



Date: 02-26-05
Time in: 10:33
Time out: 12:30

Evaluation Area	Max Score	Actual Score	%
Facility	150	141	94%
Host Services	50	50	100%
Bartender Services	190	111	58%
Security Services	90	72	80%
Food & Beverage Quality	70	64	91%
Management	80	77	96%
TOTAL	630	515	
OVERALL SCORE		82%	

Evaluation Area:	Facility	Score/Max	
Exterior			
Signage:	Visible, well lit, and in good condition?	8	10
Lighting:	Maintained and appropriate?	10	10
Parking lot:	Maintained and clean?	8	10
Building:	Maintained and clean?	10	10
Windows:	Clean and free of cracks?	10	10
Main Entrance:	Maintained and clean?	10	10
Interior			
Floors:	Clean, swept, vacuumed and in good condition?	10	10
Décor:	Good condition and appropriate?	10	10
Lighting:	Maintained and appropriate?	10	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?	10	10
Atmosphere:	Temperature fine, heaters or misters functioning?	8	10
Restroom:	Clean, odor free, and in good condition?	7	10
Restroom:	Stocked with paper products and soap?	10	10
Maximum Total		150	
Actual Total		141	
Score		94%	

Facility Summary:

Facility had empty beer bottles and trash in parking lot. Two men were leaning into the back of a hatch back on south side of the parking lot and drinking beer. On the north side of the lot next to [REDACTED] there was a white F250 pick up truck and a red 4 door sedan. A group of 4 or 5 girls and 2 men were congregated between the two vehicles and drinking alcoholic beverages.



Homeless woman rapidly approached me in parking lot asking for money, while I was on the telephone. I told her I had none; she sneered at me and left.

Back small restroom had some type of aerosol can on the floor (Air freshener). The toilet seat is very loose and or broken. Both men and women use this



restroom. It's the agent's opinion that this restroom may be being used for drug activity. Agent stood in hall way and observed 2 women emerge from the room. A single man entered the room and was in it just short of 6 minutes. When I entered the room next, the toilet seat was in the up position, and I interpolated that it doesn't take 6 minutes to urinate so it's a fairly good assumption that he was doing something else.

Room temperature felt a bit on the cold side. Bartender kept tip cup of money in ice well. Room not inundated with empty glassware but pockets of them were seen throughout. An ashtray sat in front of me inundated with butts for the 50 minutes I sat at the location.

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?	10	10
Service:	Employee was able to accommodate guest's request for reservations or offered alternatives?	10	10
Knowledge:	Employee was knowledgeable of any specials, events, menu, general bar information?	10	10
Directions:	Employee was able to give clear and accurate directions to the establishment?	10	10

Maximum Total 50
Actual Total 50

Score 100%

Host Summary:

PHONE CALL RECORDED AS AN .MP3 AND E-MAILED.

Phone answered on the second ring by [REDACTED] I inquired about the evening and was told there was a wet t-shirt contest at 9:30 then a DJ after that. She explained the drink specials and gave perfect directions.

Evaluation Area: Bartender Services

Arrival		Score/Max	
Timing:	Acknowledged in appropriated amount of time?	0	10
Friendliness:	Bartender was friendly & personable?	10	10
Service:	Cocktail napkins were used for each drink?	5	10
Service:	Pouring method within operating controls and followed correct recipes?	7	10
Sales Ability:	Bartender asked for liquor preference or attempted to up sell?	0	10
Timing:	Drinks were served in timely manner after ordering?	5	10
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	0	10
Honesty:	Cash handling procedures were handled within the operating controls?	0	10
Honesty:	Giving away free drinks by bar staff not observed?	10	10
Sales Ability:	Additional drinks were offered at appropriate times?	5	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	0	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving?	5	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	n/a	n/a
Cleanliness:	Bar top and back bar were clean and organized?	8	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	8	10
Cleanliness:	Empty glassware cleared in a timely manner?	10	10
Organization:	Bar seemed well organized and running smoothly within the operating controls?	10	10
Hygiene:	Bartender not eating, drinking, or smoking behind bar?	8	10
Appearance:	Bartender dressed professionally?	10	10
Maximum Total		190	
Actual Total		111	
Score		58%	

Bartender Summary:

I took a seat at the bar and was not greeted for 9 minutes. Two bartenders passed me many times but failed to notice the absence of a drink in front of me. Patsy emerged behind the bar and immediately got me a drink. This proved to be the underling theme for the next two hours. It was either great service or the opposite and I could not decipher why. Besides the aforementioned 9 minute wait, later I sat with an empty glass in front of me for 12 minutes until once again [REDACTED] approached me (Was not seated in [REDACTED] section) and asked for my order. She took my order and went back to her well and was distracted by other customers bellowing out orders to her. [REDACTED] apparently forgot my drink order as I waited an additional 6 minutes before bartender #1 ([REDACTED]) asked for and delivered my order.

[REDACTED] is a very efficient bartender. She has fluid movement and multitasks. Her drinks are immediately rung in the register and she seems to have omnipresence around the bar. She has a wide inviting smile and uses it every time when taking an order or delivering it. However, she (and the other staff members) are rather inconsistent when using cocktail napkins. Sometimes they are used, sometimes re-used, and sometimes not used at all. [REDACTED] delivered my drink and 2 ½ minutes later brought me a napkin. Not a big deal but worthy of mentioning for the point. In addition, a stock of red licorice was kept on top of her register. She was also seen allowing a plain closed customer (White female blonde short hair) behind the bar.

Bartender #1 is fun and energetic and really seems to enjoy her job. She is fast and efficient with her work but also takes time to be fun and socialize. At one point she rose to the top of the bar and began dancing sending the immediate crowd into frenzy. Her drink pours are consistent but she also consistently bumps the stop pour spout and pours a tail on the drinks. She's a great bartender; however, she chews gum with her mouth open.

Bartender #2 ([REDACTED]) attended to the center of the bar. She is quick and energetic always looking for her next drink orders. However, agent appeared to have viewed 5 counts of bar theft in 4 different ways within a 40 minute period.

1. At 11:40 PM agent observed #2 serve 2 Coronas and 2 drinks (Vodka/Cokes?) to patrons on the south east side of bar. The guest handed her a \$20 bill and said to keep the change. She went to register and rang "No Sale" or "00" but pretended to deposit money, close the drawer and put the bill in her right front pocket.
2. At male guest ordered a Bud Light beer and handed #2 money and waived his hand to her as if to say "Keep it." #2 then deposited all the money into her tip jar.
3. A male guest ordered a drink and handed #2 money and walked away from the bar. #2 rang "00" on the register then deposited all the money into her register drawer.
4. Two women approached the bar and ordered a Miller Genuine draft and a Fat Tire. #2 stayed and flirted with the girls for a moment then accepted their money and moved to the register. She rang "00" deposited their bill then removed change to give back to them.
5. Customers ordered 2 shots, a bottle beer and a small pitcher of beer. #2 was given a \$20 bill and told to keep it. #2 was directly in front of me as I observed the \$20 bill in her hand. She made another drink order for a male customer rang that in deposited ALL the money then made change for the other drink, not accounting for the former order (\$20) at all.

Agent is 99.9% sure that #2 is stealing a large amount of money from the bar. She is very smart and elusive in her techniques.

It is suggested drawers be changed out on a random basis during mid-shift to determine discrepancies. A chart of bartender sales can also be used to determine under performers and possible bar theft.

Addendum:

The agent called the manager on duty from the parking lot and informed her of the bartender's actions. He suggested if a bank was ready in the office to Z out register and replaces the old bank with the new. The next day, the MOD informed us that she did this and at 12:30 pm on a Saturday, the bank was exactly \$220 off. Ironically, there was exactly \$220 hidden in the drawer between the \$50 and \$100 bills. The bartender was using the cash drawer as her own bank for stolen money and was caught red handed.

Evaluation Area: Security Services

		Score/Max	
Service:	Checked all identifications of everyone appearing 30 years old or younger?	8	10
Identified:	Easily identified as part of the security team?	10	10
Friendliness:	Seemed friendly and inviting?	8	10
Professional:	Conducted him/herself professionally with guests and staff?	10	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?	8	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?	8	10
Friendliness:	Acknowledged our departure?	0	10

Maximum Total 90

Actual Total 72

Score 80%

Security Summary:

Security Z (White male dark hair) was at door upon entrance and waived me through without asking for identification. Security needs a better presence in parking lot; aforementioned two counts of alcohol being consumed in lot. Security failed to say good night upon departure and allowed me to leave with an open 1/2 finished bottle of water.

Evaluation Area: 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?	7	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?	10	10
Value:	Drinks were perceived to be a good value for the price?	7	10
Maximum Total		70	
Actual Total		64	

Score **91%**

Beverage Summary:

It's the agent's opinion that the standard drink is rather weak. The establishment utilizes pour stop spouts but every single bartender at one time or another circumvents this pour amount by bumping or turning the bottle for a tail and pouring an additional ½ ounce. Agent's opinion to do away stop pour spouts because staff does not use them as they were intended, and replace with metal tip pour spouts. In addition, having a staff meeting and training all your bartenders to pour consistently the same will have a better effect than the stop pour spout.

