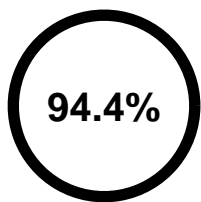




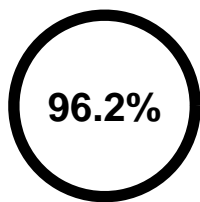
Period 7 - Feb 2025

## The Bottle of Sack, Sutton Coldfield

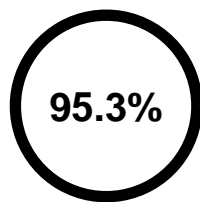
Job ID	25049260
Job Date	Monday 10th February 2025
Job Time	18:30 - 19:20
Name of Auditor:	Colin Lovell
Visit Type:	Internal Call - Area Manager and Auditor 2024



Period Score



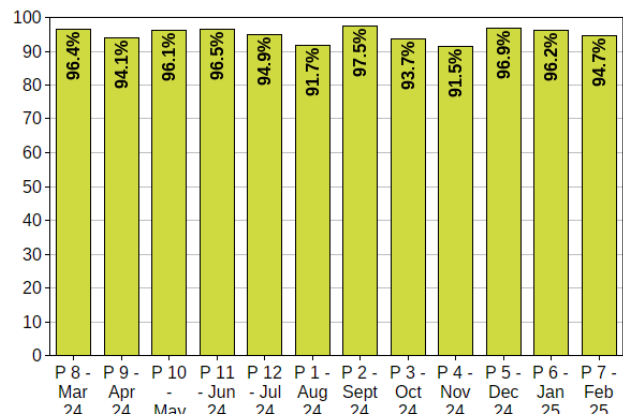
Last Period Score




YTD Score

This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	500	625	80.0%
EXTERNALS	375	375	100.0%
FOH - CLEANLINESS	1875	2000	93.8%
TOILETS	500	1000	50.0%
ATMOSPHERE	1000	1125	88.9%
SERVICE	1125	1125	100.0%
PRODUCTS - DRINKS	1000	1000	100.0%
CRITICAL DRINK FOCUS	3000	3000	100.0%
PRODUCTS - FOOD	2750	2750	100.0%
MANAGEMENT FOCUS	2750	2750	100.0%
OVERALL	14875	15750	94.4%

Score Trend Graph




Top	CALL TYPE - (non-scoring)
1	What type of call are you completing?
	After 6pm: Monday-Thursday (n/s) Food (n/s)

Top	FIRST IMPRESSIONS - (500 out of 625) 80.0%	
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?	
	<div>           No (0)  <i>External uplighter failed at entrance</i> </div> <div>  </div>	
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	EXTERNALS - (375 out of 375) 100.0%
7	Were the bin store, delivery area and car park clean and tidy?
	Yes (125)
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)

<a href="#">Top</a>	<b>FOH - CLEANLINESS - (1875 out of 2000) 93.8%</b>	
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?	
	Yes (250)	
13	Were the tables free from glasses, bottles and plates?	
	Yes (250) <i>Good evidence of table clearing</i>	
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?	
	No (0) <i>Several chairs in need of seat pad replacement- please follow SOP</i>	
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) and condiment sideboard clean and fully stocked?
	Yes (250)

Top	TOILETS - (500 out of 1000) 50.0%
21	Which toilet did you visit?
	Male (n/s)
22	Was the toilet area clean and free from spillages?
	Yes (125)
23	Were the toilets well maintained?
	Yes (125)
24	Did the toilets smell fresh and pleasant?
	Yes (125)
25	Did all toilet cubicles have toilet paper in the holders?
	Yes (125)
26	Were soap and hand drying facilities available?
	Yes (125)
27	Was the toilet checklist signed within the last hour?

No (-250)  
Not signed since 2pm

**wetherspoon**

To ensure we provide our customers with the highest possible standards, we inspect these toilets at regular intervals throughout the day.

Please contact the duty manager if this area is not as clean as you would expect it to be.

Please also be aware that our toilets may be checked by a member of the opposite sex.

Day: MON Date: 10/02/25


7:00 am	<u>Steve</u>	5:00 pm	
8:00 am	<u>Steve</u>	6:00 pm	
9:00 am	<u>Steve</u>	7:00 pm	
10:00 am	<u>BB</u>	8:00 pm	
11:00 am	<u>ll</u>	9:00 pm	
12:00 noon	<u>BB</u>	10:00 pm	
1:00 pm	<u>BB</u>	11:00 pm	
2:00 pm	<u>BB</u>	12:00 midnight	
3:00 pm		1:00 am	
4:00 pm		2:00 am	

☒ Males | ☐ Females | ☐ Access

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28	Were the sinks clean, unblocked and wiped down?
	Yes (125)



<a href="#">Top</a>	<b>ATMOSPHERE - (1000 out of 1125) 88.9%</b>
30	Was the pub well maintained? Was the condition of the fixtures and fittings in good order?
	Yes (125)
31	Were staff concentrating on customer needs and not on their colleagues/close down tasks?
	Yes (250)
32	Was all internal POS up to date and in good condition as per MAP?
	<p>No (0)</p> <p><i>Missing price stickers of TTs</i></p> 
33	Was the back bar well merchandised and free from clutter?
	Yes (125)
34	Was the pub at a comfortable temperature?
	Yes (250)
35	Was the level of lighting appropriate for the time of day?
	Yes (125)
37	If music was playing, was it at the correct volume, of an appropriate genre AND were all TVs displaying subtitles appropriately?
	Yes (125)

<a href="#">Top</a>	<b>SERVICE - (1125 out of 1125) 100.0%</b>
39	Were staff polite and helpful to you and other customers?
	Yes (125)
40	Were the staff well groomed (clean shaven / neatly clipped facial hair, long hair tied back and clean hands)?
	Yes (250)
41	Were you acknowledged before you were served, whilst standing at the bar?
	N/A - Ordered on the App (n/s)

44	When questioning around allergens in a dish, were you directed to the customer information screen in the pub, app or customer website?"
	Yes (375)
45	If ordering on the app were your drinks delivered within 3 minutes? Please state delivery time?
	Yes (250) 2 mins
47	Were all bars/floors/areas open within the pub?
	Yes (125)

Top	PRODUCTS - DRINKS - (1000 out of 1000) 100.0%	
48	Were all drinks products available?	
	Yes (250)	
49	Were all drinks served in a clean and cool glass?	
	Yes (250)	
50	Was the glass held by the base and not by the rim?	
	Yes (125)	
51	Were must stock ales available and a good range of guest ales on sale?	
	Yes (125) Great ale selection and good quality	
52	Did all handpumps have an ale badge and price card? Were ales showing as coming soon on the app?	
	Yes (125) Coming soon advertised on app	<div> <div>Coming soon</div> <div> Please note: These ales are not available to purchase at this time. Tap the bell to receive a notification when the ale becomes available. </div> <div> <div> Bishop Nick 1555 18 </div> <div> 4.3% ABV. 2.4 units. Bishop Nick. Amber coloured, toffee and nutty. </div> </div> <div> <div> Burton Bridge Festival Ale 18 </div> <div> 5.5% ABV. 3.1 units. Burton Bridge. Chestnut coloured, strong and fruity. </div> </div> <div> <div> Burton Bridge Stairway To Heaven 18 </div> <div> 5% ABV. 2.8 units. Burton Bridge. Golden coloured, rich and hoppy. </div> </div> <div> <div> Heritage Offilers Best Bitter 18 </div> <div> 4% ABV. 2.3 units. Heritage. Light amber coloured, </div> </div> </div>
53	Were all drinks served to the correct specification?	
	Yes (125)	

Top	CRITICAL DRINK FOCUS - (3000 out of 3000) 100.0%	
54	Was Corona available on draught?	
	Yes (375)	
55	If available, was Corona served in a branded glass?	
	Yes (375)	
56	If available, was Corona served with a lime wedge on the rim of the glass?	
	Yes (375)	
57	Were Budweiser, Bud Light, Leffe Blonde and Stella available on Draught?	
	Yes (375)	
58	Please select which product you purchased as your second pint:	
	Budweiser (n/s)	
59	Was the second pint served in a branded glass?	
	Yes (375)	
60	Were the bottle and can products available?	
	Yes (375)	
62	Were the bottle and can products visible?	
	Yes (375)	
64	Was Bathtub gin available on back bars?	
	Yes (375)	

Top	PRODUCTS - FOOD - (2750 out of 2750) 100.0%	
65	Were all food products available?	
	Yes (375)	



66	If purchased, did all your meal/s arrive within 10 minutes? Please state delivery time?	
	Yes (375) 8 mins	
67	Were all the component items of your meals served at the correct temperature?	
	Yes (375)	
68	Were your meals served to spec? inc correct portion sizes and build to order	
	Yes (250)	
69	Was your cutlery clean, polished and delivered with a napkin alongside your meals?	
	Yes (250)	
70	Was the correct crockery used, clean, not chipped	
	Yes (250)	
71	Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?	
	Yes (250)	
72	Did you receive a check back and was there evidence that other customers also received check backs if applicable?	
	Yes (250)	
73	Was there evidence of all tables (including your own) being cleaned within five minutes of the last diner finishing their meal?	
	Yes (125)	
74	Was there evidence of bus tubs, trolleys and glass collection baskets being used?	
	Yes (250)	

<u>Top</u>	<b>MANAGEMENT FOCUS - (2750 out of 2750) 100.0%</b>	
75	Was there evidence of the duty manager front of house?	
	Yes (125) Dan and Kian both FOH	



76	Was there evidence of radios (inc earpieces), bodycams and panic alarm buttons being worn by the team?
	Yes (250)
77	Were fire exits clear and unobstructed?
	Yes (1000)
78	Did you visit the kitchen?
	Yes (n/s)
79	If you visited the kitchen, was the handwash basin clean and fully stocked?
	Yes (125)
80	If you visited the kitchen, was the kitchen uniform SOP being adhered to?
	Yes (125)
81	If you visited the kitchen, was general cleanliness good? (inc surfaces, walls and floor)?
	Yes (125)
82	Hot hold - if required, is it in use and is the food at the correct temperature (above 63c)?
	Yes (125)
83	Is the plate warmer on and in use?
	Yes (125)
84	Are there heat resistant pads available and in use for the floor staff?
	Yes (125)
85	Defrost calculator - does the weekly sales on the calculator reflect the forecast?
	Yes (125)
86	Do the levels in the service fridges reflect the requirements of the defrost calculator?
	Yes (125)
87	Is nothing being cooked from frozen
	Yes (125)
88	Are the fryers being regularly skimmed?
	Yes (125)
89	Are food pagers in use?
	Yes (125)

<u>Top</u>	<b>GENERAL - (non-scoring)</b>
90	Any other comments?
	<i>Great food served quick and to spec Need to ensure toilets regularly checked</i>
91	Did you give out a gift card during your visit?
	No (n/s)
92	State the name of the Duty Manager you spoke to.
	<i>Dan</i>
93	State the name of the kitchen lead on shift.
	Taylor