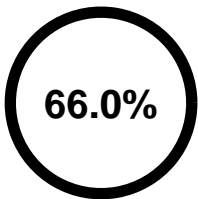




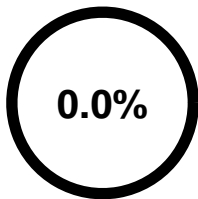
The Bottle of Sack, Sutton Coldfield

Job ID	25069383
Job Date	Tuesday 18th March 2025
Job Time	10:00 - 11:00
Name of Auditor:	Mark Klymyszyn
Visit Type:	Internal Call - Food Quality Audit 2025

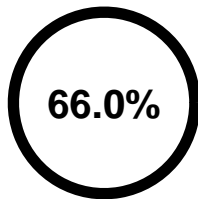
This Visit - The Detail	Points	Out Of	Score
FOH	12	12	100.0%
FOOD SPEC AND QUALITY	42	73	57.5%
KITCHEN	10	12	83.3%
OVERALL	64	97	66.0%



Period Score

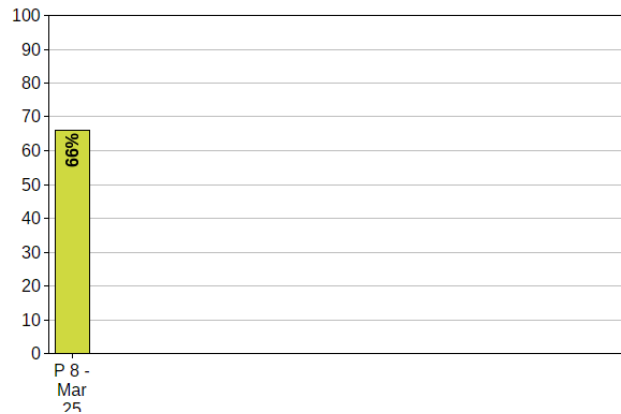


Last Period Score



YTD Score

Score Trend Graph



Top	CALL TYPE - (non-scoring)
1	What type of call are you completing?
	Daytime weekday (n/s)

Top	PRE-REQUISITES - (non-scoring)
2	What was last months Google review score (from 2 pager) and were there any common food themes? (if so what are they?)
	3.69
3	Are the pubs current refunds as a % of sales above or below the company average (from 2 pager), add current % in comments?
	Below (n/s) 0.16% vs 0.20%
4	What are the pubs current FDT's / % Late Orders / YTD food volumes
	8m 23s / 28.3% / +11.7%

Top	FOH - (12 out of 12) 100.0%
5	Were the tables dry, not sticky and free from glasses, bottles and plates?
	Yes (2)
6	Was the floor clear of spillages and litter?
	Yes (2)
7	Was the condiment station clean and fully stocked?
	Yes (2)
8	Are radios (Inc earpieces) and Food pagers in use across the team?
	Yes (2)
9	If asking about allergens, did the team correctly point towards the customer information screen, app or company website?
	Yes (4)

10 Were all food products available inc on the app?

No (0)
Poached eggs missing

09:58 5G 60


< Breakfast muffin >

Add any of the following to your breakfast:
Optional

Two rashers of back bacon	£1.67
131 kcal	- +
Four rashers of maple-cured bacon	£1.62
91 kcal	- +
Poached egg V	98p
TEMPORARILY UNAVAILABLE 63 kcal	- +
Two scrambled eggs V	£1.73
136 kcal	- +
Fried egg V	98p
56 kcal	- +
Black pudding	80p
178 kcal	- +
Slice of toast V	£1.23
225 kcal	- +

- 1 +

SELECT DRINK

11	Did all your meals arrive within 10 minutes? Please state delivery time?	<p>No (0) 11:30</p>	
12	Please confirm how many minutes you waited for your order to arrive.	11 (n/s)	
13	Did all your meals arrive together, utilising a large tray if needed? (Allergen meals should always arrive first on their own)	<p>No (0) <i>Porridge had to be taken downstairs to be made as no kettle in the kitchen</i></p>	
14	Did you receive the correct, clean, cutlery for your dish/es? Also 1 napkin per meal?	<p>No (0) <i>Fork with porridge. Not required</i></p>	

15

First meal?

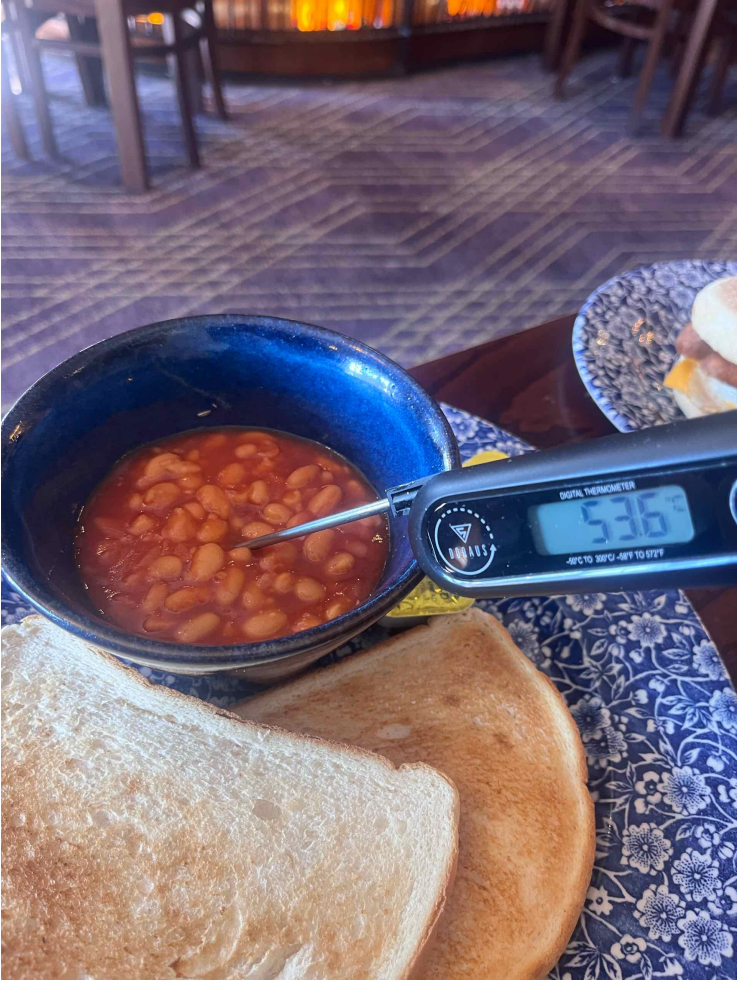
Vegan Beans on Toast (n/s)



16 First meal - Were the portion sizes on the meal correct?

No (0)
Beans 185g




17	First meal - Were all the component items of your meal served at the correct temperature?
	<p>No (0) Beans 53oC</p> 
18	First meal - Please select the temperature
	51 - 60 (n/s)
20	First meal - Please record the exact temperature. (51 - 60)
	53 (n/s)
26	First meal (Vegan Beans on Toast) - Was your meal served to specification? (Crockery, presentation, build to order and anything not specified below)
	<p>Beans above 55C No (0) Beans in a bowl Yes (2) Vegan spread served separately Yes (2) Well toasted toast Yes (2) Served on a standard plate Yes (2)</p>
38	First meal - Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?
	Yes (2)
39	Second meal?
	Breakfast Muffin (n/s)
40	Second meal - Were the portion sizes on the meal correct?
	Yes (2)


41

Second meal - Were all the component items of your meal served at the correct temperature?

Yes (2)



51	<p>Second meal (Breakfast Muffin) - Was your meal served to specification? (Crockery, presentation, build to order and anything not specified below)</p> <p>Well presented egg Yes (2)</p> <p>Correct build order No (0)</p> <p>Crispy Bacon Yes (2)</p> <p>Toasted Muffin No (0)</p> <p><i>Sausage on top. Muffin barely toasted</i></p>
	
62	<p>Second meal - Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?</p> <p>Yes (2)</p>

63	Third meal?
	<p data-bbox="113 123 794 1120">Porridge with Fruit & Honey (n/s)</p> 
64	Third meal - Were the portion sizes on the meal correct?
	<p data-bbox="113 1164 794 1238">Yes (2) 3 strawberries</p>

65	Third meal - Were all the component items of your meal served at the correct temperature?
	<p>Yes (2)</p> 
66	Third meal - Please select the temperature
	61 - 70 (n/s)
69	Third meal - Please record the exact temperature. (61 - 70)
	69 (n/s)
73	Third meal (Porridge with Fruit & Honey) - Was your meal served to specification? (Crockery, presentation, build to order and anything not specified below)
	<p>Napkin lined medium plate No (0)</p> <p>All fruit on top of porridge No (0)</p> <p>Sauce in ramekin Yes (2)</p> <p>Good consistency and texture Yes (2)</p> <p><i>Strawberries cut into 1/4. Should be halves</i></p>
86	Third meal - Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?
	Yes (2)

87

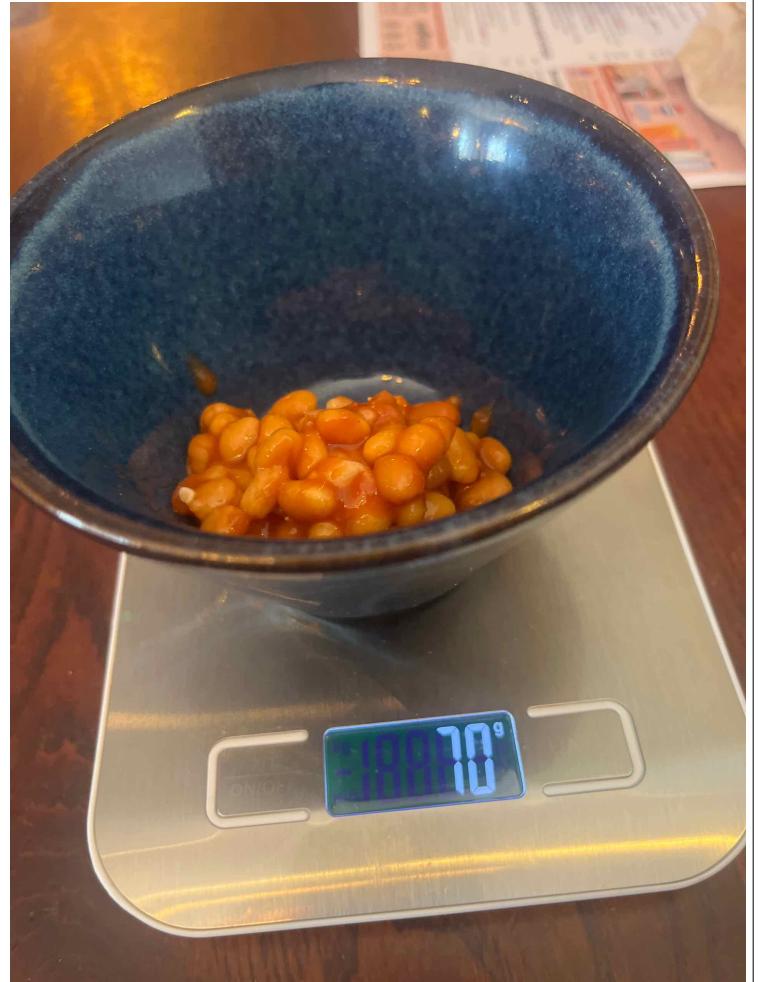
Fourth meal?


Traditional Breakfast (n/s)




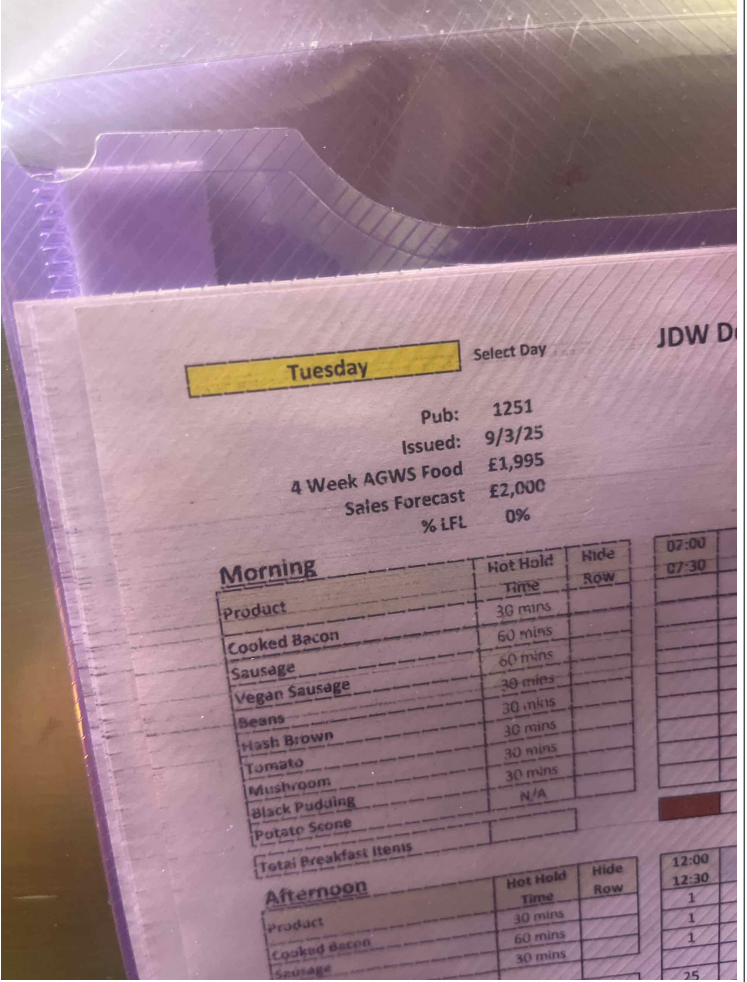
88 Fourth meal - Were the portion sizes on the meal correct?

No (0)
Beans 70g



89	Fourth meal - Were all the component items of your meal served at the correct temperature?
	<p>No (0) Beans 48.8oC</p> 
90	Fourth meal - Please select the temperature
	40 - 50 (n/s)
91	Fourth meal - Please record the exact temperature. (40 - 50)
	48 (n/s)
96	Fourth meal (Traditional Breakfast) - Was your meal served to specification? (Crockery, presentation, build to order and anything not specified below)
	<p>Crispy bacon Yes (2) Beans above 55C No (0) Well presented egg Yes (2) Well toasted toast Yes (2) Toast sliced diagonally Yes (2)</p>
111	Fourth meal - Was hot food served on warmed plates? Cold food and childrens meals served on cold plates?
	Yes (2)
112	Did you receive a check back and was there evidence that other customers also received check backs if applicable?
	<p>No (0) No checkback</p>
113	Was there evidence of all tables (including your own) being cleaned within five minutes of the last diner finishing their meal?
	Yes (2)

Top KITCHEN - (10 out of 12) 83.3%	
114	Is the plate warmer/cuboard/draw on and in use?
	Yes (2)
115	Hot hold - is it in use and is the food at the correct temperature (above 63c)?
	Yes (2)
	
116	Hot hold - were timers in use correctly?
	Yes (2)

117	Were the levels on the hot hold guide being followed, and used appropriately?
	<p>No (0) Levels from 9 march. Has not been updated</p> 
118	Defrost calculator - does the weekly sales on the calculator reflect the forecast in mySchedule?
	Yes (2)
119	Do the levels in the service fridges reflect the requirements of the defrost calculator?
	Yes (2)

Top	GENERAL - (non-scoring)
120	Any additional comments including the kitchen operation?
121	Did you give out a gift card during your visit?
	No (n/s)
122	State the name of the Duty Manager you spoke to.
	Dave
123	State the names of the kitchen team on shift.