation was heard about certain procedures they needed to follow in order to cash them, so that the establishment will not be deemed a checking cashing store.

[REDACTED] made me a drink and poured a 4 count (1 ½ oz) of alcohol. She noticed there was only ¾ ounce left in the bottle and poured the rest into her glass (Net approx. 2 ¼ - 2 ½ oz.) It was an extremely strong drink that I had to dispose of in the men’s restroom urinal.

I watched as a “Cowboy” customer (White male, 50’s, grey hair, cowboy hat, big belt buckle) stumbled into the bar bumping into the door frame as he entered. He was clearly intoxicated as he ordered a Budweiser from [REDACTED]. He sat muttering things to himself, and then spoke something that was complete gibberish to me. He drank 1/3 of his beer then exited the bar. From my vantage point I could see him stumble twice then bump into a car before entering into his truck and driving away.

██████████ and ██████████ had returned to the bar and ██████████ asked her, "Hey, you want a Budweiser for a buck? I opened one up for ██████████ and its sitting in the ice." ██████████ said yes and ██████████ gave it to her then made ██████████ a drink, then made two other orders, then collected every ones money, moved to the register, deposited some of the money in it and the rest in her tip jar; Register read \$1.75.

A group of dozen or so employees of "██████████" entered the bar sending ██████████ completely into the weeds. She was very disorganized at this time and if she concentrated and had worked smarter not harder guests would have been served more efficiently. She had a real attitude with everyone at that time; especially the regulars. She replied once, "Wait, I'm really fucking busy now." Again she made multiple orders, collected money from everyone and wrung them together.

The phone wrung during her commotion and 4 groups of people (Animal, X, 2 older Hispanic males, and me) were all in need of service and a new drink. ██████████ took this personal call and washed glassware for nearly three minutes leaving everyone waiting for service until she was finished with her call.

Customer ██████████ during the 2+ hours present never was seen paying for a drink. He also bought numerous rounds of drinks the entire time for others around him including me. In the 10 or so times I saw ██████████ order drinks, only twice did I see ██████████ move to the right of the register apparently writing something down (tab?). Moreover, ██████████ was given quarters at least three times by ██████████ who gathered them from the register. She said, "What the fuck 'wet back', I can't keep taking quarters from the fucking register."

This practice of grouping drink orders opens up a gaping hole for theft opportunities. It can't be substantiated if ██████████ was stealing during these times because the orders were all grouped together; I strongly suspect it though. Agent adamantly suggests that bartenders be re-trained to ring in each drink order as soon as it is made in order to better deter theft activity. Agent also strongly suggests that any type of tab system be immediately eradicated. In a cash only bar, there is absolutely no reason to give anyone a tab when they are going to pay cash anyway. This is a HUGE opportunity for a bartender to steal. Take these two practices away and tell them spotters are coming in every few weeks and you'll see your numbers rise dramatically.

Evaluation Area: Facility

Range: 10 = Best ; 0 = Worst

Beverage Score		Score	Max
Presentation:	Drinks were visually appealing?	8	10
Glassware:	Glasses free of chips, scratches, and adequate size?	10	10
Preparation:	Drinks made with proper levels of alcohol, mixes?	5	10
Value:	Drinks were perceived to be a good value for the price?	10	10
Parking lot:	Maintained and clean?	8	10
Building:	Maintained and clean?	10	10
Floors:	Clean, swept, vacuumed and in good condition?	10	10
Décor:	Good condition and appropriate?	6	10
Lighting:	Maintained and appropriate?	10	10
Furniture:	Clean, good condition, and sturdy?	6	10
Music:	Appropriate sound levels and style fits theme?	7	10
Atmosphere:	Temperature level ok?	8	10
Restroom:	Clean, odor free, and in good condition?	9	10
Restroom:	Stocked with paper products and soap?	10	10
Signage:	Visible, well lit, and in good condition?	9	10
Maximum Total		150	
Actual Total		126	

Score**84%****Summary:**

Bathrooms were clean for the most part and stocked. Some trash and debris were in lot and empty beer bottles in front. Coors Light promo sign has section cut out of it. Employees need to be aware of clandestine activities in the parking lot.

