



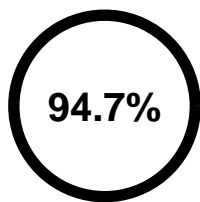
Period 8 - Mar 2025

## The Bottle of Sack, Sutton Coldfield

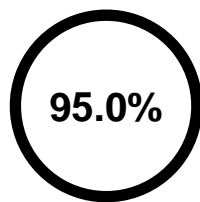
|                  |   |
|------------------|---|
| Job ID           | 25062825                                      |
| Job Date         | Friday 7th March 2025                         |
| Job Time         | 21:45 - 22:15                                 |
| Name of Auditor: | Colin Lovell                                  |
| Visit Type:      | Internal Call - Area Manager and Auditor 2024 |



Period Score



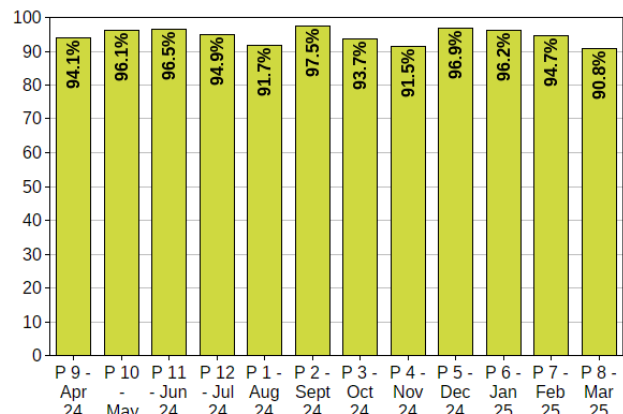
Last Period Score



YTD Score

| This Visit - The Detail | Points | Out Of | Score  |
|-------------------------|--------|--------|--------|
| FIRST IMPRESSIONS       | 625    | 625    | 100.0% |
| EXTERNALS               | 250    | 375    | 66.7%  |
| FOH - CLEANLINESS       | 1500   | 2000   | 75.0%  |
| TOILETS                 | 1000   | 1000   | 100.0% |
| ATMOSPHERE              | 1250   | 1250   | 100.0% |
| SERVICE                 | 1375   | 1375   | 100.0% |
| PRODUCTS - DRINKS       | 1000   | 1000   | 100.0% |
| CRITICAL DRINK FOCUS    | 3000   | 3000   | 100.0% |
| PRODUCTS - FOOD         | 250    | 250    | 100.0% |
| MANAGEMENT FOCUS        | 875    | 1375   | 63.6%  |
| OVERALL                 | 11125  | 12250  | 90.8%  |

Score Trend Graph

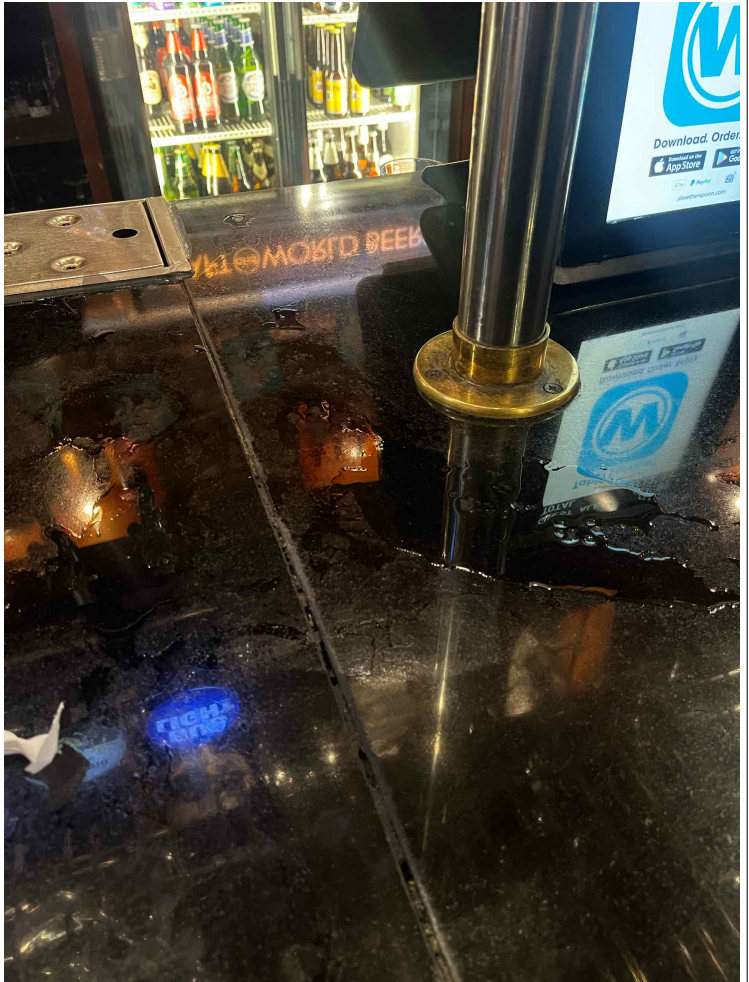


| <a href="#">Top</a> | CALL TYPE - (non-scoring)             |
|---------------------|---------------------------------------|
| 1                   | What type of call are you completing? |
|                     | After 6pm: Friday (n/s)               |

| <a href="#">Top</a> | 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)<br><i>Please remove poster frames from by TV</i>                         |

| <a href="#">Top</a> | EXTERNALS - (250 out of 375) 66.7%  |
|---------------------|---|
| 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? |
|                     | No (0)<br><i>Lots of glasses and plates to clear</i>                                  |

| <a href="#">Top</a> | FOH - CLEANLINESS - (1500 out of 2000) 75.0%                    |
|---------------------|---|
| 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)<br><i>Staff busy clearing tables</i>                  |

|    |   |   |
|----|---|---|
| 14 | Was the bar top dry, not sticky and uncluttered?  |   |
|    | No (-250)<br><i>Bar top very wet and in need of a wipe</i>  |  |
| 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) and condiment sideboard clean and fully stocked?                      |   |
|    | Yes (250)   |   |

|            |  |
|------------|--|
| <b>Top</b> | <b>TOILETS - (1000 out of 1000) 100.0%</b>         |
| 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?     |
|    | Yes (250)   |
| 28 | Were the sinks clean, unblocked and wiped down?           |
|    | Yes (125)   |


|                     |  |
|---------------------|--|
| <a href="#">Top</a> | <b>ATMOSPHERE - (1250 out of 1250) 100.0%</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)<br><i>Quick and polite service</i>   |
| 32                  | Was all internal POS up to date and in good condition as per MAP?                          |
|                     | Yes (125)  |
| 33                  | Was the back bar well merchandised and free from clutter?                                  |
|                     | Yes (125)<br><i>Much better back bar displays</i>  |
| 34                  | Was the pub at a comfortable temperature?  |
|                     | Yes (250)  |
| 35                  | Was the level of lighting appropriate for the time of day?                                 |
|                     | Yes (125)  |
| 38                  | Were door supervisors well presented, polite and welcoming?                                |
|                     | Yes (250)  |

|                     |   |
|---------------------|---|
| <a href="#">Top</a> | <b>SERVICE - (1375 out of 1375) 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?   |
|                     | Yes (125)   |
| 42                  | Were you served within 2 minutes of approaching the bar?  |
|                     | Yes (250)   |
| 43                  | Were you served in turn?  |
|                     | Yes (125)   |
| 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?   |
|                     | N/A - Ordered at the bar (n/s)  |

|    |   |
|----|---|
| 47 | Were all bars/floors/areas open within the pub? |
|    | Yes (125)                                       |

|                     |  |
|---------------------|--|
| <a href="#">Top</a> | <b>PRODUCTS - DRINKS - (1000 out of 1000) 100.0%</b>   |
| 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)<br><i>Great selection of ales</i>  |
| 52                  | Did all handpumps have an ale badge and price card? Were ales showing as coming soon on the app? |
|                     | Yes (125)  |
| 53                  | Were all drinks served to the correct specification?   |
|                     | Yes (125)  |

|                     |  |
|---------------------|--|
| <a href="#">Top</a> | <b>CRITICAL DRINK FOCUS - (3000 out of 3000) 100.0%</b>                    |
| 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)                                      |

|                     |   |
|---------------------|---|
| <a href="#">Top</a> | <b>PRODUCTS - FOOD - (250 out of 250) 100.0%</b>                                  |
| 65                  | Were all food products available?   |
|                     | N/A - Drink Call (n/s)  |
| 74                  | Was there evidence of bus tubs, trolleys and glass collection baskets being used? |
|                     | Yes (250)<br><i>Need to utilise more though not all staff using</i>               |

|                     |  |
|---------------------|--|
| <a href="#">Top</a> | <b>MANAGEMENT FOCUS - (875 out of 1375) 63.6%</b>  |
| 75                  | Was there evidence of the duty manager front of house?   |
|                     | Yes (125)<br><i>Dave and Kian</i>  |
| 76                  | Was there evidence of radios (inc earpieces), bodycams and panic alarm buttons being worn by the team?           |
|                     | No (-250)<br><i>Need to ensure using earpiece, more staff should have radios/earpieces to improve efficiency</i> |

|    |   |
|----|---|
| 77 | Were fire exits clear and unobstructed? |
|    | Yes (1000)                              |
| 78 | Did you visit the kitchen?              |
|    | No (n/s)                                |

|            |  |
|------------|--|
| <u>Top</u> | <b>GENERAL - (non-scoring)</b>   |
| 90         | Any other comments?  |
|            | <i>Pub doing a steady trade this evening and garden was busy</i><br><br><i>Please ensure earpieces used as discussed and more radios should be in use by staff</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>Dave</i>  |
| 93         | State the name of the kitchen lead on shift.   |
|            | Abby (just finished)   |