



Date: [REDACTED]
Time in: 9:00
Time out: 12:00

Evaluation Area	Max Score	Actual Score	%
Valet Services	120	120	100%
Facility	170	168	99%
Host Services	80	80	100%
Bartender Services	230	129	56%
Wait Staff Services	0	0	#####
Busser Services	0	0	#####
Security Services	90	86	96%
Food & Beverage Quality	70	61	87%
Management	0	0	#####
TOTAL	760	644	
OVERALL SCORE			85%

Evaluation Area: Valet Services

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

Departure

Efficiency:	Valet offered immediate assistance upon exit?	10	10
Efficiency:	Vehicle was retrieved in a timely manner?	10	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
Appearance:	Appropriately attired with proper hygiene?	10	10
Friendliness:	Doors opened and with a friendly departure?	10	10
Cleanliness:	Removed all receipts from windshield and keys?	10	10

Maximum Total 120

Actual Total 120

Score 100%

Valet Summary:

As my associate and I attempted to find the valet entrance, we got turned around and ended up on a side street that had no entrance to the valet. We reentered the parking lot and again tried to find the entrance for valet. We finally saw a sign located near the front of the establishment that read "Valet Services." We entered through the roped off area and waited for assistance. Agent would suggest having more signs that direct patrons to Valet services.

When we pulled up, we were instantly greeted by a male, [REDACTED] wearing black pants and a dress vest style jacket. He had [REDACTED] hair that was clean cut and sideburns. He was incredibly polite and friendly.

He immediately opened my associate's door and helped her out of the car. He also helped the guests in the back seat out of the car. He offered his hand and assisted them in stepping on to the sidewalk. He was a total gentleman.

The valet asked came to my side and said, "I would have helped you out to honey, I am sorry." Agent said that there was no need to apologize. The valet said that it was five dollars. We paid him and he told us to have a great time. He handed us an orange piece of paper that was our claim ticket.

When we departed the establishment, the valet parking had gotten crowded. There was a line waiting to drop off there cars. We were instantly greeted by the same male that had taken our car. He asked, "How was it? You're leaving so soon?" We laughed and said that we had to go and he said, "I'll be right back."

We waited for eight minutes and he brought our car right back to us. He drove it with care and escorted us back into the car as we left. He removed the receipt from the car and told us to drive home safely. He was very nice and a great welcome to and from the establishment.

Evaluation Area:**Facility****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
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

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?	10	10
Music:	Appropriate sound levels and style fits theme?	10	10
Atmosphere:	Temperature fine, heaters or misters functioning?	10	10
Restroom:	Clean, odor free, and in good condition?	8	10
Restroom:	Stocked with paper products and soap?	10	10

Maximum Total**170****Actual Total****168****Score****99%**

Facility Summary (abbreviated evaluation):

As my associate and I approached the facility, it was bubbling with action.

There were visible security guards standing at both with ropes lining the proper side for entrance. The valet service was also located
l. It looked alive and inviting.

The exterior entrance way was clean and orderly. There was no sign of cigarette butts or debris lying on the ground. The outer walls were clean and looked sharp. The exterior of the restaurant reminded agent of an
. It was a fun, enchanting feeling.

The interior of the building was just as exclusive and glamorous. As agent entered through the patio entrance, the hostess stand was clean and in order. Everything looked nice and shiny.

The patio bar was clean as well. The ground was kept clean and the bar tops were wiped down often. There was no excess glassware left lying around and ashtrays were emptied quickly. Agent never observed more than one butt in the ashtrays on the patio bar.

The bar was incredible. Agent enjoyed the no smoking aspect of this bar. Agent was impressed that in only certain areas of the entire establishment allowed smoking. This caters to all clientele especially those who do not smoke. It gives them an area to go to that will allow them to breathe fresh air and not go home smelling like a cigarette.

The bar was beautiful with the liquor bottles that lined . It appeared to be a theme, but yet there were included in the display as well. It was gorgeous.

The furniture was very inviting. The tables that surrounded the couches were stocked with glasses, ice and soda. Agent assumes for bottle service.

The high top tables . They seemed to enjoy the atmosphere and were comfortable. The bar stools were nice and comfortable. The bar top was organized, clean and very sparkly. The floors were clean and looking nice.

The interior of the restaurant, for as busy as it was, was clean and free of excess napkins and paper. Agent was very pleased that with such a high volume restaurant, the floors were kept nice and clean. Agent noticed security guards picking up random napkins from time to time to keep everything looking fabulous.

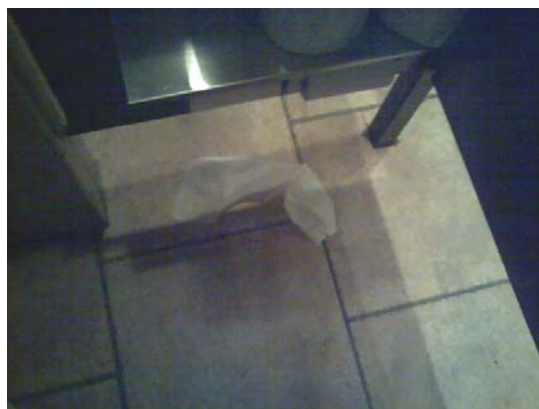
The dance floor was great. The entertainment prior to the band [REDACTED] [REDACTED] There were televisions located around the establishment that allowed patrons to view the entertainment. They were very good and the crowd seemed to enjoy the music. It was a nice dinner mix.

After about 9:45, the music changed to a mix of dance music and hip-hop. The dance floor instantly became covered in various patrons enjoying the beat. They seemed to stay on the dance floor all night. It seemed to be a spot many enjoyed venturing too.

The temperature throughout the establishment was nice. The outside patio was kept warm with heaters. They were not all turned on, but the majority of them were. Agent observed security turn one off when customers complained that they were too hot. The interior of the establishment was comfortable. It was a little warm as the bodies started to pile in. The facility did a good job monitoring the flow of people and controlled air conditioning levels appropriately.

The bathrooms were clean for the majority. In the woman's bathroom, one stall was seen with toilet paper on the floor, but otherwise it was clean. The stalls were stocked with toilet paper, paper towel and soap.

There was a female bathroom attendant. She was a [REDACTED] [REDACTED] She was friendly and helpful. She offered different condiments, such as gum, perfume, hair products, etc. When agent first entered restroom, the attendant was seen with her head lying down on the stand. She appeared to be bored. This was when the agent saw paper on the floor. Agent suggests that the attendant pay more attention to the bathroom cleanliness instead on taking a rest.



The men's bathroom was also very clean and orderly. The men's bathroom was fully stocked with paper supplies and soap.

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

Observations During Visit

Timing:	Greeted within a reasonable time upon entering?	10	10
Organization:	Employee/s seemed well organized and efficient in handling of seating arrangements?	n/a	n/a
Service:	Wait time appropriate for a table, escorted properly to the table?	n/a	n/a
Friendliness:	Host was friendly and professional?	10	10
Appearance:	Host dressed professionally with no frayed uniforms name tags, and proper hygiene observed?	10	10
Departure:	Host acknowledged our departure and said thank you?	n/a	n/a

Maximum Total 80
Actual Total 80

Score 100%

Host Summary:

Upon entering the establishment:

As we passed the security guard, we were greeted by a nice blond hair girl, 5'7", and 140 lbs with shoulder length hair. She was dressed nicely and smiled largely at each incoming guest. She was very social and made small talk with patrons.

The hostess told us that ladies were [REDACTED]. My associate made a comment that everything looked different from the first time they had been there. The hostess explained that [REDACTED]. She told us to check it out and pointed us in the correct direction. She told us to have a good time and we continued on.

Phone call:

The phone call was placed at 6:45 p.m. on Tuesday, [REDACTED]. It was picked up on the third ring by [REDACTED] was very polite and used the appropriate greeting. She introduced herself and was very helpful to agent.

Agent told [REDACTED] that she and some friends from New York were looking for a fun night club to go to. [REDACTED] asked what night we were thinking of and agent said Thursday or Friday. [REDACTED] immediately told agent the run down of all events on those two evenings. She began by explaining the new La Rouge bar and that it is open from 4 to 2 on [REDACTED]. [REDACTED] dance floor is cleared and it is open for a DJ and bands. [REDACTED] explained specials and EVERYTHING you could possible want to know about the establishment. She was wonderful. [REDACTED] must have gotten busy because she politely asked if she could put me on hold for a minute. Agent said yes and waited. Less than 30 seconds later, [REDACTED] answered the phone and introduced herself. She asked what she could help me with.

[REDACTED] was wonderful as well. She went a little more in to depth on the music style played at the establishment. She said that before 10 there is a duo [REDACTED]. She then said that there is a DJ that plays high energy dance music, a long with a band that follows. She told agent that the bands name was [REDACTED] and they were great.

[REDACTED] then asked if we would be coming in for dinner. Agent said that it was a possibility and [REDACTED] told agent the specials. She explained what they specialize in and also explained the need for reservations. She said that the sooner we call the better.

[REDACTED] then proceeded to tell agent that they have an amazing happy hour. She even elaborated on the half price wine special during the week as well as prices during happy hour. She told agent about ladies night and the great deals associated with the whole facility. This was the best phone call agent has had with an establishment.

Agent was definitely sold on the facility and couldn't wait to go back during these special times. [REDACTED] also gave good directions off the [REDACTED] and said that she hoped to see us soon.

Evaluation Area: Bartender Services

Arrival		Score/Max	
Timing:	Acknowledged in appropriated amount of time? (< 1 minute at least eye contact)	10	10
Friendliness:	Bartender was friendly and personable?	10	10
Service:	Cocktail napkins were used for each drink?	10	10
Service:	Pouring method within operating controls and followed correct recipes?	0	10
Sales Ability:	Bartender asked for liquor preference or attempted to up sell?	0	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Sales Ability:	Bartender offered menu or tried to sell appetizers?	n/a	n/a
Safety:	Bartender using ice scoop at all times?	5	10
Honesty:	All drinks properly recorded immediately after service?	0	10
Honesty:	Cash handling procedures were handled within the operating controls?	5	10
Honesty:	Tab procedures were handled within the operating controls?	0	10
Honesty:	Comps procedures were handled within the operating controls?	0	10
Honesty:	Giving away free drinks by bar staff not observed?	0	10
Sales Ability:	Additional drinks were offered at appropriate times?	10	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	8	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?	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

Bartender A had a solid pour count of four (1 ½ oz). Her mixed drinks were solid on four but her shots were a little more. Bartender A was seen making shots with > 4 oz of liquor.

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 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.

Agent asked Bartender A if we could leave our tab open and walk around. She said as long as we left a card that would be fine. Agent asked her if the tab carried out throughout the restaurant. Bartender A said, "No, you would have to come back here to get your drinks each time." Agent said, "That's O.K., you can close me out then." Bartender A presented the tab with no mistakes and the transaction went smoothly. Bartender A was very nice and told us to have fun the rest of the night.

Bartender B was a [REDACTED] [REDACTED] She was very friendly and personable with the customers. Agent observed her talking to a group of people located near the center of the bar for a few minutes. She was telling a story and reading them something off of her cell phone. They were all laughing and having a good time. Agent would suggest not allowing cell phone on the floor while working because of the distraction. Although Bartender B seemed to be using her phone to amuse guests. Agent is not sure what she was reading to them.

Bartender B was also dancing seductively with Bartender A. She as well was seen with her bottle opener located in the side of her pants against her skin. Bartender B was also wearing a black corset and black pants.

Bartender C was a [REDACTED] open back black corset with black pants. Her nametag read [REDACTED] She was the only female employee wearing a name tag at this bar. She was a very fast worker and very diligent. She danced while she was working and seemed to enjoy herself. Although Bartender A and B approached her from behind and danced with her, she kept busy making drinks and smiling the entire time.

Bartender C had a strong pour count of five. She mixed drinks quickly but did not stop to keep track of pours. Bartender C consistently used the decanters for wine. She also wore her bottle opener against her skin.

Bartender D was a male, [REDACTED]. He worked the service well for the waitresses. He was very quick to make their drinks and seemed to get along well with them. He was happy and seemed to have a lot of fun.

Bartender D had a five count on all drinks made. Shots were made with four or five counts. The shot glasses were small rocks glasses and he filled them well over half way. He also did not consistently use decanters for the wine drinks. Occasionally they were poured directly in the glass.

Bartender E was an [REDACTED]. He had a great smile and worked the bar nicely. The employees worked well with him and they seemed to enjoy dancing around him. He laughed as he continued to work.

Bartender E had a solid three count on drinks; rather weak compared to everyone else. The shots that he poured were also a solid three count every time with no left over mix in the shakers.

[REDACTED] **Bar:**

As agent and associates headed to the [REDACTED] bar, we found it a little crowded. Agent managed to squeeze in and order drinks. We were instantly greeted by [REDACTED]. He wore a name tag on his uniform to help with knowing who he was. Nametags are nice so that you can call the bartenders by name.

He placed beverage napkins down and asked us what we were drinking. We ordered our drinks and he got them for us quickly. [REDACTED] asked us if we would like to start a tab and we said yes. [REDACTED] asked to hold on to a card and agent handed him a card.

[REDACTED] was a good bartender. He waited on many different customers at one time. While making drinks for one set of patrons, he would take drink orders from another set. He was very diligent and worked towards customer satisfaction. He had a pour count of five on mixed drinks and was seen going to the POS after making each drinks. [REDACTED] appeared to have good bar integrity.

After [REDACTED] made us our drinks, he continued to help other customers. When we were finished with our first drinks, we were approached by [REDACTED]. [REDACTED] was very friendly and seemed well liked by many customers. Many patrons knew [REDACTED] by name and waited specifically for him to wait on them.

[REDACTED] approached us and asked us what we were having next. We placed our order and he made them for us. He placed beverage napkins down and set our drinks on them. [REDACTED] never moved to the POS after making our drinks.

While watching [REDACTED] work, he was the bartender on demand this evening. Agent observed different bartenders approach patrons with empty drinks. Upon approaching them, they were told "No, I am fine right now." When that bartender walked away, they would scream for [REDACTED] to help them. Agent found this alarming and began to ascertain as to why [REDACTED] was so popular.

At one point, a male patron approached the bar and shook hands with [REDACTED]. He asked [REDACTED], "Can you switch my tab to you. I started it with that other guy because I didn't see you. Will you switch it?" [REDACTED] told the male, "You got it brother."

Agent began to put it together when [REDACTED] made numerous drinks, and no movement to the POS was ever made. [REDACTED] continually made drink after drink...and he rarely ever went to the POS. Agent would estimate that 1 out of every 5 drinks orders made he recorded.

There were SO MANY times where the drinks were not rang up that agent had a cumbersome time keeping up with all the viewed issues. [REDACTED] was literally GIVING the bar away. Agent was floored at his horrible bar integrity. These were the instances where bar integrity were challenged by the agent (45 minute span):

- ✓ 9:30 p.m., [REDACTED]: Bud Light, 2 Miller lights given to group at the bar and no movement to the POS made.
- ✓ 9:32 p.m., [REDACTED]: Two grey goose and cranberry to females at the bar. No movement to the POS.
- ✓ 9:36 p.m., [REDACTED]: A light colored drink on the rocks given to a gentleman at the corner. Ten dollars was placed on the bar and [REDACTED] shook his head at the man as to say 'you don't have to pay'. The man said, "Thanks man," and left the ten for a tip. [REDACTED] put it in the tip jar.

- ✓ 9:40 p.m. [REDACTED]: Two vodka red bulls seen given across the bar to a couple. No movement to the POS was made.
- ✓ 9:45 p.m., [REDACTED]: Two shots of that were blue on top and had Jager on the bottom were given to a couple across the bar. No movement to the POS and no money exchanged hands.
- ✓ 9:50 p.m., [REDACTED]: Martini of some sort given to female customer. She said that she had a tab and he said "O.K." No movement to the POS was made and he did not ask her for the name on the tab.
- ✓ 9:58 p.m., [REDACTED]: Orange juice and cranberry mixed for a gentleman at the end of the bar. He told the guy that it was no charge.
- ✓ 10:04 p.m., [REDACTED]: A Bud Light and some sort of rocks drinks (Crown/) given to the same gentleman listed above. No movement to the POS was made.
- ✓ 10:10 p.m., [REDACTED] Three Jager Bombs given to males at the bar. [REDACTED] told them to enjoy as he placed them in front of them and they put a twenty on the bar. It sat there for quite some time and then [REDACTED] placed it in the tip jar. No money went in the register and no movement was made to the POS.
- ✓ 10:13 p.m., [REDACTED]: Two grey goose and cranberry drinks made. [REDACTED] charge \$8.00 for the two drinks. \$8 for two grey goose drinks?!?!
- ✓ 10:15 p.m., [REDACTED]: [REDACTED] made three mixed drinks for a group at the end of the bar. They gave him a twenty and told him to keep it. [REDACTED] was seen only touching one button on the POS and putting the money all in the register. Agent moved to see the register and noticed it said "NO SALE." Agent believes that [REDACTED] was storing stolen money in the drawer to take out later.

Agent could not keep track at how many times [REDACTED] did not ring drinks in the POS. After observing this blatant act of a liquor free for all, agent completely understood why patrons LOVE [REDACTED] to wait on them. It was absolutely unbelievable the amount of free drinks given away by [REDACTED].

When my associate and I were finished, we asked [REDACTED] for our tab. Agent and associate had a total of 12 drinks ranging from beers to mixers to shots. When he presented our tab it was a total of \$12.00!

I'm not an actress in the least, so it was rather hard for agent not to give it away how flabbergasted I was. [REDACTED] did not know us from a 'hole in the wall' and we basically received a near \$100 tab cut down to \$12.00 in my estimation. If he is "hooking" up people, like me, that he does not even know, I can only imagine what his friends or acquaintances receive.

[REDACTED]'s pour counts varied from 6 counts to eight. [REDACTED] changed his pour counts depending on who he was waiting on. [REDACTED] made the agent's drink a seven count, while another women was only a six. He was picky as to who he "hooked up." His drinks were incredibly strong.

There was also a female bartender working the opposite well as [REDACTED]. She was [REDACTED]. She will be known as Bartender X. She had on black pants and a black corset top. She had her bottle opener stuck inside her pants along the skin of her hip.

Agent was watching Bartender X work for awhile. She seemed to be a very efficient and fast working bartender. She made the drinks and got them out as fast as possible. Agent was overall impressed with her speed and knowledge behind the bar. HOWEVER, agent began to realize that almost every time Bartender X made a drink, "NO SALE" appeared on the computer screen as she walked away. It was easy for agent to substantiate because she was seated in clear view of the POS on her side. Every time a drink is rung in, the price pops up in large letters on the screen.

Agent watched as she continued to make drinks. Agent documented the drinks that she made and what popped up on the screen. It was almost hard to keep up with her though because agent would guess 75% of the drinks rung up were NO SALE. Here is a list:

- ✓ 10:16 p.m., [REDACTED] Two martinis to females, they handed money to Bartender X and she put it in the register. NO SALE was on the screen when she moved away.
- ✓ 10:19 p.m., [REDACTED] A jack and coke to a man at the bar. He gave her money and she handed him change. NO SALE on the screen as she walked away.

- ✓ 10:22 p.m., [REDACTED] Two Bud Light Bottles served to guests at the far end of the bar. They handed her a ten and told her to keep it. She hit one button of the screen and deposited the money in the drawer. NO SALE was on the screen when she was finished.
- ✓ 10:25 p.m., [REDACTED] Vodka and tonic served to a patron at the bar. He gave money and said, "It's yours." She again hit NO SALE and deposited the money in the drawer.

Agent could not keep up with the amount of NO SALES that continued to pop up on the screen. In the 30 minutes that agent observed this bartender, she rang in two orders. One order was three bomber shots for \$27.00. And the other order was a beer that was \$4.00. Agent believes that Bartender X was putting the money in the register to remove at a later time. This way it appears that she is charging for drinks, but in all actuality she is not.

Agent observed Bartender X take a twenty from a male patron at the bar. He had ordered a few drinks and told her that she could keep the change. Agent watched as Bartender X hit NO SALE and places the twenty in the drawer. She then removed four fives from the drawer and deposited them all in the tip jar. This way...it appeared as though she charged for the drinks and then deposited the tip. She held the money as she went to deposit it in the jar very close together. This way she thought you could not tell that it was four fives. Agent clearly saw her remove four fives and place them in the jar. No sale was rung in.

Bartender X had six counts pour on all drinks. She was very solid at six. Agent did think that the Jager Bombs poured contained a little too much Red Bull. Agent is aware that Red Bull is not cheap and the Jager Bombs were filled in pint glasses that were half full. Bartender X would use one Red Bull can for two bombers.

Agent also observed a female bartender, [REDACTED] She will be Bartender Y. Bartender Y was located on the same side of the bar as Derek. Since the majority of the patrons wanted [REDACTED] to wait on them, Bartender X did not have a whole lot to do. The ENTIRE night, Bartender Y was seen taking handfuls of raspberries out of a cup and eating them while on duty. She even made drinks while still popping them in her mouth.

Bartender Y was also seen drinking a dark substance out of a water glass with ice. She would take a drink and pop a raspberry. Agent assumes the drink to be soda. Bartender Y kept the bar back busy with restocking raspberries. She was eating like there was no tomorrow.



While agent was at this specific bar, the glassware was not always moved promptly. There was a water glass with a napkin over it that sat on the bar the WHOLE time agent was there. No one removed it and it was very obvious.

██████████ **Bar:**

My associate and I were greeted by a female ██████████. She wore a ██████████. She kept her bottle opener in the back of her pants. We will call her Bartender AA.

When we approached the bar, she said, “Hi Can I get you something to drink?” We ordered our drinks and she got them for us quickly. She had a solid three count on each drink. She asked us if we would like to start a tab. Agent said, “Sure but we are going to look around.” She said, “O.K., but you have to come back here to order drinks. It won’t work from bar to bar.” Agent decided to cash out instead. Agent was a little upset that they had to open and close three different tabs. It would be nice if they moved from bar to bar.

Bartender AA was friendly and quick to get drinks. She seemed personable and got along well with co-workers. He did seem to spend a lot of time talking to another female employee (Bartender BB) during the agent’s stop here. Agent observed two patrons at the bar in need of a drink while these two females conversed.

Bartender BB was a female, ██████████. She also carried her opener against her skin.

In the picture, you can see the two female bartenders standing in the middle talking. They did this periodically and quite often. Agent suggests making rounds to check on patrons and conversing after hours.



Bartender CC was a male, [REDACTED]
[REDACTED]
[REDACTED] He worked the center well. He seemed to be well liked by patrons. He laughed a lot and made drinks while making small talk.

Bartender CC seemed to very knowledgeable of drinks. Agent observed him making numerous specialty shots and mixed drinks. He had a very strong pour count of six to seven. Agent questioned Bartender CC's integrity, there were a lot of times where he was seen not going directly to the POS. Here are those occurrences (20 minutes):

- ✓ 9:05 p.m., [REDACTED] Two vodka/red bulls made and no movement to POS.
- ✓ 9:22 p.m., [REDACTED] Two martinis made of some sort for two female guests. No movement to the POS.
- ✓ 9:25 p.m., [REDACTED] Three shots that were red in color (Red Headed Sluts?) were given to the group directly in front of Bartender CC. He continued to talk to them and did not go to the POS.

Bartender DD was a male [REDACTED]
[REDACTED] and was quick to make drinks. He worked well with the servers and seemed to know a lot about making drinks. He even accented drinks with garnishes for the servers. Agent thought that was a good gesture and helpful to other employees.

On a final note, and I don't want it to be taken the wrong way by the management, but I REALLY hate your computers! They couldn't be set up any worse. It really made my job truly hard at times.

Evaluation Area: Wait Staff Services

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
Timing:	Drinks were served in timely manner after ordering?	n/a	n/a
Sales Ability:	Server offered description of menu, specials, and tried to sell appetizers?	n/a	n/a
Sales Ability:	Server tried to up sell extra items?	n/a	n/a
Timing:	Food was served in a timely manner with proper timing between courses?	n/a	n/a
Sales Ability:	Additional drinks were offered at appropriate times?	n/a	n/a
Service:	Server checked back after each course in a timely manner to ensure guest satisfaction?	n/a	n/a
Cleanliness:	Empty plates were cleared in a timely manner?	n/a	n/a
Sales Ability:	After dinner drinks, coffee, espresso and dessert were offered by server?	n/a	n/a
Honesty:	Cash handling procedures were handled within the operating controls?	n/a	n/a
Honesty:	Tab 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

Evaluation Area:	Security Services	Score/Max	
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?	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?	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?	8	10
Maximum Total		90	
Actual Total		86	
Score		96%	

Security Summary:

As agent approached the building, we were greeted by a [REDACTED]. He had [REDACTED]. He was not overly friendly but said, "Hello," as we walked towards him. The initial guard asked us for identification. He looked at our ids and motioned us past him. He was not very personable as he motioned us past him.

As we entered the facility, agent immediately noticed the security guards located throughout the establishment. They were dressed in [REDACTED] [REDACTED] had ear pieces in. They were sporadically placed in different areas of the restaurant. Agent was thoroughly impressed with the coverage the security staff had.

Agent noticed that the security staff not only monitored what was going on throughout the restaurant, they also controlled traffic in high volume areas within the establishment. Agent thought this was a good idea to avoid conflicts in crowded areas.

Agent also noticed that security was very conscious of the establishment's cleanliness. Agent, on numerous occasions noticed security picking miscellaneous napkins off the floor. Agent thought his said a lot about the establishment and taking pride in where you work.

As we departed the restaurant, the security guards were busy carding new customers and watching the area. They did not acknowledge our departure as we left. There was one guard standing outside the entrance watching the parking lot. He looked in our direction but did not say anything. Agent believes he could have told us to have a nice night.

Evaluation Area: Food and Bev Quality

Beverage		Score/Max	
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?	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?	7	10
Value:	Drinks were perceived to be a good value for the price?	10	10

Food:

Presentation:	Food was visually appealing, simple, and nice?	n/a	n/a
Preparation:	Food met all expectations as described by the server or as in the menu?	n/a	n/a
Preparation:	All accompaniments accented the food?	n/a	n/a
Preparation:	All hot food hot, and cold food cold?	n/a	n/a
Portions:	Appropriate size, not too large or too small?	n/a	n/a
Selection:	Good selection of appetizers, salads, and entrees?	n/a	n/a
Value:	Food was perceived to be a good value for the price?	n/a	n/a
Maintenance:	Happy Hour food was maintained and good?	n/a	n/a

Maximum Total

70

Actual Total

61

Score

87%

Food and Beverage Summary:

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Drinks were a variety of flavor. This is due to the inconsistency in pour counts by different bartenders. The drinks ranged from three to eight counts. The difference in flavor was large depending on the drink.

The shots were also very large. Two sex with an alligator shots were made in a large rocks glass filled half way up. The Jager Bombs as well were served in pint size glasses, filled half way to the top with Red Bull. This is a lot of Red Bull per shot. Agent would suggest serving them in tall rocks glasses to save excess costs of Red Bull.

Wine was not always served consistently in a decanter. In an establishment such as this, the image is important. Decanters help with serving the correct amount of wine, as well as look nice and classy. Agent observed numerous bartenders pouring wine directly into the wine glass. The inconsistency in pours was large and variant.

The beer and mixed drinks seemed to be reasonable in price. The agent paid \$25.00 for three vodka red bulls at the patio bar. The [REDACTED] bar was \$24.00 for six beers. The inside bar was #12.00 for two vodka red bulls, one grey goose and tonic, 2 Bud Light, 3 Miller Lites, and 2 sex with an alligator shots.

Agent would recommend doing frequent inventory in comparison with invoices to detect theft issues better or hire a company such as Bevinco to audit for variances.

Evaluation Area: Management

Seated		Score/Max	
Service:	Visible on the floor and throughout the restaurant?	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
Professional:	Conducted him/herself professionally with guests and staff?	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:

Agent could not determine who was considered management?

