



Date: 08/13/2004  
Time in: 10:52  
Time out: 1:37



<b>Evaluation Area</b>	<b>Max Score</b>	<b>Actual Score</b>	<b>%</b>
Valet	110	67	61%
Facility	170	153	90%
Host Services	20	15	75%
Bartender Services	190	114	60%
Securtiy Services	90	70	78%
Beverage Quality	70	56	80%
<b>TOTAL</b>	<b>650</b>	<b>408</b>	
<b>OVERALL SCORE</b>		<b>63%</b>	

**Evaluation Area:****Valet Services****10 = Best; 0 = Worst****Arrival**

		<b>Score</b>	<b>Max</b>
Efficiency:	Valet approached vehicle in timely manner upon arrival?	5	10
Friendliness:	Friendly greeting and doors opened?	0	10
Service:	Clear understanding of information from valet or posted?	5	10
Safety:	Valet appeared alert and drove all vehicles with care?	10	10

**Departure**

Efficiency:	Valet offered immediate assistance upon exit?	5	10
Efficiency:	Vehicle was retrieved in a timely manner?	7	10
Safety:	Valet appeared alert and drove all vehicles with care?	10	10
Honesty:	All costs incurred were correct as quoted?	10	10
Vehicle:	All interior instruments and belongs untouched?	10	10
Cleanliness:	Removed all receipts from windsheild and keys?	5	10
Appearance:	Appropriately attired with proper hygiene?	3	10
Friendliness:	Doors opened and with a friendly departure?	2	10

**Maximum Total****110****Actual Total****67****Score****61%**

### **Valet Summary:**

**Entered the parking lot at 9:52 and was a little confused as to where to drive for valet service. There was a sign but nobody was next to it. A 5' 4" Hispanic man with baseball cap turned backwards was about 20 feet to the north of the sign and finally waived me in. He did not attempt to open my door even as I purposely hesitated to see if he would. I was then greeted with a "What's up, man." I said not much and asked him if I pay now or afterwards. He told me "Ten Bucks" and I handed him the money and walked away (agent was informed y management that valet should be \$5). A few seconds later, he scurried back to me saying I forgot my ticket and handed it to me. I recognize that this is not the Phoenician Resort but [REDACTED] [REDACTED] is an upscale nightclub and a more appropriate greeting and presentation should be the norm. There's a thin line between being hip and cool and a turned cap and a "What's up" shouldn't be the first impression given of this establishment.**

**Upon exit the valet (Male, 5' 10", blonde hair) greeted me and accepted my ticket and said, "How was it," but when I went to answer his question he just walked away without hearing my response. The car was received in a timely manner, I tipped him \$5 and left.**

**Evaluation Area: Facility****10 = Best; 0 = Worst**

		<b>Score</b>	<b>Max</b>
<b>Exterior</b>			
Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	10	10
Parking lot:	Maintained and clean?	2	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, well lit, and in good condition?	10	10
<b>Interior</b>			
Waiting area:	Maintained and clean?	10	10
Floors:	Clean, swept, vacuumed and in good condition?	10	10
Décor:	Good condition and appropriate?	10	10
Lighting:	Maintained and appropriate?	7	10
Safety:	Exit signs well lit and visible?	10	10
Furniture:	Clean, good condition, and sturdy?	10	10
Music:	Appropriate sound levels and style fits theme?	8	10
Atmosphere:	Temperature fine, heaters or misters functioning?	7	10
Restroom:	Clean, odor free, and in good condition?	9	10
Restroom:	Stocked with paper products and soap?	10	10

**Maximum Total****170****Actual Total****153****Score****90%**

## Facility Summary:

The exterior and parking lot were very clean, organized, and free of debris upon my arrival. The front walkway, foyer, and entrance were also immaculate. The men's restroom had an attendant that was polite and handed you a towel after washing hands. It was clean and free of debris both times I inspected it. However, I did notice one of the handles on the left sink was broken. The interior was kept clean throughout the night, which was surprising to me with the amount of volume that evening. However, the inside was extremely cold upon my entrance.

The DJ was very good but in my opinion could be on the microphone more. The club seemed to lack a vibe early in the evening and a good mic DJ can really create a positive atmosphere, as well as, discussing other club night promotions; free advertising. Probably not an issue because it's the number one song right now, but "██████████" was played 4 times that night.

One note of interest was the bar in the ██████████ had an extremely bright fluorescent light placed on top of the beer box for what I assumed was for the bartenders' visual of the beer selections. The light immediately attracts customer attention, is an eye sore and distracts from the clubs décor. A rope light string from the Home depot for \$10.99 strung through the inside of the beer box will ameliorate this problem.

The parking lot was a different story. It was littered with empty liquor and beer bottles. Large groups of people congregated outside in the parking lot creating congestion for people wanting to exit. As I was exiting the parking lot, two ██████████ males were leaning on the hood of a silver Mercedes, and two other ██████████ males were in the car. Another group of males were approaching them and yelled something at them. One of the Men leaning on the car yelled back, "Fuck you mother fucker I'll cap ya ass." As he said this, he lifted up his shirt to display a nickel-plated handgun. At first I was extremely startled but soon realized they were friends and only playing with each other when the other man retorted, "I'm going to tell your Mama about that." Irregardless, it was unsettling and showed the parking lot has a propensity to be very dangerous. One man inside the car was seen drinking straight from a bottle of Absolut and the other inhaling marijuana from a green bulbous bong.

I circled the parking lot a man was urinating in the bushes of the ██████████. I then entered the back lot on the ██████████ side to turn my car around. Inside the enclosure of a dumpster a ██████████ female, (██████████ p) was administering fellatio to a ██████████ male (██████████ white NY Yankees baseball cap sideways). I completed my U-turn to return to the main parking lot and proceeded along the ██████████. A

group of people were congregated in the middle of the street with a [REDACTED] male ([REDACTED] facial piercing, black backward cap) yelled at a [REDACTED] male (description escapes me), "Your just a fucking punk man." He also screamed something pertaining to one of the females that I could not hear. The [REDACTED] man reached into a car and pulled out an aluminum baseball bat and proceeded towards the [REDACTED] male. The melee moved from the center of the street towards the building to the left so I exited the area, turned the corner, and informed a off-duty Sheriff officer hired for security ([REDACTED]? 180 lbs).

I circled the lot one more time and went to check the back lot again. The earlier melee had been dispersed, so I planned to exit the lot to the [REDACTED] Street. As I was leaving, a back door opened and White male (?) was bidding farewell to a blonde haired woman. The girl turned to walk to her car (Black VW Golf California license plate# [REDACTED]) and had some type of liquor or wine bottle in her hand.

<b>Evaluation Area:</b>	<b>Host Services</b>	<b>10 = Best ; 0 = Worst</b>	
<b>Preliminary Phone Call</b>		<b>Score</b>	<b>Max</b>
Timing:	Was phone answered in timely manner?	n/a	n/a
Friendliness:	Employee answered with appropriate greeting, identified themselves, and was pleasant?	n/a	n/a
Knowledge:	Employee was knowledgeable of any specials, events, menu, general bar information?	n/a	n/a
Directions:	Employee was able to give clear and accurate directions to the establishment?	n/a	n/a
Friendliness:	Host was friendly and professional?	5	10
Appearance:	Host dressed professionally with no frayed uniforms and proper hygiene observed?	10	10
Departure:	Host acknowledged our departure and said thank you?	n/a	n/a
<b>Maximum Total</b>	<b>20</b>		
<b>Actual Total</b>	<b>15</b>		

**Score 75%**

**Host Summary:**

Phone calls were placed at 9:15, 9:25, and 9:35. Each time an answering machine picked up so descriptions and directions could not be requested.

I approached the line to enter and a white male with shaved head was checking ID's. He intensely checked every ID taking enough time to compare the face to the picture, and what I assumed, other demographics to the person. Twice I heard him ask a guest if it was their first time at [REDACTED] and then continue by saying, "We don't allow sneakers in the club but we'll let you in this time." He checked my ID and said "Enjoy your evening sir." He was friendly but stern and could possibly add guests names to his greeting; "Enjoy your evening Mr. [REDACTED]."

Entering the building a [REDACTED] gentleman (description escapes me) very politely welcomed me and asked that I step towards the counter to pay the \$20 cover for my associate and I. I thanked him and we proceeded to the counter. A young woman with dark hair was behind the counter and took our money but didn't say anything to us nor did she even attempt to make eye contact.

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

<b>Arrival</b>		<b>Score</b>	<b>Max</b>
Timing:	Acknowledged in appropriated amount of time?	2	10
Friendliness:	Bartender was friendly, personable, and introduced self?	5	10
Service:	Cocktail napkins were used for each drink?	5	10
Service:	Pouring method within operating controls and followed correct recipes?	4	10
Timing:	Drinks were served in timely manner after ordering?	8	10
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	6	10
Honesty:	Cash handling procedures were handled within the operating controls?	10	10
Honesty:	Giving away free drinks by bar staff not observed?	3	10
Sales Ability:	Additional drinks were offered at appropriate times?	5	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	5	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking?	7	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?	3	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	2	10
Cleanliness:	Empty glassware cleared in a timely manner?	4	10
Organization:	Bar seemed well organized and running smoothly within the operating controls?	7	10
Hygiene:	Bartender not eating, drinking, or smoking behind bar?	8	10
Appearance:	Bartender dressed professionally with proper hygiene?	10	10

**Maximum Total****190****Actual Total****114****Score****60%**

## **Bartender Summary:**

**Bartender #1 ( [REDACTED], side burns, tattoos both arms, muscle shirt) was tending at the east side of the bar [REDACTED]. He immediately greeted me with a friendly, "How are you. What can I offer you?" I asked for a Corona Light but was told [REDACTED] did not carry it and suggested a Michelob Ultra. For the duration that I was there, #1 made small talk, was pleasant with guests, and never let my drink come near empty without asking for it to be replenished. #1's bar was clean and organized and he moved at a constant pace seemingly knowing his next 3 moves before they were to happen. A group of girls were being difficult and rude with #1, for reasons that were not seen by me. They stiffed him with the tip but #1 just kept working without letting it bother him. Something I don't see that very often. #1 was observed pouring a 3 count for almost every drink he made. At first I thought he was short pouring the industry standard 4 count, but later viewed that this is the norm throughout [REDACTED]. In addition, he checked every single \$20 bill, under a light, for authenticity. One side note, tabs and credit cards were placed on a railing above a trashcan and could easily be lost below if bumped during busy times during the night. It is suggested to have a small filer and place the tabs in there for security and alphabetically for ease.**

## **Issues:**

**#1 was seen delivering a Corona and a Coors Light to two women and nothing was immediately rung in nor written down. On 5 different occasions, different girls came to #1 complaining about weak drinks and requesting to be "topped off." He complied with their requests but became increasingly agitated by its continuance. (Simple solution to this is for #1 to say, "I'm sorry, did you want a double?") #1 gave a red bull to a [REDACTED], who I believe was an employee, wearing a white shirt (not a uniform) with an ear piece and mic.**

**Bartender #2 ([REDACTED] brown hair, 5' 8") was tending bar in the [REDACTED]. She was accompanied by bartender #3 (White male, goatee) who mainly attended to the service well. #2 made my drink in a Collins glass with a 3 count of alcohol. I took a few sips of it and didn't really care for it (see beverage quality section) and attempted to catch her attention. I waited 6 minutes before she returned to help me and asked her if she could put the drink in a pint glass and make it a double. She said "A what glass?" and I returned, "A larger, bigger glass." She grabbed a pint glass, poured my drink into it, and then walked away without making the drink a double. 4 minutes later I finally got her attention again and said that I had requested it be made a double. She apologized and asked me again what type of liquor was in the drink, and then poured an additional 3 count. I purposely requested the tab from #3 to see if the double had been**

recorded and it was. #2 is not a bad bartender in the least; in fact she is a very good, but became overwhelmed with the amount of people waiting for drinks. At one point, there was a large group of men on the VIP side requesting things from #3 and I counted 14 people deep waiting for drinks solely from #2. The majority of them became too agitated and disgruntled and left for other parts of the club. I would fathom a guess that #2 probably has a very nice disposition and personality because it appeared in flashes but because she was so overwhelmed with her bartending duties; she came across as the opposite.

Side notes: #3 was the only bartender I saw the entire night that consistently poured a 4 count as opposed to everyone else's 3 counts. Bar back "A" (██████████, 235 lbs, 45 years old) was seen constantly moving and looking for something to do. He kept the bar top wiped and free of debris and glassware. #2 was seen drinking from an uncovered plastic glass that had a color consistent of Red Bull but I couldn't confirm exactly what it contained. #2 checked all \$20 bills for authenticity.

Bartenders #4 (██████████ hair, 5' 9") and bartender #5 (██████████ female 5' 4", ██████████) were at the bar next to the ██████████. Drinks were ordered from #4 and placed on a tab. #4 was very friendly and polite making small talk with us and others around. He is an efficient bartender mixing personality with efficiency. #4 and #5 seem to have synergy and work very good together, as well as, handling the rush spurts in a timely manner. #5 really seems to love working at ██████████ because she constantly smiles and dances along with the club's music while not missing a bartending beat. #5 is fun and spunky and definitely creates atmosphere and a vibe behind her bar area.

Bar back "B" (██████████ hair, 5' 11") was also behind this bar. B definitely needs to be retrained. The bar top was trashed with debris and the entire L shape was seen with a shimmy of spilled drink slime. After placing my forearm in bar sludge I reached over and grabbed some cocktail napkins and wiped my arm and bar top as B watched me and took no action. I purposely crumpled the napkins in front of me to see how long they would stay there; 13 minutes. It would be a different story if B was very busy washing glasses, getting ice etc. but he wasn't and spent minutes at a time leaning against the back bar. Moreover, #4 brought a guest a credit card slip for signage where the bar top was completely wet. Instead of wiping the entire bar top in front of the guest, he only wiped a 6"x 4" rectangle just big enough for the tab to rest. Lastly there was only two ashtrays on the entire bar area.

**Issues:**

Bartender #5 was seen pouring a 12 count of alcohol into a plastic cup with ice and handing it to a white male at the bar. The man talked with #5 as he poured the alcohol into an empty Arrowhead plastic water bottle. No money was exchanged, register rung, or tab recorded. The man (I could not see his face) turned and walked [REDACTED] to the men's restroom side where he disappeared from my view.

Two [REDACTED] males approached #5 with a ½ filled pint glass of watered down long island. It appeared he was unsatisfied and wanted a new one. #5 made him another drink but he seemed to be unsatisfied again so she threw it out. #5 then made 2 new drinks and handed them to both men. No money was exchanged at this time. #5 made drinks for 2 other parties then collected money from the original long island men. She held the money in her left hand and poured 2 new rounds of drinks for other guests. I never did see where she put the money because she has a propensity of moving to the next guest without recording the first drinks then groups her rings together.

#5 poured an 8 count of vodka into a pint glass with Red Bull, the customer smiled and walked away. No money was exchanged and I couldn't tell if it was recorded correctly because of your tab system nor could I check if it was charged as a double.

My associate asked for the tab and #4 said there's a minimum \$ [REDACTED] charge on credit cards. As he reached for his wallet to retrieve cash #4 said, "Dude, don't worry about it. Give me a couple of smokes and it's on me." We gave him 3 cigarettes, tipped him \$5 and left. **(Please call office for further details on this issue)**

Bartender #6 ([REDACTED] (?) female, brown straight hair with hair burette, 5' 8") was bartending [REDACTED] bar. #6 showed one of the worst displays of bartending I've seen in some time. Her social skills are lacking and she is curt, abrupt and rude with guests. An older Native American man (possibly Hispanic) stood at the bar with a \$10 bill in his hand for 12 minutes while #6 served everyone around him. Two "heavy set" girls (1 Hispanic, one Black) didn't have enough money to pay for their drinks and needed to turn and ask a friend for additional money while #6 made a smirk and shook her head in disgust. A Hispanic man ordered 2 Coronas from #6 and asked to put it on a card, which she returned there's a \$ [REDACTED] limit to cards and he'd have to pay cash. He said he'd run out of cash and all he had was the credit card. She rolled her eyes and muttered something and placed one of the beers on ice then re-sold the other to a different guest. Another patron became annoyed at how long service was taking and yelled at #6 for attention, therefore, she ignored him for 7 minutes. I asked #6 if she had sugar free Red Bull and she responded yes.

I asked for Mandarin Vodka and sugar free Red Bull and she poured me a 3 count of house well vodka instead of Mandarin and regular Red Bull. I handed her a credit card and politely asked that she keep it open before she could go into her \$ credit card spiel. She grimaced and snapped up the card as if she was annoyed about starting a tab a half hour from last call. I then asked her for a bottle of water with a pint glass of ice. She placed a bottle in front of me with a plastic glass and walked away. I'm not a difficult or picky person but I just detest drinking from plastic glasses, so I asked her again for a pint glass of ice. She returned after making other drink orders with a Collins rather than a pint glass of ice.

Her immediate bar area was filthy and the top littered with wet spilled drinks, garnish fruit, napkins, straws, and other bar debris. There was 2 plastic glasses on the bar top, one  $\frac{1}{2}$  and the other  $\frac{1}{4}$  full of dark liquid. There was no ice in them so my assumption was they were abandoned and sat on the bar top for 22 minutes. There were no ashtrays visible on the entire bar area. My associate asked #6 for an ashtray but she failed to bring it. A male waiting for service also looked for an ashtray and when couldn't find one, began ashing his cigarette in the lime juice well of the margarita caddy, then finally extinguished it in an empty plastic cherry container in the fruit tray. My associate asked again for an ashtray and this time she brought one. This sole ashtray soon became inundated with butts and debris very quickly. A male guest extinguished a butt in the ashtray and left the area. Two minutes later my associate noticed a cocktail napkin beginning to smolder and poured the water from the bottle on it. When we finally tabbed out #6 gave us the tab without any eye contact, and took the filled out tab away again without eye contact or a thank you for patronage or gratuity.

**Issues:**

#6 poured an 8 count of Southern Comfort into a rock glass and charged \$5.25. #6 was viewed on three separate occasions making change from the tip jar above the register and then ringing drinks in. (It is suggested that tip jars are placed away from registers to eliminate theft temptation)

The bar staff for the most part is very good, fast and efficient but need their loose ends tide up. In my opinion they are overwhelmed. My standard rule of thumb is guests should never wait more than 2 minutes for a beverage and if they do, more staff is needed. As aforementioned, bartender #2 seemed like a pleasant person and was a very fast bartender but consistently buried with anywhere from 4 to 12 people deep. Another bartender could easily work the same ice well, which would ease the congestion, create more sales because drinks are going out faster, and make patrons less disgruntled.

**Evaluation Area: Security Services 10 = Best; 0 = Worst**

		<b>Score</b>	<b>Max</b>
Service:	Checked all identifications of everyone appearing 30 years old or younger?	10	10
Identified:	Easily identified as part of the security team?	10	10
Friendliness:	Seemed friendly and inviting?	5	10
Professional:	Conducted him/herself professionally with guests and staff?	5	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?	10	10
Friendliness:	Acknowledged our departure?	0	10

**Maximum Total 90**  
**Actual Total 70**

**Score 78%**

## **Security Summary:**

**Security seemed to be omnipresent throughout the club the entire night. I made it a point to look at my watch every ½ hour to see if a security member was within ear and eyesight and they were. They dressed appropriately and the majority was very friendly.**

**I approached one member ( [REDACTED], 6' 0" shaved head) guarding the [REDACTED] to create conversation. Asked him several questions about the club and its [REDACTED] and he answered all them considerately. As I asked him another question, he very politely grabbed my arm and said "Excuse me," because there was a situation he needed to attend to. Nice guy.**

**Another security member ( [REDACTED], [REDACTED] [REDACTED]) was constantly cruising the room. One thing in particular I noticed about him was he constantly had empty glassware or bottles in his hands that he picked up as he perused the room.**

**I was standing near the VIP section when I was bumped by an intoxicated girl which in turn bumped me back about a foot. Simultaneously a member of security ( [REDACTED], 5' 9", very well built, striking resemblance to [REDACTED] [REDACTED]) was turning my way and elbowed me in the side. It was a fluke as I was bumped one way and he was moving to the same area so we met. He's a big guy so it didn't tickle but what really bothered me was the stone cold look he gave me and walked away. 45 minutes later I was standing by the owners VIP section when he bumped me again. Could not tell if it was intentional or not but regardless, did not make me very happy. Later I approached him to attempt to get his name and asked, "Hey, what's going on up here?" he shortly replied, "It's the [REDACTED]," and walked away.**

**The security staff is definitely on the ball during the evening but tend to fumble at the end. Another doorman (Description escapes me) was stationed at the exit. When I was leaving I purposely acted like I was fumbling in my pocket for my keys to give him ample opportunity to say goodnight but he didn't. He didn't because he was leaning over a female guest ogling her backside. More importantly, the parking lot is a serious hazard waiting to happen. The groups of people need to be dispersed immediately because in my experience, this is where 80% of trouble occurs with women and men with liquid courage. Moreover, special attention needs to be taken with the clandestine acts that can happen behind the building. Have security check those parts of the lot.**

**Evaluation Area: Beverage Quality 10 = Best; 0 = Worst**

<b>Beverage</b>		<b>Score</b>	<b>Max</b>
Presentation:	Drinks were visually appealing?	9	10
Glassware:	Glasses free of chips, scratches, and adequate size?	10	10
Preparation:	Drinks made with proper levels of alcohol, mixes?	7	10
Preparation:	Hot drinks hot, cold drinks cold?	10	10
Selection:	Good selection of cocktails, beers, and beverages?	8	10
Preparation:	Beverage full of flavor?	6	10
Value:	Drinks were perceived to be a good value for the price?	6	10

**Maximum Total** 70  
**Actual Total** 56

**Score** 80%

**Beverage Summary:**

Some of the drinks did seem a bit weak but were under operating controls. It was noted that sugar free Red Bull is only available at the [REDACTED] bar. In addition, the diet coke seemed very flat at #2 station but I also notice it being flat at #4 and #5's bar. Jaeger and Goldschlager shots were ordered and were on the warm side. Lastly, I noticed that there is no standard glassware that is used to make [REDACTED]. Sometimes it's a pint glass other times a Collins. Moreover, I noticed that ALL the bartenders pour nearly a double for every [REDACTED] they make.

**EYE SPY**  
ARIZONA'S PREMIER SPOTTER SERVICE