



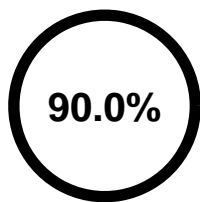
Period 8 - Mar 2025

The Bottle of Sack, Sutton Coldfield

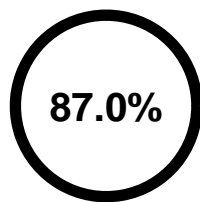
Job ID	25073604
Job Date	Sunday 23rd March 2025
Job Time	17:00 - 17:40
Name of Auditor:	Mikey Hanson
Visit Type:	Internal Call – FOH Head Office 2024



Period Score



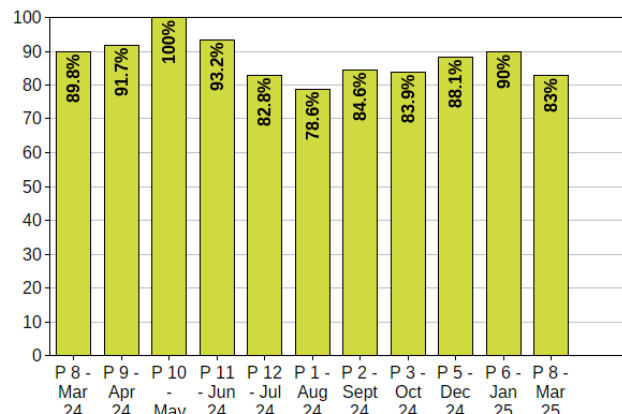
Last Period Score




YTD Score

This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	625	625	100.0%
EXTERNAL	250	375	66.7%
FOH - Cleanliness	2250	2250	100.0%
TOILETS	500	1000	50.0%
ATMOSPHERE	1250	1250	100.0%
SERVICE	1125	1125	100.0%
PRODUCTS - DRINKS	1125	1125	100.0%
CRITICAL DRINK FOCUS	1125	1875	60.0%
PRODUCTS - FOOD	1750	2750	63.6%
MANAGEMENT	1625	1625	100.0%
OVERALL	11625	14000	83.0%

Score Trend Graph



<u>Top</u>	CALL TYPE - (non-scoring)
1	What type of call are you completing?
	Weekend (n/s) Food (n/s)

<u>Top</u>	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?
	<div>Yes (125) <i>this POS cabinet needs attention</i></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)

<u>Top</u>	EXTERNAL - (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?
	No (0) <i>glass in-between the slabs / also general litter throughout the garden. deep clean need after a busy weekend</i>
9	Were the beer garden/s (rear of pub) ashtrays empty and were tables clear of clutter?
	Yes (125)

<u>Top</u>	FOH - Cleanliness - (2250 out of 2250) 100.0%
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) <i>few glasses and plates knocking about, one floor staff being very proactive in order to clear both top and bottom floor. difficult for one member of the team to complete individually. mgt to delegate roles to assist others with their tasks.</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?
	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)
21	Were the condiment sideboard(s) clean and fully stocked?
	Yes (250) <i>utilise DP to ensure condiments are being topped up throughout the day</i>

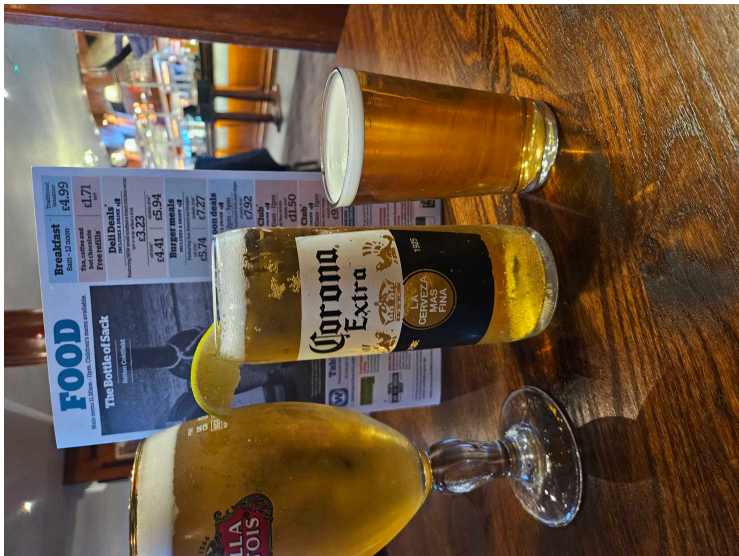
Top	TOILETS - (500 out of 1000) 50.0%
22	Which toilet did you visit?
	Male (n/s)
23	Was the toilet area clean and free from spillages?
	Yes (125)
24	Were the toilets well maintained?
	Yes (125)
25	Did the toilets smell fresh and pleasant?
	Yes (125)
26	Did all toilet cubicles have toilet paper in the 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>last toilet check - 3pm</i>
29	Were the sinks clean, unblocked and wiped down?
	Yes (125)

Top	ATMOSPHERE - (1250 out of 1250) 100.0%
30	Were doors/windows open, if appropriate?
	Yes (125)
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)
38	If music was playing, was it at the correct volume, of an appropriate genre AND were all TVs displaying subtitles appropriately?
	Yes (125)

Top	SERVICE - (1125 out of 1125) 100.0%
40	Were staff polite and helpful to you and other customers?
	Yes (125) <i>staff polite and helpful</i>
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)
46	If ordering on the app were your drinks delivered within 3 minutes? Please state delivery time?
	Yes (250) <i>n / a</i>
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 - (1125 out of 1875) 60.0%	
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?	
	No (-375) <i>budwiser OOS - delivery tomorrow morning</i>	
60	Please select which product you purchased as your second pint:	
	Stella (n/s)	
61	Was the second pint served in a branded glass?	
	Yes (375)	

Top	PRODUCTS - FOOD - (1750 out of 2750) 63.6%	
62	Were all food products available?	
	Yes (375)	
63	If purchased, did all your meal/s arrive within 10 minutes? Please state delivery time?	
	Yes (375) <i>9 minutes</i>	

64	Were all the component items of your meals served at the correct temperature?
	Yes (375)
65	Were your meals served to spec? inc correct portion sizes and build to order?
	No (-250) <i>steak - presented very well. although both steak and tomato were undercooked and unfortunately the peas were overcooked. Ramon bowl.did not have have 6g of corrianor - refresher training needed.</i>
66	Was your cutlery clean, polished and delivered with a napkin alongside your meals?
	Yes (250)
67	Was the correct crockery used, clean, not chipped?
	Yes (250)
68	Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?
	Yes (250)
69	Did you receive a check back and was there evidence that other customers also received check backs if applicable?
	Yes (250)
70	Was there evidence of all tables (including your own) being cleaned within five minutes of the last diner finishing their meal?
	Yes (125)
71	Was there evidence of bus tubs, trolleys and glass collection baskets being used?
	No (-250) <i>floor staff working very well, although not very efficiently. Bus tubs are stationed well around the pub - but not in use today.</i>

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)

Top	FEEDBACK - ACTIONS - (non-scoring)
80	Any other comments?
	<i>pub generally clean and operating well.</i>
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>kian / Alex</i>
83	State the name of the kitchen lead on shift.