



Date: 01-13-2005  
Time in: 10:45  
Time out: 1:15

<b>Evaluation Area</b>	<b>Max Score</b>	<b>Actual Score</b>	<b>%</b>
Facility	140	125	89%
Host Services	90	76	84%
Bartender Services	210	170	81%
Wait Staff Services	150	118	79%
Bar back Services	60	55	92%
Security Services	100	65	65%
Food & Beverage Quality	50	39	78%
Management	80	78	98%
<b>TOTAL</b>	<b>880</b>	<b>726</b>	
<b>OVERALL SCORE</b>			<b>83%</b>

**Evaluation Area: Facility**

<b>Exterior</b>		<b>Score/Max</b>	
Signage:	Visible, well lit, and in good condition?	8	10
Lighting:	Maintained and appropriate?	10	10
Parking lot:	Maintained and clean?	8	10
Parking lot:	Drinking or other illicit behavior not observed?	5	10
Building:	Maintained and clean?	10	10
Main Entrance:	Maintained and clean?	8	10

**Interior**

Waiting area:	Maintained and clean?	10	10
Floors:	Clean, swept, vacuumed, in good condition?	9	10
Décor:	Good condition and appropriate?	10	10
Lighting:	Maintained and appropriate?	10	10
Music:	Appropriate sound levels and style fits theme?	8	10
Cleanliness:	Host podium and stand up rails free of glassware?	10	10
Restroom:	Clean, odor free, and in good condition?	9	10
Restroom:	Stocked with paper products and soap?	10	10
Restroom:	Restroom attendant was friendly and helpful?	10	10

**Maximum Total**

**140**

**Actual Total**

**125**

**Score**

**89%**

**Facility Summary:**

Upon arrival, agent walked entire lot and a minimal amount of trash was seen. However, in the southwest corner of the lot 2 males were seen drinking beer parked in Blue Dodge Neon. As agent walked by a very



noticeable odor of burning marijuana was detected. Upon exit there were numerous beer bottles in the parking lot that were not there upon arrival signifying alcohol being consumed on parking premise during evaluation. There were numerous cigarette butts and a black empty styro



to-go container crumpled on the sidewalk in front of the entrance; it had been removed upon departure.

Agent was pleasantly surprised at how well the establishment was kept up during the busiest time of a weekend evening. Only a few scatterings of grouped glassware were seen throughout the night and mainly on the patio adjacent to WELL #2.



The floors had miscellaneous bar debris but nothing out of the ordinary. Women's restroom was checked on two occasions and was relatively clean both times except for a few papers on the floor. A toilet seat



was loose and one of the stalls did not have any toilet seat covers. The men's room on both occasions was surprisingly clean. Water had leaked on to the floor by the first stall and there was noticeable graffiti on the wall.

The temperature within the main room was moderate and constant. Agent made special note of how remarkably clean the air was in unison with the amount of people that were smoking; very good ventilation. Patio was rather frigid and uncomfortable. In the general area we were seated one heater was barely functioning and the other was completely turned off with the turn knob removed. The candles were also not lit.



**Agent found the congestion between the railing and bar to be very cumbersome at times. As this is the design and cannot be changed, agent recommends that all barstools be taken away from bars edge to prevent “campers” and to create a more even and transient flow in and out of this corridor.**

**The incredible lighting system was duly noted. The sound system was also very clean. The music was loud but so clean that guests could hold conversation without screaming.**



Host Summary:

**PHONE CALL WAS RECORDED AND SENT AS AN MP3 FILE**

Phone was answered before the second ring, [REDACTED] [REDACTED]” He was asked directions from [REDACTED] and replied, “Your best bet is to jump on the freeway (Did not state which freeway) and then head towards.....I guess head south; then get off on [REDACTED]; get on to the [REDACTED]; your best bet is to go onto [REDACTED] then park at [REDACTED] e or in our back parking lot.”

[REDACTED] was asked if the facility was more of a restaurant or a nightclub and responded, “[REDACTED] [REDACTED] in it.” He was asked more about music and explained the different music genres in detail.

When [REDACTED] was asked if there were any drink specials he asked the caller to hold so he could look then returned and said there were none. He was asked if there was a dress code and gave a detailed description. [REDACTED] was lastly asked if there is a cover charge and stated there was and that it was \$[REDACTED].

A cashier was present ([REDACTED]r) when paying cover charge. Initially she made no eye contact and simply said “7 dollars.” She made change for the agent again without eye contact, but when handing the money back smiled and said thank you. She wasn’t rude, just rather robotic.

<b>Evaluation Area: Bartender Services</b>		<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time?	10	10
Friendliness:	Bartender was friendly, personable, and introduced self?	8	10
Service:	Cocktail napkins were used for each drink?	10	10
Service:	Pouring method within operating controls and followed correct recipes? (1 1/4 oz)	8	10
Sales Ability:	Did bartender offer menu (< 10 PM) if seated @ bar?	n/a	n/a
Timing:	Drinks were served in timely manner after ordering?	7	10
Honesty:	All drinks properly recorded immediately after service?	7	10
Honesty:	Tip jar not used to make change or handled in any way?	10	10
Honesty:	Cash handling procedures were handled within controls?	7	10
Honesty:	Tab procedures were handled within the controls?	8	10
Honesty:	Giving away free drinks by bar staff not observed?	3	10
Sales Ability:	Additional drinks were offered at appropriate times?	6	10
Honesty:	Bartender charged the appropriate amounts for drinks?	10	10
Honesty:	Bartenders tab presented correctly with no mistakes?	8	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking?	10	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls? (Servers waiting)	7	10
Cleanliness:	Bar top and back bar were clean and organized?	7	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	10	10
Cleanliness:	Empty glassware cleared in a timely manner?	9	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**  
**Actual Total**  
**Score**

**210**  
**170**

**81%**

## **Bartender Summary:**

Agent approached bar and stood without recognition for nearly 8 minutes. Bartender [REDACTED] ([REDACTED]) were present and making drinks for customers. Agent became disgruntled when during the aforementioned time period; [REDACTED] proceeded to fill the drink orders for three other groups of female guests who had arrived after agent had taken a place at the bar. After the three separate drink orders were completed, the ill feeling was exacerbated as [REDACTED] then proceeded to play grab ass with fellow workers, as well as, have a paper and bottle cap throwing war with some of his known customers/acquaintances at the bar. [REDACTED] finally fulfilled the order and asked for payment.

This was not an isolated incident as later in the evening, agent again approached bar and stood waiting for several minutes as [REDACTED] leaned ½ ways over the bar and flirted with 3 female guests. Agent decided to order from a different bartender.

[REDACTED] seems to have a bit of a bartending elitist attitude. He appears to treat guests as if it is a privilege to be served rather than a service right. From the short time viewed, [REDACTED] definitely has a caste system of preferred customers and who get served when; it is predominantly preferred with females.

From the agent's positioning, [REDACTED] could not be adequately observed for integrity issues but was solid during the time he was viewed. [REDACTED] pours a 1 ¼ - 1 ½ oz pour on a consistent basis.

**Bartender #1** ([REDACTED]) was tending [REDACTED] #1 seems rather nice and has fun with his job; however, he tends to "lose it" when he becomes very busy. At one point, #1 was overheard saying, "Where the fuck did everybody go?" He was moving at a frantic pace trying to keep up.

At this point the bar was rather 'weeded' and customers lined up 3 and 4 deep for drinks. The action that the agent found troublesome was the sloppiness and shortcuts that #1 would take when 'weeded.' #1 would not fill all glassware proportionally with ice and drink lip levels were also disproportionate. Moreover, he would not pay attention to his pour counts. He would move so fast that the tail of all his drinks were being flipped and wasted into the air and bar top.

Now it's recognized that a full head of steam is needed when the ebb and flow of customers increase like this; however, #1 REALLY needs to calm down and pay more attention to the details of his drink making when busy as quality was severely compromised. Lastly, he was so busy and moving

so rapidly that when he took a handful of money (tips) from a customer, he just threw it at the register towards the tip jar as most of it scattered to the floor. #1 pours a 1 ¼ oz pour for the most part but varies widely when he is busy as aforementioned.

Agent overheard customer Rhonda ( [REDACTED] ) say, "well I guess he's not charging me for it." As this piqued the agent's attention, [REDACTED] was seen holding money that was never collected (agent cannot substantiate who delivered her beer).

A short period later (1/13/2006 11:45 PM), #1 was seen giving her a shot (Bailys?) and a Michelob Ultra to Rhonda. She then explained it was the wrong shot; #1 grimaced as he set the unwanted shot on the back bar and proceeded to make her some type of pink juice shot. It was given to Rhonda and no movement was made to record either drink.

Rhonda didn't appear to pay for a drink all night as they were either not rung in by the bartenders (see [REDACTED] section) or bought for her by male guests.

Agent found it difficult at times trying to discern exactly who was a bartender and who was a bar back as all seemed to be fulfilling drink orders. Agent suspects [REDACTED] may be a bar back; irregardless, issues were observed. Agent finished drink and sat empty approaching 15 minutes before waiving down [REDACTED] for a drink. [REDACTED] took my associate and my drink order and then the couple standing next to us. Bartender #1 then yelled something about Tangueray Gin and David disappeared into the back.

He emerged a short time later but continued on with other side duties not fulfilling the orders he had taken. Minutes later he made both drink orders (drink made with an inch ½ lip, the drink was made wrong and delivered with no straw) and delivered them to our neighbors and only one to us; he forgot my associates order. Instead of collecting money from the one completed order, he chose to finish our order and then collect for all four drinks. Many bartenders see this drink "grouping" as harmless but to management it can open a huge door of opportunity for bar theft and should be highly discouraged.

[REDACTED] opened a bottle of Corona and left it on the bar top. Agent cannot fully ascertain how it was ordered for but can substantiate it was not accounted for. The bottle sat on the bar to for nearly 10 minutes until a girl seated at the bar noticed it sitting there, grabbed it and drank it. Also, [REDACTED] does not pour consistently ranging from an ounce to 1 ½ oz.

█████ also showed integrity issues as he to gave drinks to Rhonda without accounting for them. He was observed delivering (1/14/2006 12:08 AM) a Michelob Ultra to customer Rhonda and did not move to record it on the POS. █████ delivered (1/14/2006 12:18 AM) 2 pink juice shots and a Michelob Ultra to customer Rhonda and did not move to record it on the POS.

Bartender #2 (bar back?) (████████████████████) was seen delivering 2 juice shots (1/13/2006 11:37 PM) to two girls and made no movement to record them on the POS.

Bartender #3 (████████████████████) moved to the POS system after each transaction. His pour count is dead accurate 1 ¼ oz. He's not the friendliest guy but consistent. Only issue observed was when he spilled a drink across the bar top he cupped it in his hand and scooted the contents onto the floor soiling a stack of napkins.

Bartender █████ was seen moving at a rapid pace delivering drinks to both customers and servers. He moves very fast and efficiently and seems to be a well seasoned bartender. He does have his lapses when horseplay with co-workers and/or guests gets in the way; grab ass and he stuck a \$20 bill on his forehead and left it there for some time. He also was chewing gum and drank from a can (Red Bull cheater) behind the bar. Nonetheless, he is quick, fast, and efficient and pours a dead on consistent 1 ¼ oz drink every time.

However, █████ also seems to have some integrity issues.

- █████ delivered a snifter on the rocks with > 2+ oz of liquor (1/13/2006 11:39 PM). It did not appear to be charged as a double.
- A few men approached the bar and gave █████ a warm hello and firm long handshake. They were obvious acquaintances as █████ went to make the order (it didn't appear as if they mentioned an order as █████ must have already known what they drink). 1/13/2006 11:57 PM █████ made and delivered 3 jack and Cokes and 3 Jaeger Bombs to the men. The men gave him no money or credit card. █████ moved to the POS system and touched it one time looked around and then departed. Agent can ascertain with certainty that drinks were not accounted for on the POS.
- █████ was seen delivering a beer to a customer (1/14/2006 12:01 AM) and appeared as if █████ cupped the money in his hand and then performed other bartender duties before depositing it into the tip jar. Other bartenders partially obstructed agent's view so it cannot be fully substantiated.

Bartender [REDACTED] was working the Well #2 bar by patio. He is a rather personable fellow and was the only one wearing a name tag. [REDACTED] has a constant smile and is very accommodating and a likeable person. He is very quick and self sufficient working by himself. [REDACTED] is also very fast and his pour counts are dead on accurate each and every time. However, the problem here is that [REDACTED] NEVER EVER uses the jigger, as prescribed by management, to pour drinks; he also pours a four count 1 ½ oz drink; precisely 1 ½ oz each and every time.

[REDACTED] also has some integrity issues that may be rather widespread. In less than 10 minutes of observation, the agent observed three transgressions.

- An Asian male approached the bar (1/14/2006 12:52 AM) and [REDACTED] automatically handed him a bottle of Bud Light. The man disappeared into the crowd and [REDACTED] never accounted for the beer.
- A petite Asian female approached the bar (1/14/2006 12:54 AM) and [REDACTED] made the girl a drink with grenadine, mixer, and Cuervo Gold; he handed it to her and she disappeared into the crowd. No movement to record.
- Server [REDACTED] came to the bar (1/14/2006 12:59 AM) and [REDACTED] poured her a 8 count (>3 ounces) of a slender cylindrical shaped Vodka and no chit was given and no movement to record.

We were seated at the bar for just over 5 minutes when [REDACTED] placed down napkins and asked what we would like to drink. He took our order and poured ice into glasses but then became distracted as another bartender asked him a question. He then had to return and ask us again what drinks we had ordered. He made the drinks, delivered them and asked for payment. A tab was started and a credit card collected.

[REDACTED] was polite and outgoing but seems to get distracted during his bartending duties. He also needs to keep up his work station better as the steel service well and surrounding area became rather dirty with wet spots and bar debris.

In the agent's opinion, [REDACTED] definitely has integrity issues. A little bit before 11:30 a heavy set African American female ordered a double Long Island Iced tea from Nate and was complaining before he even made the drink if it was going to be strong. Nate poured a 9 count (>3 oz) of alcohol into the drink and said, "There, are you happy?" He did charge accordingly for the drink.

A group of African American males were at the [REDACTED] and were given four rock glasses of alcohol 'neat.' Agent did not see alcohol poured but would interpolate 1 ½ to 1 ¾ oz pours in each; again 'neat' no ice. One of the men said/complained about the drink he already had. [REDACTED] grabbed a bottle of crown and poured an ounce and ½ into it. The men started to move away from the bar and [REDACTED] made no movement to the POS system to record. Moments later one of the men returned and left a large pile of money (> \$60) on the stainless steel service well top (1/13/2006 11:37 PM).

[REDACTED] proceeded to pick up all the cash and then sat it on the grill under the beer taps. The money sat there for over 20 minutes without being processed or touched. At 1/13/2006 12:00 AM another stack of bills from a cash transaction was set just to the left of the 1<sup>st</sup> pile of unprocessed monies and left.

[REDACTED] continued about his duties and the money piles sat. At 1/14/2006 12:05 AM the second aforementioned pile of money was then picked up and processed into the POS. Agent could not ascertain what was being processed as screen was not visible. It is quite possible the monies were set into the register un-accounted and removed at later time. Agent cannot substantiate this but suspects this; agent can substantiate that the 2nd amount of money sat idle without processing while numerous other transactions took place. Moreover, the original large pile of money remained under the taps.

Agent suspected that [REDACTED] may have felt agent was watching the aforementioned original pile of money; therefore, agent #2 positioned themselves to watch the money and to see if it would be removed. Agent #1 vacated area and within 15 seconds of doing so, agent #2 (1/14/2006 12:10 AM) observed Nate scoop up the large pile of money and throw all of it into the tip jar.

The POS system can be cumbersome to see. Agent would recommend re-programming (if possible) so that cash amount charged stays up on window longer. An automatic itemized breakdown of goods ordered would be appreciated as well.

Agent also noted at main bar, the back bar was in quite disarray littered with money bottles, glassware and drinks. Whenever there is a mistake drink, it's placed on the back bar for keeping. At one point there was 2 Smirnoffs, a Baily shot, a glass of wine, two draft beers etc. Agent also took note that these mistake drinks were NEVER accounted for on any kind of comp or spill sheet.

The service wells SORELY need to be wiped down more frequently as they were soaked and littered. Agent observed a wine menu that was soaked all the way through that remained on the well most of the night. Agent noticed that the transactions between servers and bartenders aren't always performed with chits present. This can create a theft opportunity with collusion between bartender and server. Except for the aforementioned incident with [REDACTED] and [REDACTED], agent doesn't suspect collusion, just laziness when busy.

On a positive note Agent was pleasantly surprised to see how personable some of the bartenders are; extending their hand for a shake and an introduction. The bar top was kept very clean for the amount of customer volume. Cocktail napkins were used nearly each and every time. Overall, the bar seemed to be running very smoothly except for the 'weeded' period mentioned in bartender #1 section.

**Evaluation Area: Cocktail Services**

<b>Seated</b>		<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time?	5	10
Friendliness:	Server was friendly and smiled and introduced self?	7	10
Service:	Cocktail napkins were used for each drink?	5	10
Sales Ability:	Server asked for liquor preference or attempted to up sell?	5	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Sales Ability:	Additional drinks were offered at appropriate times?	7	10
Service:	Server seemed accesible?	5	10
Cleanliness:	Ashtrays and empties were cleared in a timely manner?	10	10
Honesty:	Cash handling procedures were handled within the operating controls?	10	10
Honesty:	Tab procedures were handled within the operating controls? (Itimized receipt)	n/a	n/a
Honesty:	Server charged the appropriate amounts for all drinks served?	10	10
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?	10	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	7	10
Organization:	Server seemed well organized and running smoothly within the operating controls?	7	10
Hygiene:	Server not eating, drinking, or chewing gum?	10	10
Appearance:	Server dressed appropriatly?	10	10

**Maximum Total**

**150**

**Actual Total**

**118**

**Score**

**79%**

## **Cocktail Staff Summary:**

**Hit or miss is the best way to describe the cocktail staff.**

**Tria was a gem. She is personable and nice. She tends to her tables efficiently clearing and ALWAYS emptying ashtrays. She is quick to take and deliver orders and takes multiple orders at a time. She is a definite asset to the establishment.**

**Server Z ( [REDACTED] ) was serving the tables south of the dance floor. We did not order from Z, only observed. In the ½ hour of watching her, agent was amazed that she repeatedly would get ONE drink order from a table, go to the POS ring it in, then bring the ONE drink to the table and collect. Then move to the next table and do the same instead of going to three tables and getting all the orders.**

**[REDACTED] was also a delight. She is very friendly and sociable. Even though it was obvious she was busy, she was seen taking the time to hold conversations with guests. She also made the effort to tell the guests how much the order was as she took it so they could be ready upon return.**

**[REDACTED], to put it plain and simple, is a real sour puss and WAY over aggressive. My associate was receiving an ordered drink from the bar as [REDACTED] became impatient and forced her way to the bar placing her tray directly in front of my associate, bumping her shoulder, breast and partially spilling her drink. Absolutely no attempt to apologize was made for her actions. Later in the evaluation, [REDACTED] bumped into me as she left the bar and sneered at me. [REDACTED] was walking along the west side of dance floor when a bottle fell from a table or her tray (she carries her tray on a fully extended arm). A male customer picked it up and placed it on her tray as she again sneered and rolled her eyes. Bottom line, [REDACTED] is a detriment.**

**Evaluation Area: Bar-back Services**

<b>Seated</b>		<b>Score/Max</b>	
Service:	Bar top and back bar maintained and clean?	7	10
Service:	Bar-back stocking & cleaning glassware? (No log jam of soiled 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?	10	10

**Maximum Total 60**  
**Actual Total 55**

**Score 92%**

**Bar-back Summary:**

**See bar section**

**Evaluation Area: Security Services**

		<b>Score/Max</b>	
Service:	Checked all identifications of everyone?	5	10
Service:	Used name of guest and said "XXX have a good time"?	0	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?	7	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?	10	10
Friendliness:	Acknowledged our departure?	0	10

**Maximum Total**

**100**

**Actual Total**

**65**

**Score**

**65%**

## **Security Summary:**

**We were greeted by a security member at the door ( [REDACTED] [REDACTED] ). He was not very friendly and when agent attempted to hand him an ID, he simply stated and chuckled, “your not 20, don’t worry about it.” It wasn’t overtly rude but definitely rubbed me the wrong way and not the best first impression of the establishment. He was also present upon departure. Agent fumbled around with car keys to give him ample opportunity to say goodnight but he never did. This is the first and last person a guest sees; therefore, the first and last impression of the establishment. That impression wasn’t very good.**

**Security member ( [REDACTED] ) was seen occasionally cruising the room. However, on almost every occasion that agent spotted him, he was busy flirting with girls.**

**At 12:27 AM a man was seen jumping over the fence on the west patio adjacent the door. At 12:37 AM customers brought it to security member ( [REDACTED] ) attention. He was also seen cleaning up tables and glassware.**

**NO security present in parking lot before or after visit.**

**Evaluation Area: Beverage Quality**

<b>Beverage</b>		<b>Score/Max</b>	
Presentation:	Drinks were visually appealing?	7	10
Glassware:	Glasses free of chips, scratches, and adequate size?	10	10
Preparation:	Drinks made with proper levels of alcohol, mixes?	8	10
Preparation:	Good head on draft beer, appropriate collar on drinks?	7	10
Preparation:	Drinks were consistent in taste?	7	10
Value:	Cold glass offered with bottle beer/appropriate garnish?	n/a	n/a

**Maximum Total 50**  
**Actual Total 39**

**Score 78%**

**Food and Beverage Summary:**

**Drink mixes were poured inconsistent. Some had no lip some had 1 ½” lip. This led to inconsistent drink tastes.**

**In the agent’s opinion, management should rid the shot cup and free pour. However, the entire bar staff needs to be pour tested for accuracy. Entering a restaurant, a customer should receive the same drink every time, and from every different bartender that it is ordered from. When going to one bartender who pours a 1 oz weak drink and then to another who “kills” you with a 1 ¾ oz drink, you never know what to expect! If a good to strong drink is what the management desires; that is fine as long as there is consistency and there simply isn’t with the bar staff.**

**Agent highly recommends that management purchase a pour tester and frequently test all the bar staff to ascertain what they are pouring and further train them and access exactly what and how much to pour.**

