

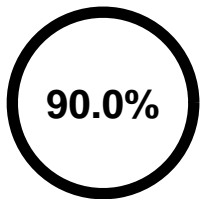


Period 4 - Nov 2024

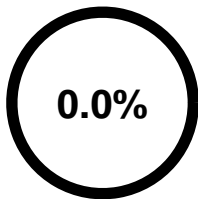
## The Bottle of Sack, Sutton Coldfield

Job ID	25007993
Job Date	Tuesday 19th November 2024
Job Time	13:45 - 16:15
Name of Auditor:	Mark Latham
Visit Type:	Internal Call - Pub call note - (general)

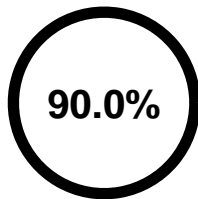
This Visit - The Detail	Points	Out Of	Score
General	90	100	90.0%
OVERALL	90	100	90.0%



Period Score

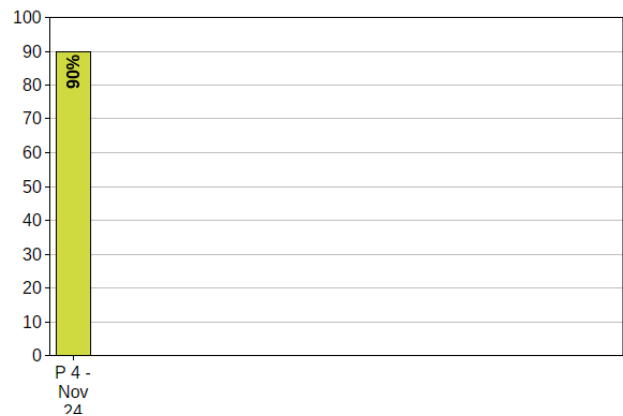


Last Period Score



YTD Score

Score Trend Graph




<a href="#">Top</a>	Call Type - (non-scoring)
1	What type of call are you completing?
	Daytime weekday (n/s)

<a href="#">Top</a>	General - (90 out of 100) 90.0%
2	What grade did location warrant on this call?
	B+ (90)
3	Please add call note text here.
	<p><i>DM Dave</i></p> <p><i>Kitchen Andrew and James</i></p> <p><i>Couldn't see hotel 4th hit displayed (hotels) and no Xmas opening hours displayed.</i></p> <p><i>Server (didn't get name) had to change Corona during service but didn't pour the 1/2 an ale ordered.</i></p> <p><i>The left hand side coffee machine appeared to be under pouring.</i></p> <p><i>Heating currently broken but the portable heaters were doing a job today.</i></p> <p><i>The flat roof did start leaking through to the pub during the call, this was cordoned off and a call out placed.</i></p> <p><i>Some tables showing dried ring build up - need up ensure the tables are cleaned with hot soapy water at the end of the night.</i></p> <p><i>Good standards in the kitchen. Bit of clean as you go needed.</i></p> <p><i>Xmas dishes easy to prepare the kitchen team highlighted and have been popular.</i></p> <p><i>The finger guard is damaged on the internal toilet door.</i></p> <p><i>Friendly team on duty.</i></p>
4	When questioning around allergen's in a dish, were you directed to the customer information screen in the pub, app or customer website?
	Yes (0)
5	Did you complete the Product Focus?
	Yes (n/s)

<a href="#">Top</a>	CRITICAL DRINK FOCUS - (non-scoring)
6	Was Corona available on draught?
	Yes (n/s)
7	If available, was Corona served in a branded glass?
	Yes (n/s)

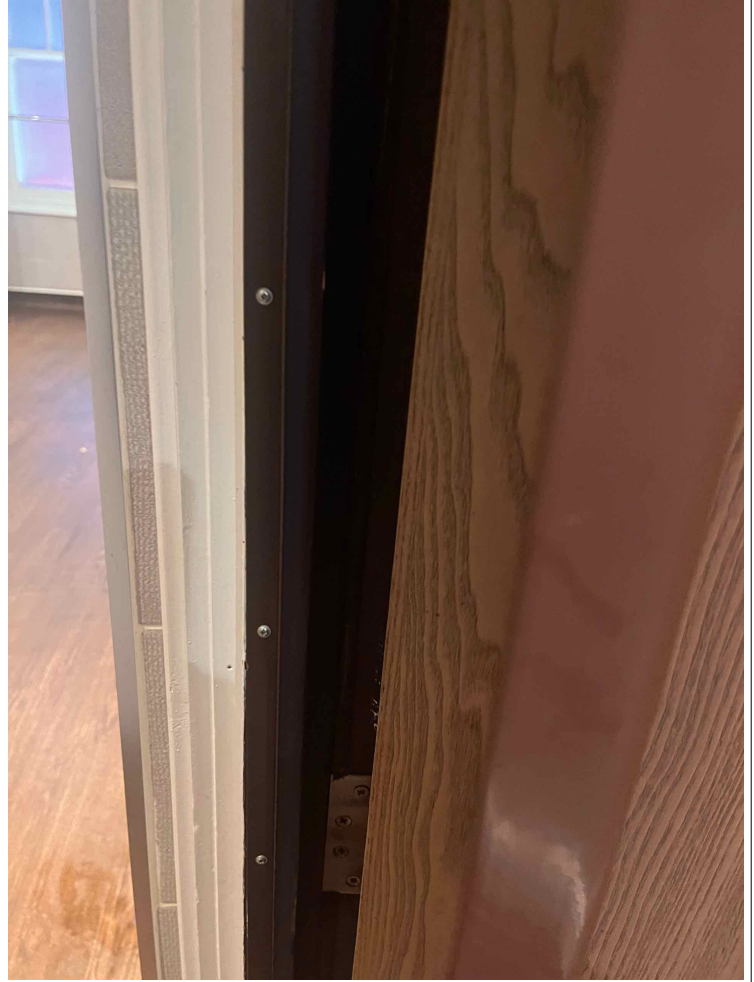
8	If available, was Corona served with a lime wedge on the rim of the glass?
	Yes (n/s)
	
9	Please select which product you purchased as your second pint:
	Budweiser (n/s)
10	Was the second pint served in a branded glass?
	Yes (n/s)


<a href="#">Top</a>	Open to attach additional photos - (non-scoring)	
11	Additional Photo 1:	
	Table cleanliness	

12

Additional Photo 2:

*Damaged finger guard*



13	Additional Photo 3:	
	<i>Sign needs rewording</i>	
14	Additional Photo 4:	
15	Additional Photo 5:	
16	Additional Photo 6:	
17	Additional Photo 7:	
18	Additional Photo 8:	
19	Additional Photo 9:	
20	Additional Photo 10:	