



Date: 3/22/2005  
Time in: 5:20  
Time out: 7:35

Evaluation Area	Max Score	Actual Score	%
Facility	160	146	91%
Host Services	100	82	82%
Bartender Services	220	186	85%
Wait Staff Services	210	117	56%
Security Services	80	80	100%
Food & Beverage Quality	140	134	96%
Management	n/a	n/a	n/a
<b>TOTAL</b>	<b>910</b>	<b>745</b>	
<b>OVERALL SCORE</b>			<b>82%</b>

<b>Evaluation Area:</b>	<b>Facility</b>	<b>10 = Best ; 0 = Worst</b>	
<b>Exterior</b>		<b>Score/Max</b>	
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
<b>Interior</b>			
Waiting area:	Maintained and clean?	10	10
Floors:	Clean, swept, vacuumed and in good condition?	8	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?	8	10
TV/Music:	Appropriate sound levels and style fits theme?	5	10
Atmosphere:	Temperature fine, heaters or misters functioning?	10	10
Restroom:	Clean, odor free, and in good condition?	5	10
Restroom:	Stocked with paper products and soap?	10	10
<b>Maximum Total</b>	<b>160</b>		
<b>Actual Total</b>	<b>146</b>		
<b>Score</b>	<b>91%</b>		

**Facility Summary:**



**Outer facility was very clean and free of debris; city streets as well. Front entrance not guarded, but clean with chairs and**

**tables set up in patio. Front bar door handles are beginning to show wear and tear. Agent noticed bar stool with an exposed wood split down the middle. Cigarette smoke permeates down from the high top tables onto the low tops. Table with children looked obviously agitated.**

**Women's restroom was clean and orderly but was emitting a very foul odor; definitely needs an air freshener. Men's restroom was in very poor condition. Urine puddles had**



**accumulated under the urinals and at base of toilet bowl. Both trash cans were full with paper**



**spilling out onto the floor. Sink at soiled paper and water splashed across it. Paper was on the floor of the toilet stall which also had graffiti marked all over the wall.**



The 2004/2005 Phoenix Suns currently own the best record in the NBA, as well as, Suns franchise history [REDACTED] a sports themed restaurant, sits [REDACTED] from their home; America West Arena. Found it very surprising that none of the TV's was tuned to the Suns game currently playing. A guest was overheard asking for the game to be put on and it wasn't for another 10 minutes. The Suns game was put on 2 of the large screens with 6 minutes remaining in the 2<sup>nd</sup> quarter; sound was not on. The sound was put on just prior to half time.

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

**Preliminary Phone Call Score/Max**

Timing:	Was phone answered in timely manner?	10	10
Friendliness:	Employee answered with appropriate greeting, and was pleasant?	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?	5	10
Organization:	Employee/s seemed well organized and efficient in handling of seating arrangements?	10	10
Service:	Wait time appropriate for a table, escorted properly to the table?	10	10
Friendliness:	Host was friendly and professional?	7	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?	0	10

**Maximum Total 100**

**Actual Total 82**

**Score 82%**

**Host Summary: Phone call was recorded and sent as an .mp3 via e-mail.**

█████ answered the phone on the second ring using his name and an appropriate greeting. He was asked numerous questions and answered them all correctly; specials drink specials, reservations. He gave perfect and detailed directions from Scottsdale.

Three hosts at podium and no one greeted. Upon return ██████ was asked numerous questions and answered them all while wearing a pleasant smile; very nice girl. Host (██████████, ██████████) escorted us to the table, set the menus down, turned and walked away without saying anything or delivering eye contact. Crayons and paper were not offered for a toddler. Host (██████████, ██████████) did not greet us farewell even though we were present for a few moments before leaving.

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

<b>Arrival</b>		<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time?	10	10
Friendliness:	Bartender was friendly, personable, and introduced self?	10	10
Service:	Cocktail napkins were used for each drink?	10	10
Service:	Pouring method within operating controls and followed correct recipes? (4 count)	10	10
Sales Ability:	Bartender asked for liquor preference or attempted to up sell?	10	10
Timing:	Drinks were served in timely manner after ordering?	10	10
Sales Ability:	Bartender offered menu or tried to sell appetizers? (Must at least ask for food sales if not offer menu)	0	10
Safety:	Bartender using ice scoop at all times?	0	10
Honesty:	All drinks properly recorded immediately after service?	7	10
Honesty:	Cash handling procedures were handled within the operating controls?	n/a	n/a
Honesty:	Tab procedures were handled within the operating controls?	7	10
Honesty:	Comps procedures were handled within the operating controls?	n/a	n/a
Honesty:	Giving away free drinks by bar staff not observed?	10	10
Sales Ability:	Additional drinks were offered at appropriate times?	9	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	10	10
Honesty:	Bartenders tab presented correctly with no mistakes?	10	10
Laws:	Bartenders observed all state liquor laws to the fullest including over serving, identification checking? (Bar staff responsible for ID check, not security)	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?	10	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?	4	10
Hygiene:	Bartender not eating, drinking, or smoking behind bar?	10	10
Appearance:	Bartender dressed professionally with proper hygiene?	10	10

**Maximum Total**                                 **220**  
**Actual Total**                                   **186**

**Score**   **85%**

**Bartender Summary:**

█████ greeted me with a big smile, an extended hand to shake, told me his name and asked what I would like. He’s a very personable and likeable guy who’s very fast and efficient as a bartender. He attempts to up-sell and he pours are mostly within control being a weak 4 count for cocktails, a strong 4 count for a tall, and a dead on 8 for a double. He definitely over pours on two liquor drinks where he was seen pouring a 3 count for with one and a 4 with the other for a net 7 count drink. He also asked to replenish my drink just before it was empty. However, on many occasions he scoops ice with the glassware and must have run out of pint glasses because he began to use plastic solo cups. He delivered the bill with out an itemized breakdown. In addition, a group of people were seated at the bar and █████ brought them beers but did not record them. Minutes later he said something to the man (Not all audible) “Dave’s tab right?” Man nodded his head and I never saw any of their drinks recorded.

Surprisingly, for a function night, █████ was the only bartender on and as the night progressed, this proved to be a real disaster. I expected all hell to break loose, as the bar and dining room began to fill more and more, █████ began to move faster and faster. He would literally “run” from one end of the bar to the next assessing orders at the bar while moving to the service well to make drinks, then back to his bar customers to fulfill those orders. I was literally amazed when I counted 18 people at the bar and not one open table in the main dining room available and still █████ was keeping up; very frantically but nonetheless keeping up; and totally alone. It was a shocking bartending display that was obviously beginning to wear on him because at one point, he grabbed his hair and mouthed under his breath, “FFFuuuuuccckkk!!!” I bet he gets bartender nightmares from that night.

Another person came back to help him (White male, ██████████ █████) but stayed back there only 3 minutes then left █████ alone again. As we departed the bar area at 6:40 on an AWA function night, █████ was still the sole bartender.

**Evaluation Area:                      Wait Staff Services                      10 = Best ; 0 = Worst**

<b>Seated</b>		<b>Score/Max</b>	
Timing:	Acknowledged in appropriated amount of time?	0	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?	0	10
Timing:	Drinks were served in timely manner after ordering?	5	10
Sales Ability:	Server offered description of menu, specials, and tried to sell appetizers?	0	10
Sales Ability:	Server tried to up sell extra items?	0	10
Timing:	Food was served in a timely manner with proper timing between courses?	10	10
Sales Ability:	Additional drinks were offered at appropriate times?	5	10
Service:	Server checked back after each course in a timely manner to ensure guest satisfaction?	0	10
Cleanliness:	Empty plates were cleared in a timely manner?	5	10
Honesty:	Cash handling procedures were handled within the operating controls?	n/a	n/a
Honesty:	Tab procedures were handled within the operating controls?	10	10
Honesty:	Comps procedures were handled within the operating controls?	10	10
Honesty:	Server charged the appropriate amounts for all drinks served?	10	10
Honesty:	Server tab presented correctly with no mistakes?	10	10
Timing:	Finalized payment processed in a timely manner?	0	10
Liquor Laws:	Server observed all state liquor laws to the fullest including over-serving, identification checked? (Service staff responsible for ID check,not security)	10	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	10	10
Organization:	Server seemed well organized and running smoothly within the operating controls?	0	10



It took 6 minutes for her to bring the check. She apologized and took off one entrée, as well as, the drink ordered that was never delivered. The three of us shared 8 pieces of shrimp and some French fries as our total meal for the evening and departed for the 7:30 function at 7:30, missing the first 10 minutes [REDACTED].

Manager apparently "comped" the two items but never appeared at the table to validate or to investigate.

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 CHECK # 4403                      DATE 03/23/05  
 TABLE # 24                        TIME 19:30  
 =====

DINING #		
ITEMS ORDERED		AMOUNT
1		14.99
1		8.99 QSA
1	ICETEА	2.00
1	LMNADE	2.00
1	WATER BOTTLE	2.50 QSA
1	ORANJ	5.50
1	I	6.00
	QSA	-11.49

PROMOTIONS		
TYPE		AMOUNT
QSA		-11.49
		-11.49

TOTAL CHK	41.98
PROMO	-11.49
SUBTOTAL	30.49
TAX	2.47
TOTAL DUE	32.96

**Evaluation Area: Security Services 10 = Best ; 0 = Worst**

		<b>Score/Max</b>	
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:	Helpful and attentive to employees?	10	10
Service:	Visible on the floor and moving throughout the restaurant on guard for any possible problems? (Management wants security to roam and be present)	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	10	10
Friendliness:	Acknowledged our departure?	10	10

**Maximum Total 80**  
**Actual Total 80**

**Score 100%**

**Security Summary:**

**Security member ( [REDACTED], [REDACTED] ) was facing chairs and tables uniform on patio upon arrival. He was also seen moving through restaurant and emerging from restroom. A number of ladies asked him to take a picture of them outside and he happily obliged; nice guy.**

**Evaluation Area:                      Food and Bev Quality                      10 = Best ; 0 = Worst**

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

**Food:**

Presentation:	Food was visually appealing, simple, and nice?	10	10
Preparation:	Food met all expectations as described by the server or as in the menu?	8	10
Preparation:	All accompaniments accented the food?	10	10
Preparation:	All hot food hot, and cold food cold?	10	10
Portions:	Appropriate size, not too large or too small?	10	10
Selection:	Good selection of appetizers, salads, and entrees?	10	10
Value:	Food was perceived to be a good value for the price?	10	10

**Maximum Total**

**140**

**Actual Total**

**134**

**Score**

**96%**

**Food and Beverage Summary:**

**Drink glasses are not uniform; sometimes glass, other times plastic, other times both on the same order. Beer tapper on south side with baseball type tap was foaming and beer being wasted. Daiquiri was brought with a lime instead of a cherry. Daiquiris are sweet and clashes with a lime that is sour. No silver, napkins, sugar on table and ketchup bottle was empty; only enough for a ½ dollar size squirt. Back of menu had items crossed out (?) and front was badly soiled and food stained. Table top menu looked out of place on table because insert was the wrong size.**



**Calamari was good but overcooked, So much so that when the calamari tentacles would crumble when touched because they were overdone; rings were fine. The accompanied sauce was nice and had a bite too it. Coconut shrimp were cooked appropriately and the presentation was nice. The accompanied greens were good; just**



**wish we had a fork to eat them.**

**Corner of the meatloaf was torn off and tasted; very moist with good flavor. Onions were very good and the gravy had good flavor; aarrrrghhh no fork!**

**Evaluation Area:                      Management                      10 = Best ; 0 = Worst**

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

**Maximum Total                      N/A**

**Actual Total                      N/A**

**Score                      N/A**

**Management Summary:**

**Because a manager was never seen, agent felt it unfair to score on evaluation, but the ebb and flow of the restaurant was a disaster and should have been scored accordingly.**

**Leaving the bar, and being seated by the host, you could feel the tension in the restaurant's air permeating from the staff. They all looked a little off kilter, "weeded" and generally cantankerous.**

**No MOD present with [REDACTED] buried 6 feet deep at the bar, and the level of service given at our table definitely warranted MOD presence.**

