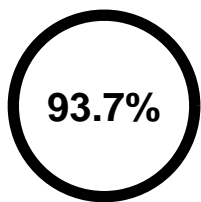




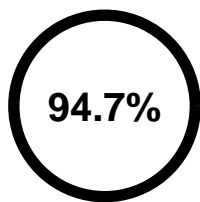
Period 8 - Mar 2025

The Bottle of Sack, Sutton Coldfield

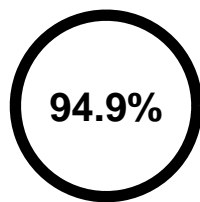
| | |
|------------------|---|
| Job ID | 25071241 |
| Job Date | Thursday 20th March 2025 |
| Job Time | 18:35 - 19:35 |
| Name of Auditor: | Colin Lovell |
| Visit Type: | Internal Call - Area Manager and Auditor 2024 |



Period Score



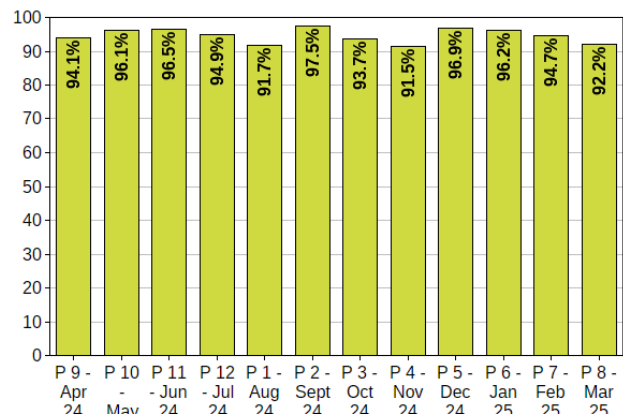
Last Period Score



YTD Score

| This Visit - The Detail | Points | Out Of | Score |
|-------------------------|--------|--------|--------|
| FIRST IMPRESSIONS | 625 | 625 | 100.0% |
| EXTERNALS | 250 | 375 | 66.7% |
| FOH - CLEANLINESS | 1375 | 2000 | 68.8% |
| TOILETS | 1000 | 1000 | 100.0% |
| ATMOSPHERE | 1000 | 1125 | 88.9% |
| SERVICE | 1125 | 1125 | 100.0% |
| PRODUCTS - DRINKS | 875 | 1000 | 87.5% |
| CRITICAL DRINK FOCUS | 3000 | 3000 | 100.0% |
| PRODUCTS - FOOD | 2750 | 2750 | 100.0% |
| MANAGEMENT FOCUS | 2750 | 2750 | 100.0% |
| OVERALL | 14750 | 15750 | 93.7% |


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 - (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) <i>Please check timers on lights</i> |
| 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) |

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|---------------------|--|
| Top | 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? |
| | <div><div>No (0) <i>Several tables needed clearing in garden</i></div><div></div></div> |


| | |
|---------------------|---|
| Top | FOH - CLEANLINESS - (1375 out of 2000) 68.8% |
| 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? |
| | Yes (250) |

| | | |
|----|---|---|
| 13 | Were the tables free from glasses, bottles and plates? | |
| | No (-250) 3 empty tables all needed clearing upstairs - soon resolved once staff came upstairs |  |
| 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>Chewing gum under table</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 - (1000 out of 1000) 100.0% |
| 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) |










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| 27 | Was the toilet checklist signed within the last hour? |
| | Yes (250) <i>Not signed since</i> |
| 28 | Were the sinks clean, unblocked and wiped down? |
| | Yes (125) |

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|------------|--|---|
| <u>Top</u> | ATMOSPHERE - (1000 out of 1125) 88.9% | |
| 29 | Were doors/windows open, if appropriate? | |
| | Yes (125) | |
| 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>Please review menu holder brief as requested (no need for breakfast menu, hotel brochures and JDW news) this was updated 2 weeks ago</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) | |


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|---------------------|---|
| Top | SERVICE - (1125 out of 1125) 100.0% |
| 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) 3 mins |
| 47 | Were all bars/floors/areas open within the pub? |
| | Yes (125) |

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| Top | PRODUCTS - DRINKS - (875 out of 1000) 87.5% |
| 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) |


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| 51 | Were must stock ales available and a good range of guest ales on sale? |
| No (0) No Abbott or Ruddles available | <div><div>Real ale</div><div>The Bottle of Sack ⓘ<div>Change</div><div>Search the menu</div></div><div><div>ALE-FINDER</div><div>Amber coloured, malty and fruity. 250 kcal</div></div><div><div>Greene King Abbot Ale ⓘ</div><div>5.0% ABV, 2.8 units Greene King Brewery. Rich amber coloured, malty and bittersweet.</div><div>TEMPORARILY UNAVAILABLE</div><div>284 kcal</div></div><div><div>Greene King Ruddles Best ⓘ</div><div>3.4% ABV, 1.9 units Greene King Brewery. Amber coloured, clean and hoppy.</div><div>TEMPORARILY UNAVAILABLE</div><div>223 kcal</div></div></div> |

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|----|---|
| 52 | Did all handpumps have an ale badge and price card? Were ales showing as coming soon on the app? |
| | <div> <div> Yes (125) <i>Coming soon advertised on app</i> </div> <div> <div>  ALE-FINDER > </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> Purity Mad Goose 18  </div> <div> 4.2% ABV. 2.4 units. Purity. Copper coloured, fresh and zesty  </div> </div> <div> <div> Purity Pure Gold 18  </div> <div> 3.8% ABV. 2.2 units. Purity. Golden coloured, citrusy and fresh  </div> </div> <div> <div> Purity Pure UBU 18  </div> <div> 4.5% ABV. 2.6 units. Purity. Amber coloured, smooth and malty  </div> </div> <div> <div> Silhill Super Star 18  </div> <div> 5.1% ABV. 2.9 units. Silhill. Golden coloured, tropical and hoppy.  </div> </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) 9.5 mins |
| 67 | Were all the component items of your meals served at the correct temperature? |
| | Yes (375) All served hot |

| | |
|----|--|
| 68 | Were your meals served to spec? inc correct portion sizes and build to order |
| | <p>Yes (250)</p> <p><i>Meal all served to spec</i></p>  |
| 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? |
| | <p>Yes (250)</p> <p><i>Being used in garden but could be used effectively upstairs as well to improve efficiency</i></p> |

| | |
|---------------------|--|
| Top | MANAGEMENT FOCUS - (2750 out of 2750) 100.0% |
| 75 | Was there evidence of the duty manager front of house? |
| | <p>Yes (125)</p> <p><i>Kian and Shay on duty FOH</i></p> |
| 76 | Was there evidence of radios (inc earpieces), bodycams and panic alarm buttons being worn by the team? |
| | <p>Yes (250)</p> <p><i>But again should be used by more staff not just manager on duty. This will only improve efficiency</i></p> <p><i>This is all more important now to give better security to staff when working in garden area. Please ensure enough radios and earpieces</i></p> |

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| 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) <i>Need to utilise radios and pagers better</i> |

| | |
|---------------------|--|
| Top | GENERAL - (non-scoring) |
| 90 | Any other comments? |
| | <p><i>Pub obviously caught out with early evening trade due to being warmest day of year so far. A little behind but staff all working hard to catch up</i></p> <p><i>Need to ensure tables regularly checked for chewing gum</i></p> <p><i>Please follow menu holder brief as previously requested</i></p> <p><i>Team a bit stretched this evening not helped by Kian having to deal with an angry/ threatening dog owner in garden</i></p> |
| 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>Kian</i> |
| 93 | State the name of the kitchen lead on shift. |
| | Lee |