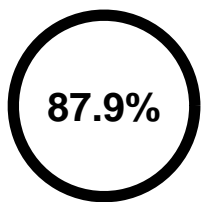




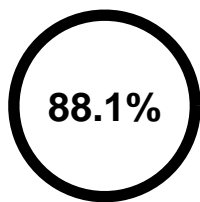
Period 6 - Jan 2025

The Bottle of Sack, Sutton Coldfield

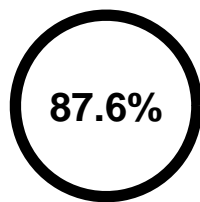
Job ID	25036374
Job Date	Saturday 18th January 2025
Job Time	23:50 - 00:15
Name of Auditor:	Sharon Owen
Visit Type:	Internal Call – FOH Head Office 2024



Period Score



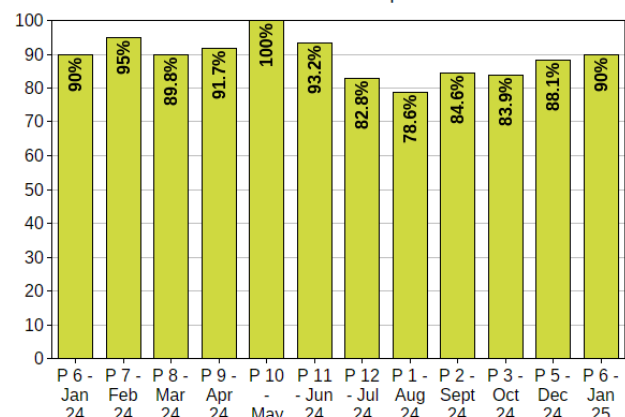
Last Period Score



YTD Score

This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	625	625	100.0%
EXTERNAL	250	250	100.0%
FOH - Cleanliness	1750	2250	77.8%
TOILETS	375	1000	37.5%
ATMOSPHERE	1000	1250	80.0%
SERVICE	1125	1125	100.0%
PRODUCTS - DRINKS	1125	1125	100.0%
CRITICAL DRINK FOCUS	1875	1875	100.0%
PRODUCTS - FOOD	250	250	100.0%
MANAGEMENT	1625	1625	100.0%
OVERALL	10000	11375	87.9%

Score Trend Graph



Top	CALL TYPE - (non-scoring)
1	What type of call are you completing?
	After 11pm (n/s) Weekend (n/s)


Top	FIRST IMPRESSIONS - (625 out of 625) 100.0%
2	Were the plants/hanging baskets in good condition?
	Yes (125)
3	Were the windows, doors, fascia clean and brass sparkling?
	Yes (125)
4	Was the signage clean, in good decorative order and well lit?
	Yes (125)
5	Was the immediate entrance litter free?
	Yes (125)
6	Was all external POS, notices up to date and in good condition as detailed in MAP?
	Yes (125)

Top	EXTERNAL - (250 out of 250) 100.0%
7	Were the bin store, delivery area and car park clean and tidy?
	N/A - not visible/accessable to customers (n/s)
8	Was the beer garden/s clean, tidy and well presented?
	Yes (125)
9	Were the beer garden/s (rear of pub) ashtrays empty and were tables clear of clutter?
	Yes (125)

Top	FOH - Cleanliness - (1750 out of 2250) 77.8%
10	Were internal mirrors/glass panels clean?
	Yes (125)
11	Was the brass and chrome clean and polished throughout the pub?
	Yes (125)
12	Were the tables dry and not sticky?
	No (-250) <i>Some very wet tables</i>
13	Were the tables free from glasses, bottles and plates?
	Yes (250)
14	Was the bar top dry, not sticky and uncluttered?
	Yes (250)
15	Were all staff and managers wearing aprons/utility belts (including small spray bottles/cloths)?
	Yes (250)
16	Was the floor clear of spillages and litter?
	Yes (125)
17	Was the furniture clean and in good repair?
	Yes (125)

18	Were AWP's switched on (during licencing hours), clean and working?
	Yes (125)
19	Was the Customer Information Screen switched on, up to date and easily accessible to all customers?
	Yes (125)
20	Were the hot drink station(s) clean and fully stocked?
	Yes (250) N/a
21	Were the condiment sideboard(s) clean and fully stocked?
	Yes (250)

Top	TOILETS - (375 out of 1000) 37.5%
22	Which toilet did you visit?
	Female (n/s)
23	Was the toilet area clean and free from spillages?
	Yes (125)
24	Were the toilets well maintained?
	Yes (125)
25	Did the toilets smell fresh and pleasant?
	Yes (125)
26	Did all toilet cubicles have toilet paper in the holders?
	Yes (125)
27	Were soap and hand drying facilities available?
	Yes (125)
28	Was the toilet checklist signed within the last hour?
	No (-250) <i>Not since 9 pm</i>

29	Were the sinks clean, unblocked and wiped down?
	<p>No (0)</p> <p><i>Wet and needed clearing of glasses</i></p>
	


Top	ATMOSPHERE - (1000 out of 1250) 80.0%
31	Was the pub well maintained? Was the condition of the fixtures and fittings in good order?
	Yes (125)
32	Were staff concentrating on customer needs and not on their colleagues/close down tasks?
	Yes (250)
33	Was all internal POS up to date and in good condition as per MAP?
	Yes (125)
34	Was the back bar well merchandised and free from clutter?
	Yes (125)
35	Was the pub at a comfortable temperature?
	Yes (250)
36	Was the level of lighting appropriate for the time of day?
	Yes (125)
39	Were door supervisors well presented, polite and welcoming?
	<p>No (0)</p> <p><i>Told me they were closed</i></p>

Top	SERVICE - (1125 out of 1125) 100.0%
40	Were staff polite and helpful to you and other customers?
	Yes (125)

41	Were the staff well groomed (clean shaven / neatly clipped facial hair, long hair tied back and clean hands)?
	Yes (250)
42	Were you acknowledged before you were served, whilst standing at the bar?
	N/A - I ordered on the App (n/s)
43	Were you served within 2 minutes of approaching the bar?
	N/A - I ordered on the App (n/s)
44	Were you served in turn?
	N/A - I ordered on the App (n/s)
45	When questioning around allergens in a dish, were you directed to the customer information screen in the pub, app or customer website?
	Yes (375) N/a
46	If ordering on the app were your drinks delivered within 3 minutes? Please state delivery time?
	Yes (250) 3 minutes
48	Were all bars/floors/areas open within the pub?
	Yes (125)

Top	PRODUCTS - DRINKS - (1125 out of 1125) 100.0%
49	Were all drinks products available?
	Yes (250)
50	Were all drinks served in a clean and cool glass?
	Yes (250)
51	Was the glass held by the base and not by the rim?
	Yes (125)
52	Were must stock ales available and a good range of guest ales on sale?
	Yes (125)
53	Did all handpumps have an ale badge and price card?
	Yes (125)
54	Were ales showing as coming soon on the app?
	Yes (125)
55	Were all drinks served to the correct specification?
	Yes (125)

Top	CRITICAL DRINK FOCUS - (1875 out of 1875) 100.0%
56	Was Corona available on draught?
	Yes (375)
57	If available, was Corona served in a branded glass?
	Yes (375)

58	If available, was Corona served with a lime wedge on the rim of the glass?
	Yes (375)
	
59	Were Budweiser, Bud Light, Leffe Blonde and Stella available on Draught?
	Yes (375)
60	Please select which product you purchased as your second pint:
	Bud Light (n/s)
61	Was the second pint served in a branded glass?
	Yes (375)

Top	PRODUCTS - FOOD - (250 out of 250) 100.0%
62	Were all food products available?
	N/A - drink call (n/s)
71	Was there evidence of bus tubs, trolleys and glass collection baskets being used?
	Yes (250)

Top	MANAGEMENT - (1625 out of 1625) 100.0%
72	Was there evidence of the duty manager front of house?
	Yes (125)
73	Were all members of the team wearing radios inc earpeices (to aid efficient communication)?
	Yes (250)
74	Was there evidence of bodycams and panic alarm buttons being worn by the team?
	Yes (250)

75	Were fire exits clear and unobstructed?
	Yes (1000)
76	Did you visit the kitchen?
	No (n/s)

<u>Top</u>	FEEDBACK - ACTIONS - (non-scoring)
80	Any other comments?
81	Did you give out a gift card during your visit?
	No (n/s)
82	State the name of the manager you spoke to.
	<i>Dave</i>
83	State the name of the kitchen lead on shift.
	Kitchen closed