



Date: 3/2/2006
Time in: 10:30
Time out: 1:30

Evaluation Area	Max Score	Actual Score	%
Facility	180	166	92%
Host Services	15	0	0%
Bartender Services	220	167	76%
Wait Staff Services	0	0	#####
Security Services	70	70	100%
Food & Beverage Quality	70	63	90%
TOTAL	555	466	
OVERALL SCORE			84%

Evaluation Area:	Facility	10 = Best ; 0 = Worst	
Exterior		Score/Max	
Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	10	10
Parking lot:	Maintained and clean?	10	10
Valet:	Valet was courteous and timely upon arrival?	n/a	n/a
Valet:	Valet was courteous and timely upon departure?	n/a	n/a
Valet:	Valet charged appropriate amount/handled car safely?	n/a	n/a
Building:	Maintained and clean?	9	10
Patio area:	Maintained and clean?	9	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?	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?	7	10
Music:	Appropriate sound levels and DJ style fits theme?	7	10
Atmosphere:	Temperature fine, heaters or misters functioning?	5	10
Restroom:	Clean, odor free, and in good condition?	9	10
Restroom:	Stocked with paper products and soap?	10	10
Restroom:	Attendant helpful and friendly?	10	10
Maximum Total	180		
Actual Total	166		
Score	92%		

Facility Summary:

The walk up to the facility showed it to be very clean, tidy and free of debris. The patio candles were not lit. Later, upon closer inspection, only one of the heaters was lit. One of the others was apparently out of fuel and the other missing a tank all together. Some debris was seen on the ground of the patio.

Upon entry the relaxed mood really captivates you. The lighting was set perfect creating a synergistic feeling to the entire bar's eclectic décor. Agent took special note of the use of hanging light fixtures above the bar as they were all different types but seemingly fit well in unison. All candles were lit. Several became extinguished throughout the night and were immediately relit by the staff. The two bar stools that we sat at were both VERY wobbly even when seated in them. They are of very sturdy construction; therefore agent is unsure if this can be ameliorated.

The floors were kept very clean and free of debris. The tables in the rooms upon passing were all seen to be kept up rather well without clutter. The restroom towards the end has a loose toilet seat. There was several pieces of paper strewn on the floor and it also has a small trash can they seems not to be conducive with a bar crowd as it would take work to open and deposit. Agent would recommend a replacement that is not so cumbersome. It was noted that upon re-check an hour later that all paper from the floor had been removed. Urine was also present on the seat and had been cleaned away as well. Overall, the restrooms were impressive in design and kept rather clean for the most part.

An older Caucasian gentleman attendant was stationed in the hallways outside the restroom. He was EXTREMELY polite and nice. Guests would line up to use the facilities and he would mandate to them which stalls to use upon others exiting. He was overheard politely asking a female patron to wait one moment for the next stall as the one that had become unoccupied contained a urinal. During these brief waits, he was sure to create and hold pleasant conversation with waiting guests. Never caught his name but he did talk about being a life military man; Air Force.

The Hispanic bar back was VERY diligent about keeping an extremely clean bar. Empty glassware was never present on the bar for more than a minute at a time. Ashtrays were emptied and wiped out with no more than 2 butts in them; he also places a cocktail napkin over the ashtray to prevent stray ashes from flying out.

Agent was very pleased at the music selections, genres and transitions throughout the evening. We fully expected to hear trendy lounge music, electronic techno, and hip hop. To the contrary, as aforementioned, it was duly noted to be great; a mix of retro, with classic rock, modern and top 40. The transitions were fantastic as one genre was not overplayed and then moved to another but not in a drastic way.

The only major issue we had with the music was how incredibly loud the staff turned it up a little ways into the evaluation. It was so loud that it was very cumbersome to talk to the person next to you. Speaking to the bartenders was next to impossible.

Agent understands full well that the music needs to be louder at times to create mood, energy and atmosphere; however, it really needed to be managed better. When the crowd is a bit sparse, that leaves large areas of open space in the club which the sound waves bounce off the floor and extrapolate. This volume was perfect later in the evening when many more bodies were present to absorb the sound waves and improve the clarity.

A [REDACTED] was seen working the room and creating excitement. Agent assumes he works for the bar as a promoter of some type; this guy really has some energy.

The service well area adjacent the lavatories at times became a playground of workers and patrons. Horse-play and grab-ass were the protocol at this location; it looked rather unprofessional at times in full view of the patrons of this upscale bar. We attempted to enter this area at one time and were abruptly told it was off limits. Other times this area was seen to be more of a 'liquor playground' which will be discussed in the bartender section of this evaluation.

Agent noted that many guests coming to the establishment were transient in nature. They would only come in for one or two and then leave. It seems like guests go to the [REDACTED] for one or two and leave.

Evaluation Area: Host Services 10 = Best ; 0 = Worst

Preliminary Phone Call		Score/Max	
Timing:	Was phone answered in timely manner?	0	10
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?	0	5
Directions:	Employee was able to give clear and accurate directions to the establishment?	n/a	n/a

Maximum Total 15
Actual Total 0

Score 0%

Host Summary:

PHONE CALLS WERE RECORDED AND SENT AS AN MP3 FILE.

Three phone calls were made between 7:00 and 8:30 pm and all were answered by a machine voice saying the mailbox for the [REDACTED] is full. Nothing else was stated. Agent would recommend better awareness of ringing phone, as well as, an informative answering machine.

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

Arrival		Score/Max	
Timing:	Acknowledged in appropriated amount of time?	10	10
Friendliness:	Bartender was friendly, personable, and introduced self?	7	10
Service:	Cocktail napkins were used for each drink?	8	10
Service:	Pouring method within operating controls and followed correct recipes? (2 oz drink pour - \$9)	5	10
Timing:	Drinks were served in timely manner after ordering?	8	10
Sales Ability:	Bartender seemed accessible?	9	10
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	3	10
Honesty:	Cash handling procedures were handled within the operating controls?	10	10
Honesty:	Tab procedures were handled within the operating controls?	5	10
Honesty:	Comps procedures were handled within the operating controls?	5	10
Honesty:	Giving away free drinks by bar staff not observed?	3	10
Sales Ability:	Additional drinks were offered at appropriate times?	7	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	10	10
Honesty:	Bartenders tab presented correctly with no mistakes?	0	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?	n/a	n/a
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

██████ was the other bartender working that evening. She is a very friendly girl with an outgoing and vibrant personality. She introduced herself by name as she strikes and holds conversation well and was seen doing it with many guests throughout the evaluation period. She exudes her sexuality and emits just the right amount of flirtiness as not to be blatant forward but rather seductively shy. Personality wise she is a great bartender who utilizes her salesmanship skills very well.

Conversely, some of her bartending mannerisms were lacking. She does not always use cocktail napkins, leaves guests empty on drinks at times, takes an order and fills someone else's before getting back to the original guests, and does not always go to the register to record after making drink orders. At one point the agent sat 17 minutes with nothing in front of me (bar back cleared everything away) and another time for 12 minutes with an empty glass before being offered it to be replenished. She also seems rather confused about where certain liquors and other items are stored, as well as, knowledge about particular liquors offered and pour counts. She was seen drinking from a Gibraltar glass near the service well and bottled water another time.

Agent is firm that she is a seasoned bartender from viewing her bartending mannerisms. It would be the best guess that she is new to this bar and its surroundings and not fully trained as of yet. She was seen repeatedly looking for certain liquors and other items and asking ████████ for assistance.

She was seen pouring either one of two different pour counts; it was either 1 ½ oz or 2 oz. She was seen on one occasion beginning to pour a set of drinks with a 1 ½ oz pour count and then shaking her head as if to remind herself to pour a stronger 2 oz drink at this establishment and then pour the additional ½ oz of liquor.

████████████████████ worked very well together. At times it was seen to be a little too well. At least a dozen times they were seen grab-assing, fondling, hugging or caressing each other behind the bar. Agent would assume they are a couple or at the very least, very fond of each other. Agent does not want to come across as prudish but this behavior really isn't conducive to an establishment like this or any other for that matter. It really doesn't look very good and probably hurts their gratuities. Moreover, if one was to become terminated and disgruntled, the 1st thing an attorney asks a client is if there was any inappropriate touching in the workplace. Bottom line it's better left out of work and especially in the sightline of guests.

Agent suspects that [REDACTED] may have been acting in an MOD capacity. He was heard on several occasions telling customers that drinks “were on me.” As this can only be done through ownership or managers or else is an ADLLC violation. Furthermore, agent is not privy to any ‘comp’ drink procedures allowed by the ownership/management staff. One would assume, however, that they still need to be recorded which definitely was not the case during this evaluation.

On at least three occasions he was seen delivering drinks to guests as they had money in hand for payment and simply walking away. One woman when inquiring to pay him and he said it was on him; “Cool thanks!” [REDACTED] has a horrible habit of not ringing drinks right away. She appears to ring some later and others not at all; suspected hook-ups.

The following issues were observed:

- 3/2/2006 10:15 PM - [REDACTED] - Delivered a shot and a water no cash was accepted and no payment and made no movement to record on the POS.
- 3/2/2006 10:19 PM [REDACTED] - Delivered a drink no cash was accepted and no payment and made no movement to record on the POS.
- 3/2/2006 10:34 PM - [REDACTED] failed to ring our drink order.
- 3/2/2006 10:35 PM - [REDACTED] delivered a drink no cash was accepted and no payment and made no movement to record on the POS.
- 3/2/2006 10:42 PM - [REDACTED] delivered a drink to a man in a hat no cash was accepted and no payment and made no movement to record on the POS.
- 3/2/2006 10:43 PM - [REDACTED] delivered a wine no cash was accepted and no payment and made no movement to record on the POS.
- 3/2/2006 10:46 PM - [REDACTED] made two drinks and was delivering them to guests when Mitchell interrupted her and said “Those drinks are on me.”
- 3/2/2006 10:53 PM - 4 drinks were delivered by [REDACTED]. The customer informed him she had a tab with a server. Mitchell looked annoyed and said he would take care of it. He didn’t move to the POS; however, he was seen talking with a server a few minutes later.

- 3/2/2006 10:58 PM – A man was seen in the service bar area joking around with the bar back. The bar back made a red bull and vodka with over 2 oz and gave it to him. He accepted no money, did not record it, or inform a bartender.
- 3/2/2006 11:07 PM - █████ failed to ring our drink order.
- 3/3/2006 12:10 AM - █████ delivered two drinks no cash was accepted and no payment and made no movement to record on the POS.
- 3/3/2006 12:18 AM - █████ was seen at service well area conversing. Agent's view was partially obscured but his arm moved upward and his hat jilted backward as he sat a shot glass down. Agent cannot fully substantiate what was in the shot as it was not viewed poured.
- 3/3/2006 12:34 AM - █████ delivered four shots no cash was accepted and no payment and made no movement to record on the POS.
- 3/3/2006 1:12 AM █████ delivered two drinks and only one was charged to the customer.
- 3/3/2006 1:14 AM - █████ delivered a drink to the well area no cash was accepted and no payment and made no movement to record on the POS.

Agent tabbed out and left a large gratuity for the bartenders. There was 1 beer and 1 drink not accounted for on the original tab. Minutes later, and by design, agent ordered two more drinks (Beer and Single Barrel Jack & Coke) and I was only charged for the \$█ drink and not the beer.

Evaluation Area: Cocktail Staff 10 = Best ; 0 = Worst

Seated		Score/Max	
Timing:	Acknowledged in appropriated amount of time?	n/a	n/a
Friendliness:	Server was friendly and smiled and introduced self?	n/a	n/a
Service:	Cocktail napkins were used for each drink?	n/a	n/a
Sales Ability:	Server asked for liquor preference or attempted to up sell?	n/a	n/a
Sales Ability:	Server seemed accesible?	n/a	n/a
Timing:	Drinks were served in timely manner after ordering?	n/a	n/a
Honesty:	Cash handling procedures were handled within the operating controls?	n/a	n/a
Honesty:	Comps procedures were handled within the operating controls?	n/a	n/a
Honesty:	Giving away free drinks by wait staff not observed?	n/a	n/a
Honesty:	Server charged the appropriate amounts for all drinks served?	n/a	n/a
Honesty:	Server tab presented correctly with no mistakes?	n/a	n/a
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?	n/a	n/a
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	n/a	n/a
Organization:	Server seemed well organized and running smoothly within the operating controls?	n/a	n/a
Hygiene:	Server not eating, drinking, or smoking during shift?	n/a	n/a
Appearance:	Server dressed professionally with proper hygiene?	n/a	n/a

Maximum Total 0

Actual Total 0

Score #####

Wait Staff Summary: Not evaluated per management instruction.

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

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?	7	10
Value:	Drinks were perceived to be a good value for the price?	9	10

Maximum Total 70
Actual Total 63

Score 90%

Beverage Quality:

Some drinks (█████'s) were made with reduced amounts of alcohol making for non-consistent drink taste. Agent believes many would balk at the \$9 drink price; personally, I love it getting top shelf liquor at a generous pour. Most likely keeps out the riff raff.

