



Date: 08-16-2005
Time in: 7:00 pm
Time out: 9:00 pm

Evaluation Area	Max Score	Actual Score	%
Facility	170	158	93%
Host Services	110	90	82%
Bartender Services	230	140	61%
Wait Staff Services	210	123	59%
Busser Services	70	54	77%
Food & Beverage Quality	140	118	84%
Management	100	73	73%
TOTAL	1030	756	
OVERALL SCORE			73%

Evaluation Area: Facility

		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

Interior

Waiting area:	Maintained and clean?	10	10
Floors:	Clean, swept, vacuumed and in good condition?	8	10
Décor:	Good condition and appropriate?	7	10
Lighting:	Maintained and appropriate?	10	10
Safety:	Exit signs well lit and visible?	10	10
Furniture:	Clean, good condition, and sturdy?	10	10
Tables:	Set in good condition and uniform condiments?	7	10
Music:	Appropriate sound levels and style fits theme? (TV's only set to sports channels)	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?	8	10

Maximum Total

170

Actual Total

158

Score

93%

Facility Summary:

Because of the obvious building construction, the building scoring is skewed, but a few things were noted. A temporary vinyl sign is recommended that can be viewed from the street. If you're not familiar with the location, it is rather cumbersome to spot. Agent also suggests



that management inform workers to park construction vehicles and trailers away

from the entrance. A large truck was parked at an angle directly in front of the entrance and took up 5 spots! Moreover, it stuck half way out into the street path.



The front entry had garbage, debris and a plethora of cigarette butts scattered on the ground. Both sides of the door handle need refinishing. The block window needs cleaning inside and out. There is a cold draft emitting from the ceiling above the host station. Small TVs are suggested on either side of inside bar.

The bar area was neat and organized with salt/pepper/sugars filled to capacity. The restaurant area to the south had trash and napkins on the floor in two different spots. The salt/pepper/sugars were not all filled and uniform aligned. The table we were led to was not wiped down, had only one roll up, the torn corner of a wipey container was stuck to it, and there were carrots on my associates chair.



The women's room was untidy. Trash was overflowing from the container on to the floor. The mirror was spotty, dirty and smeared. The counter was wet and spotty. The men's room wasn't any better. There were water



stains and a corner chip on the mirror. Graffiti (gang related? –



couldn't understand it) was present on the back of the left stall door and on the toilet paper dispenser to the right. The right stall lock is broken. There are numerous "boogers" wiped on the wall,



which are dried and crusty signifying they have been there for some time. The floor drain was caked with crud and should be wiped out every night after mopping.

Evaluation Area: Host Services

Preliminary Phone Call		Score/Max	
Timing:	Was phone answered in timely manner? <4 rings	8	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?	9	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?	3	10
Service:	Wait time appropriate for a table, escorted properly to the table?	3	10
Friendliness:	Host was friendly and professional?	7	10
Appearance:	Host dressed professionally with no frayed uniforms and proper hygiene observed?	10	10
Departure:	Host acknowledged our departure and said thank you?	0	10

Maximum Total 110
Actual Total 90

Score 82%

Host Summary: **CALL WAS RECORDED AND SENT AS AN mp3 FILE**

Phone was answered on the 4th ring by [REDACTED], "Thank you for calling the [REDACTED], this is [REDACTED]." He was asked driving directions and gave them flawless and in detail. When asked if the facility was more of a bar or a restaurant he said, "We have a tiny bar but we're more of a restaurant, but we do have a full bar."

[REDACTED] said a dinner reservation was not needed. When asked what type of food is serve [REDACTED] responded, "We have a full menu of Burgers, sandwiches, chicken sandwiches, pretty much anything you like; pastas also." When asked if the facility is kid friendly he responded, "Yea, we have a kid menu as well."

Upon entry we were greeted by host A ([REDACTED]). She asked how many were in our party and turned to look at the podium seating chart. She turned back and quoted us a time of around 25 minutes for a booth table. Moments later she was interrupted by another female colleague later identified as possibly the MOD (see manager section), and whispered something to her. "A" then turned and said. "Right this way your table is ready."

Agent found it bizarre that table wait time went from 25 minutes to less than a minute in a matter of moments. It made the impression that the host department was disorganized as wait times of a ½ hour on many occasions will lead people to leave and go elsewhere. In addition, possibly elaborating at the table when seating may help; such as, "[REDACTED] will be your server and be with you in just a moment." (See server section)

"A" is a very nice and polite young woman and looked to be doing the best job she could with direction. Throughout the evaluation period, she was seen performing duties and just simply looked a bit lost or confused. Maybe because of her youth or possibly a new employee confused with job duties and surroundings; "A" needs a bit more supervision.

The hostesses were nice and pleasant and the only negative to report was there grouping and talking at the entrance didn't look particularly good. Moreover, it was overkill and agent felt they were overstaffed.

Upon departure no one said good bye. I purposely fumbled around and looked for a toothpick then circled back to pretend to check the score on the overhead TV but they still failed to say good bye.



Evaluation Area: Wait Staff Services

Seated		Score/Max	
Timing:	Acknowledged in appropriated amount of time? <2min	3	10
Friendliness:	Server was friendly and smiled and <u>introduced self</u> ?	8	10
Service:	Cocktail napkins were used for each drink?	10	10
Sales Ability:	Server asked for some type of beverage sale?	10	10
Timing:	Drinks were served in timely manner after ordering? < 4 minutes	5	10
Sales Ability:	Server offered description of menu, specials, and tried to sell appetizers? (Must off app. And mention specials)	5	10
Timing:	Food was served in a timely manner with proper timing between courses? < 10 minutes Lunch-15 Dinn.	7	10
Sales Ability:	Additional drinks were offered at appropriate times?	5	10
Service:	All appropriate utensils and condiments on table before meal arrived?	0	10
Service:	Server checked back after each course in a timely manner to ensure guest satisfaction? < 2 min	5	10
Cleanliness:	Empty plates were cleared in a timely manner?	5	10
Sales Ability:	At least offered "Anything else?" i.e. dessert, coffee	0	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? Manager only.	n/a	n/a
Honesty:	Server tab presented correctly with no mistakes?	9	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?	10	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	5	10
Organization:	Server seemed well organized and running smoothly within the operating controls?	3	10

Hygiene:	Wait Staff not eating, drinking, or smoking during shift?	10	10
Appearance:	Wait Staff dressed professionally with no frayed uniforms name tags, and proper hygiene observed?	8	10

Maximum Total 210
Actual Total 123

Score 59%

Wait Staff Summary:

We were seated for 4 minutes without contact when MOD (At this point, agent still under impression she is a hostess) requested a drink order from us. It was given and our server [REDACTED] stopped by the table and asked if someone had taken our drink order but didn't state if she was our server or not. MOD brought the drinks promptly (< 2 minutes) but she failed to state whom was our server or how the ordering process would take place after placing down the drinks. We sat for an additional 5 minutes then flagged down the MOD to place a supplemental drink order (see food and beverage section). The whole ordeal left us sitting at the table in winder as to who was serving us or how the process worked. Simple explanation from either host, MOD, or server would have sufficed.

Net 12 minutes from seating, [REDACTED] approached the table and simply asked if we were ready to order. She failed to mention the daily food special, beer special (Sign seen on wall stating drink special of Coors Light and Molson drafts for \$2 during local game times – both types were ordered and recorded at special price) or suggest any type of starter or appetizer. She was asked numerous questions about the menu and answered most of them accordingly (see food section).

[REDACTED] was being a stereotypical “order taker” as opposed to a provider of “food service.” Granted it was very busy in the restaurant, but many guests do not want the ‘turn and burn’ philosophy of food service.

Our appetizer was delivered by a male employee who literally “Dropped & ran” the food. There were no silver roll ups or napkins present before food presentation and he left before we could ask him for some or even get a description of him. A server was flagged down to the table and we asked for silverware and napkins. She apologized and left to get them but did not return for 6 additional minutes and brought roll ups and plates but no wipeys.

This amount of time is an eternity to someone staring at a plate of food unable to eat it. [REDACTED] then returned to the table and asked how things were and took an additional drink order and brought it promptly but did not remove empty glassware. The table was pre-bussed only partially as soiled napkins, one plate and silverware were removed but wing basket, plates and empty beer glasses were not.



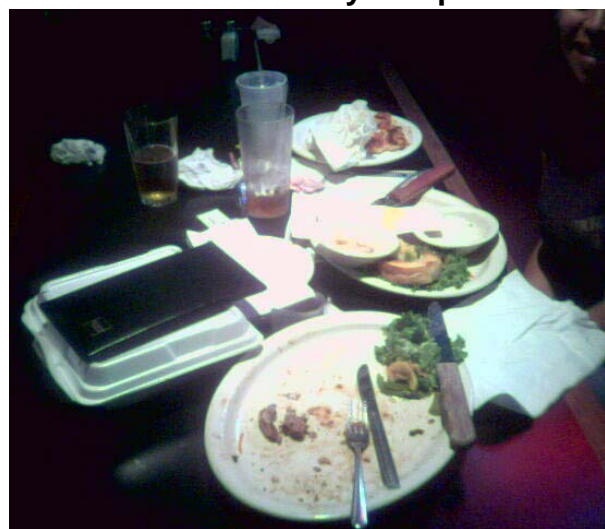
It was in an excess of 15 minutes before the entrees arrived by food runner (White/Irish male, young, 5' 9"). He did not remove the excess on the table and stated, "Anything else?" We responded to him that our silverware had



been removed and we had nothing to eat with. He said he would get it and relay the bar drink order to the server. No one approached for 3 minutes as [REDACTED] came to the table and we expressed the need for silverware. She brought it to us shortly, but again, it approached 5 minutes that we were without silverware staring at food we couldn't eat.

In addition, both our plates were missing side items and this was expressed to [REDACTED]. She returned 2 minutes later with the side for my associate but failed to bring mine. (See food and beverage section) This seemed to be satisfied as [REDACTED] check back as we did not see her until the meal was nearly completed as she dropped the check presenter at the table without asking for dessert or anything further. **Bill was incorrect as a beverage was not added – lemonade.**

She returned shortly and asked if we needed to go containers and we affirmed, but ironically she only brought one when two were obviously necessary. Moreover, she didn't clear any of the empty dishes nor did she pick up the check for processing.



After an additional 6 minutes with the check present, and with an increasingly temperamental 3 year old, agent flagged down "A" host and asked her to explain to [REDACTED] that my wife had left and that will be seated at the bar to finalize payment for the check. Three minutes later (Net just short of 10 minutes) [REDACTED] was seen at our former table searching for check; "A" had not informed her. She quickly dashed out to parking lot apparently thinking we had "Dine & Dashed." As she re-entered, I flagged her down and presented her with the check presenter.

Evaluation Area: Bartender Services

Arrival		Score/Max	
Timing:	Acknowledged in appropriated amount of time? <1min	10	10
Friendliness:	Bartender was friendly, personable, and introduced self?	5	10
Service:	Cocktail napkins were used for each drink?	10	10
Service:	Pouring method within operating controls and followed correct recipes?	0	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 suggest food sales)	10	10
Sales Ability:	Bartender mentioned drink and food specials? (if applicable)	n/a	n/a
Safety:	Bartender using ice scoop at all times?	10	10
Honesty:	All drinks properly recorded immediately after service?	0	10
Honesty:	Comp procedures handled within operating controls? (Only manager can comp)	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:	Tip jar money not handled other than for deposit?	10	10
Honesty:	Bartender charged the appropriate amounts for all drinks served?	0	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?	5	10
Honesty:	Drink orders between servers and bartenders were handled within the operating controls?	5	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?	10	10

- Drink poured for agent with a 6 count (3 oz) of alcohol. Alcohol poured directly into empty glass, then added with ice, and finally topped with mixer.
- Pours a usual 4 count for service well and 5 count for bar patrons.
- Poured an 9+ count (>4 oz) for a long beach iced tea. **ADLLC liquor code violation**
- Refilled wine glass to female patron with white wine and did not record on POS.
- Double drink was served with an 9+ count (>4 oz) of alcohol. **ADLLC liquor code violation**
- Agent asked for tab and was given a verbal 'call out' of \$17.80 with no movement to register or ticket provided; 8:55 pm. Money placed directly into register without being rung in.
- To substantiate his over pour and non-rings, agent ordered an additional double, after tabbing out, and was poured in excess of 5 oz of liquor. █████ poured the liquor into an empty pint glass, added ice, then ¼ second splash of mixer on top to fill. The drink was nearly opaque in color. █████ gave another verbal call out of \$9 for the drink, did not record the drink and money was left on the bar. **ADLLC liquor code violation**

█████ shows lack of respect for the company's inventory. In the short period present it seemed to be a liquor playground. All the aforementioned incidents cannot be fully substantiated as theft as many times █████ would move to the register to record in "groups" or "bunches."

Because of my verbal call out bill, no check presented, and no item ever seen rung in, agent highly suspects █████ of bar theft and interpolates that the subject is using the register as a personal "bank" to deposit stolen monies and retrieve them at a later "safer" time period. This was taking place in full view of the MOD; at times she was present behind the bar.

3 counts

ADLLC liquor code violations.

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.

Evaluation Area: Barback/Food Runner Services

Seated		Score/Max	
Service:	Table was maintained during entire meal? (If applicable)	5	10
Service:	All beverage levels maintained? (If applicable)	n/a	n/a
Timing:	Plates and silverware cleared at appropriate times?	10	10
Service:	All tables cleared efficiently near by and reset quickly?	10	10
Service:	Busser seemed to work well with server?	5	10
Hygiene:	Glassware, silverware, plates, all handled properly in a healthy manner?	10	10
Hygiene:	Busser dressed professionally with a clean uniform, hair, and hands?	7	10
Friendliness:	Busser was pleasant and friendly?	7	10

Maximum Total 70
Actual Total 54

Score 77%

Busser Summary:

First food runner did the “drop & run” Second food runner was polite and nice but was asked for silverware to eat the food with failed to bring them.

Tables were seen turned rather quickly; usually < 3 minutes.

Boston Red Sox ball cap turned sideways and its bill flipped up is not a very good representation of the establishments and looks trashy.

An Older Hispanic male bar-back or dishwasher was seen behind the bar shaking hands and talking with guests. He is a very personable man and regulars seem to gravitate to him.

Evaluation Area: Food and Bev Quality

Beverage		Score/Max	
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?	2	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?	5	10
Value:	Drinks were perceived to be a good value for the price?	10	10

Food:

Presentation:	Food was visually appealing, simple, and nice?	8	10
Preparation:	Food met all expectations as described by the server or as in the menu?	5	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

118

Score

84%

Food and Beverage Summary:

There was a funny taste to the diet coke as if the carbonation was not calibrated correctly and there was too much post mix. Cherry and stem in the straw of a child's lemonade was a nice touch. Drinks were inconstant with taste because of the disproportionate amount of alcohol poured. Pouring alcohol first then adding ice and booze make for a very uneven drink. Ingredients should always be added mixed together over the ice.

Kid pizza was overcooked with dark burnt patches. To a 3 year old picky toddler, this is next to the end of the world. Wings were cooked correctly and served with 7 pieces of celery stalks. They were ordered mild and came FAR too hot as my associate could not eat them. No wipeys for wings!

Chicken fried steak was very good except the sauce was requested served on the side and had spilled out of the ramekin on to the plate. The plate also came absent of the potatoes listed on the menu. A side plate of mashed potatoes was brought.



Mix grill looked and tasted fantastic. Chicken had great char flavor and the ribs fell off the bone. The pork tasted good but



was overcooked and dry with no juice present when cut through. Cottage cheese was ordered in place of potatoes and was never presented or brought later. Squash, zucchini broccoli with melted cheese was very good with vegetables a bit crisp and not soggy.

It's of the agent's opinion that servers should be knowledgeable about "low carb" or "Atkins" type high protein meals. Many

people choose their dining destination as to appease all the tastes of their party, and many people are "on" this low carb diet and servers should be aware of this When asked for a recommendation, [REDACTED] responded the BBQ chicken.. As her selection was high in protein so is the sugar level of the sauce and not a good selection.

