



Date: [Redacted]  
Time in: 11:00  
Time out: 1:30

Evaluation Area	Max Score	Actual Score	%
Facility	150	107	71%
Host Services	30	20	67%
Bartender Services	200	146	73%
Cocktail Services	0	0	#####
Security Services	80	79	99%
Food & Beverage Quality	70	59	84%
Management	0	0	#####
<b>TOTAL</b>	<b>500</b>	<b>391</b>	
<b>OVERALL SCORE</b>			<b>78%</b>

**Evaluation Area: Facility**

		<b>Score/Max</b>	
<b>Exterior</b>			
Signage:	Visible, well lit, and in good condition?	10	10
Lighting:	Maintained and appropriate?	10	10
Building:	Maintained and clean?	10	10
Windows:	Clean and free of cracks?	10	10
Main Entrance:	Maintained and clean?	7	10
<b>Interior</b>			
Patio area:	Maintained and clean?	5	10
Floors:	Clean, swept, vacuumed and in good condition?	0	10
Décor:	Good condition and appropriate?	5	10
Lighting:	Maintained and appropriate?	10	10
Furniture:	Clean, good condition, and sturdy?	7	10
Music:	Appropriate sound levels and DJ style fit theme?	10	10
Atmosphere:	Temperature comfortable inside and out? (Heaters were on?)	7	10
Restroom:	Restroom attendant was friendly and helpful?	5	10
Restroom:	Clean, odor free, and in good condition?	3	10
Restroom:	Stocked with paper products and soap?	8	10

**Maximum Total 150**  
**Actual Total 107**

**Score 71%**

## **Facility Summary:**

**The walk up to the facility was crowded but mostly free of debris. There was a crowd of about 25 all waiting in line rather patiently. The front entranceway was also clean and free of debris.**

**The inner facility was quite the opposite. All the floors inside were really trashed with glass, bottles, butts, and paper strewn throughout. Some of it rather dangerous at parts as broken glass was seen near the dance area and NEVER cleaned up; all it would take would be one half intoxicated female who decided to dance with her shoes off to cause a law suit. Agent stepped, slipped and nearly fell when my foot set on top of an abandoned Heineken bottle on the patio. Trash as mentioned, was littered throughout the main building. My associate spent clumsily began pulling paper off of the bottom of her shoe that had stuck while walking the upstairs.**

**Agent realizes the amount of people present creates a litter issue, but this definitely needed to be controlled somewhat better. Agent would advise management to hire two bussers, who can also double as kitchen staff, and have them specifically roaming the entire facility solely picking up trash, bottles and carrying a broom and stand pan to collect trash on the floor.**

**Heaters were not functioning on the upper top patio but were on the lower near the entrance; although the heat doesn't radiate very well and a female, who was less than sober, was seen cursing "mother fucker" at it while she attempted to adjust the heat up.**

**Agent noted groups of males gathering on the patio staring through the window at the beer tub girls dancing and gyrating. One man was overheard telling his cohort, "Dude, look at that shit! This fucking place rules." Agent agreed that the strategic place for the window is VERY fitting. Conversely, there was a brunette girl that was viewed on the bar upstairs that was odd and just didn't fit right. She was attractive; however, her actions and dancing were less than enthusiastic almost as if she looked forced to do it and really hated it. It really didn't achieve the desired effect of a hot girl spontaneous jumping on the bar and wildly dancing. Maybe she is self conscious or maybe more than one girl was needed to be dancing at the same time to create energy.**

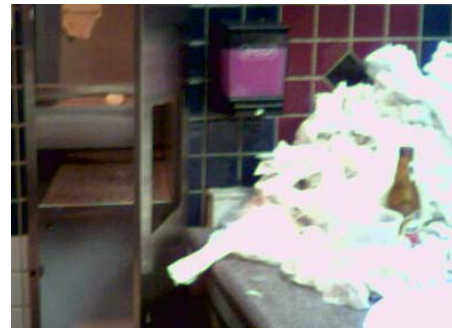
The area near both restrooms needs more security presence as crowds clogged the area. The downstairs restroom area should have a security spotter watching for congested areas and asking people to disperse or line up better to create an easier ebb and flow through the area.



The men's downstairs restroom had an attendant that was pleasant with guests but didn't keep the restroom as clean as it probably should have been. It wasn't a total disgrace, just soiled. The trash can definitely needed to be serviced. Men's room upstairs not evaluated because of the excessive line.



The women's room downstairs was way trashed. There was a mess in the



stalls, on the floors, and the walls. The sink basin was a complete mess and sorely in need of attention.



**Evaluation Area: Host Services**

<b>Preliminary Phone Call</b>		<b>Score/Max</b>	
Timing:	Was phone answered in timely manner?	5	10
Friendliness:	Employee answered with appropriate greeting, identified themselves, and was pleasant?	10	10
Knowledge:	Employee was knowledgeable of any specials, events, and general bar information?	5	10
Directions:	Employee was able to give clear and accurate directions to the establishment?	n/a	n/a

**Maximum Total 30**  
**Actual Total 20**

**Score 67%**

**Host Summary:**

**The phone call was taped and is attached as a WAV file.**

The phone call was placed at 2pm on Saturday afternoon. On the first attempt, the phone was not answered and instead was picked up by a very informative answering machine message.

The second attempt—made just 2 minutes later—was successful. [REDACTED] answered after one ring with the appropriate greeting and identifying himself.

[REDACTED] was jovial and friendly throughout the call, although he did not have ample knowledge about the facility. When asked about booking a private party, [REDACTED] could tell me absolutely nothing of details on drink specials, times available, pricing, etc. [REDACTED] told the agent that he was “just a bar back.” While the agent understands that the manager deals with most of the scheduling, all employees should have the general knowledge to share with customers when the phone is answered.

[REDACTED] directed the agent to call back on Tuesday and ask for a different [REDACTED] about scheduling the party. He then asked for my name and number to give to the manager.

**Evaluation Area: Bartender Services**

<b>Arrival</b>		<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time? (< 1 min at least eye contact to acknowledge)	7	10
Friendliness:	Bartender was friendly and personable?	8	10
Service:	Pouring method within operating controls and followed correct recipes? (4 count 1 1/2 oz pour)	3	10
Service:	Bartender attempted to up-sell?	5	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Service:	Bartender delivered cash receipt?	5	10
Honesty:	All drinks properly recorded immediately after service?	5	10
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	Cash handling procedures were handled within the operating controls?	5	10
Honesty:	Tab procedurs were handled within the operating controls?	n/a	n/a
Honesty:	Giving away free drinks by bar staff not observed?	5	10
Sales Ability:	Additional drinks were offered at appropriate times?	7	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	7	10
Honesty:	Bartenders tab presented correctly with no mistakes?	n/a	n/a
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking?	5	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?	8	10
Cleanliness:	Ashtrays emptied and cleaned in a timely manner?	10	10
Cleanliness:	Empty glassware cleared in a timely manner?	8	10
Organization:	Bar seemed well organized and running smoothly within the operating controls?	8	10



The [REDACTED] bar to the [REDACTED] had three bartenders.

Bartender #2 – [REDACTED]  
[REDACTED]

Bartender #3 – [REDACTED]

Bartender #4 – [REDACTED].

Bartender #2 was quite the attraction for numerous women. He obviously has quite the following as he is quite the entertaining bartender. #2 had a gaggle of girls surrounding his area and one was overheard saying, “See, I told you he was hot, and you didn’t want to come here. My god! I could just drink him up.” It was rather humorous to hear.

#2 is a very fast bartender who seemingly knows where all his tools are without having to look. He moves fast and efficiently but it’s so clogged in this area it takes seemingly forever to get a drink. His use of flair is very good and not over the top. However, his drink pouring by far is. He was seen pouring a 2 oz drink consistently for the most part. Agent ordered a tall drink and was poured > 4 oz of alcohol in it and charged for a double without being asked first. Paying that much money for a drink and then being way over-pored that much liquor was disconcerting; especillay when it ended up in the trash!

**ADLLC liquor code violation.**

**Arizona Liquor Law - Title 4, Chapter 2, Article 3, Section 4-244, Verse 23. For an on-sale retailer or employee to conduct drinking contests, to sell or deliver to a person an unlimited number of spirituous liquor beverages during any set period of time for a fixed price, to deliver more than thirty-two ounces of beer, one liter of wine or four ounces of distilled spirits in any spirituous liquor drink to one person at one time for that person's consumption or to advertise any practice prohibited by this paragraph.**

#2 drinks an energy drink with a straw he keeps in the cooler.

Bar back Z was attending duties behind this bar as well. He was a [REDACTED]. He was seen moving around the bar performing different duties and at times looked bored with at times little to do and would perform some bottle flair; really not necessary but entertaining to him. A male patron was heard asking to order drinks from him and was told that he would have to order them from the bartenders. Agent found this odd as 2 minutes prior he had viewed him making drinks for a girl at the bar.



#5 also pours absolutely crazy strong drinks. He pours on average an astounding 2 ½ oz a drink. He was seen pouring a man a 3 oz drink of Crown and it did not appear charged as a double. #5 was seen pouring a female patron a Finlandia and cranberry with > 4 oz of vodka.

**ADLLC liquor code violation.**

**Arizona Liquor Law - Title 4, Chapter 2, Article 3, Section 4-244, Verse 23. For an on-sale retailer or employee to conduct drinking contests, to sell or deliver to a person an unlimited number of spirituous liquor beverages during any set period of time for a fixed price, to deliver more than thirty-two ounces of beer, one liter of wine or four ounces of distilled spirits in any spirituous liquor drink to one person at one time for that person's consumption or to advertise any practice prohibited by this paragraph.**

#5 appeared to have integrity issues. Certain actions that he was performing, seemed off and highly suspicious, but could not be substantiated. However, one was substantiated. There was a male customer at the bar sitting for some time. He was obviously acquainted with #5 in some way; friend or loyal customer. He was seen delivering a drink to the man and collecting no money. He went to the POS and printed out a check without making a transaction and placed it in front of the man. The man walked away exchanging nothing. Agent confiscated the receipt left on the bar. Agent had not arrived in the establishment until after 11:00 pm, had gone to two other bars and it was around midnight; however, the receipt #5 gave to this man was time stamped at 10:43 pm. Side note – no receipt given for my ordered drink.

Fast Close/1	10:43 PM
Guests: 0	40047
Malibu (2 @4.00)	8.00
Sub Total	8.00
Total	8.00
CASH	8.00
Balance Due	0.00

Have a nice day!

--- Check Closed ---

Bartender # 6 was working the west side of the bar and the service bar. He also over-pours but not to the excess as #5. He was seen pouring a Jaeger drink over 3 oz of liquor. He seemed nice but we could not view all his actions from our positioning. Agent cannot substantiate, but he appeared to give 2 drinks away. Agent did not view the beginning of the transaction or the drinks being made, but saw 2 drinks go out and no movement to the POS to record or money accepted.

Bar Back X was seen talking with a young Hispanic female. She ordered 2 Michelob Ultra and what looked like a Long Tea. She told X that she new the bouncer. X insisted on payment and was beginning to become annoyed with the girl; as was I. X asked "Do you know his name?" She responded and it sounded like [REDACTED] X gave her the drinks without charge; not sure if this was 'comped' from who she supposedly knew or X's growing lack of patience with her. Nothing was recorded on a comp or spill sheet and on a side note, she left no tip!

### The upstairs bar

Bartender #7 – [REDACTED]

Bartender #8 – [REDACTED]

Bartender #7 wasn't the friendliest of the bunch as she rarely smiled while we were present. We were not present here for very long so maybe something had just happened that 'ticked' her off. She poured our drinks with over 2 oz of liquor in them. She was seen poring other drinks with this comparable strength as well as, pouring Bacardi O (?) without a pour spout.

Agent noticed to of his former employees who used to bartend for him; therefore, we evacuated the area before being recognized. Hence, #8 was not evaluated.

[REDACTED] bar

Bartender #9 was a [REDACTED]  
[REDACTED] He was by far the friendliest of all the bartenders we had met and/or conversed with that evening. He is very attentive to guests, strikes and holds interesting conversation, and entertains. He fits this quite bar perfectly. Drinks are poured just over a 1 ½ oz pour and all transactions were seen input on the POS. He was overheard delivering a credit card receipt as he scanned the card 1<sup>st</sup> for the customers name and said, "Thanks a lot for coming in George." He is obviously a well experienced and pedigreed bartender. He is very likeable.

██████████ bar

Bartender H (████████████████████) was in very good spirits during our time ██████████. The agent should mention immediately that these good spirits could have been alcohol induced; and in my unsubstantiated opinion probably most definitely were. While the hunch again could not be substantiated, I didn't see it but knew it; bar H definitely showed signs of drinking, including bloodshot eyes, slurring speech and wavering her balance a tad while standing behind the bar. An ADLLC agent would have breath tester her. Nothing shuts the doors down, and is more costly, than this.

### ADLLC TITLE 4 LIQUOR VIOLATIONS

12. For a licensee, when engaged in waiting on or serving customers, to consume spirituous liquor or for a licensee or on-duty employee to be on or about the licensed premises while in an intoxicated or disorderly condition.

Bar H also gave away drinks quite frequently. Although there was no POS, the agent assumes that Bar H is expected to move to the register or at least collect cash when a drink is given to a patron. During our time at the outside bar she was seen to give away:

- 1:02 am: Amstel Light
- 1:05 am: Two red shots (So Co?)
- 1:10 am: One red shot (So Co?)
- 1:15 am: Jack and Coke

Bartender H pours inconsistently, apparently on who she is making the drink for. When making a drink for a male patron that was apparently known to her, she poured an 8 count, while normally pouring a 5 or 6 count.



**Evaluation Area: Security Services**

		<b>Score/Max</b>	
Service:	Checked all identifications of everyone appearing 30 years old or younger? (said name back to guest)	9	10
Identified:	Easily identified as part of the security team?	10	10
Friendliness:	Seemed friendly and inviting?	10	10
Professional:	Conducted him/herself professionally with guests and staff?	10	10
Service:	Visible on the floor and moving throughout the restaurant on guard for any possible problems? (collecting empty glassware)	10	10
Appearance:	Dressed professionally with appropriate hygiene? (shirt tucked in)	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?	10	10

**Maximum Total**  
**Actual Total**

**80**  
**79**

**Score**

**99%**

## **Security Summary:**

**People were waiting patiently in line upon entrance; it moved rather quickly too. A [REDACTED] (Head of security?) asked my associate for her ID, checked it thoroughly and handed back to her without saying anything. An [REDACTED] security member requested and checked my ID thoroughly as well. It was also a VERY pleasant surprise when he extended his hand, shook mine, and then said, "Welcome and enjoy yourself." A female cashier with brunette hair was present when we approached and said with a smile, "\$5 each please." She was asked if there were any drink specials going on and said, "I really don't know."**

**Evaluation Area: Food and Bev Quality**

<b>Beverage</b>		<b>Score/Max</b>	
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
Preparation:	Hot drinks hot, cold drinks cold?	10	10
Selection:	Good selection of cocktails, beers, and beverages?	10	10
Preparation:	Beverage full of flavor?	8	10
Value:	Drinks were perceived to be a good value for the price?	8	10

**Maximum Total 70**  
**Actual Total 59**

**Score 84%**

**Food and Beverage Summary:**

Drinks served here are crazy strong! Numerous liquor violations seen poured. Bartenders should realize that up-selling is good but mad over-pouring is not. You're not doing anyone a favor pouring a 4 oz drink; they put themselves at risk, management/owners at risk, the soon to be intoxicated patron and risk, and moreover, because a 'killer' drink is served, the patron is ordering less drinks which means less revenue for the bar and smaller tips for the bartenders.

Eye Spy has some recommendations for possible desirable changes for the establishment. Eye Spy would like to strongly state that these are only opinions and recommendations and can be taken by ownership/management as such.

Agent believes that more food sales could be made even during busy times. Agent overheard two males talk about leaving to go to [REDACTED] and eat. One said, "Dude lets just go get a burger and head to [REDACTED] right there." Agent would suggest some type of [REDACTED] serving food until 2:00 am. Possibly [REDACTED].

**It is next to impossible to properly 'spot' this bar for integrity bar theft issues as the existing POS system is old and antiquated. The upstairs bar is impossible to see what they are ringing, as well as, the downstairs non-Aloha system registers. Not only is the system outdated but is a very safe haven for hiding bar theft. If a trained spotter's eye has difficulty reading transactions what do you think they can get away with? That system has so many loop holes that discussion would be to long. Agent HIGHLY recommends that management purchase a new POS system (preferably Aloha as they seem to be the best and the amount flashes on the screen with big letters/numbers – i.e. NO SALE!). The money spent will most likely be made up very rapidly in the money saved from shrinkage and theft.**

**Side note - Agent was informed that there is a \$2 call it for employees and a friend with no safe guards attached. I did not observe any issues with this (but then again I can't always see if something is rung in as \$2 because of the POS) but would almost guarantee that bartenders are abusing this. Agent would recommend that in order for employees to receive \$2 call its, they need to sign a receipt and the receipt turned into with their bank at the end of the night checked off against their printout of \$2 drinks. I strongly suggest doing this right away.**

**Evaluation Area: Management**

<b>Seated</b>		<b>Score/Max</b>	
Service:	Visible on the floor and throughout the bar?	n/a	n/a
Identified:	Easily identified as the Manager on Duty?	n/a	n/a
Friendliness:	Seemed friendly and sociable?	n/a	n/a
Service:	Helpful and attentive to guests?	n/a	n/a
Service:	Helpful and attentive to employees?	n/a	n/a
Leadership:	Seem cool, calm, collected and in control?	n/a	n/a
Appearance:	Dressed professionally with appropriate hygiene?	n/a	n/a
Problem Solving:	Handled problem professionally?	n/a	n/a
Problem Solving:	Satisfactory solution to problem?	n/a	n/a

**Maximum Total** 0  
**Actual Total** 0

**Score** #####

**Management Summary:**

**Management not evaluated.**

