

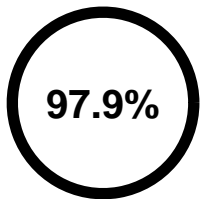


Period 9 - April 2025

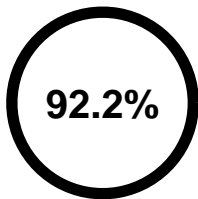
The Bottle of Sack, Sutton Coldfield

Job ID	25087694
Job Date	Sunday 20th April 2025
Job Time	13:30 - 14:30
Name of Auditor:	Colin Lovell
Visit Type:	Internal Call - Area Manager and Auditor 2024

This Visit - The Detail	Points	Out Of	Score
FIRST IMPRESSIONS	625	625	100.0%
EXTERNALS	250	375	66.7%
FOH - CLEANLINESS	2000	2000	100.0%
TOILETS	1000	1000	100.0%
ATMOSPHERE	1000	1125	88.9%
SERVICE	1125	1125	100.0%
PRODUCTS - DRINKS	1000	1000	100.0%
CRITICAL DRINK FOCUS	2625	2625	100.0%
PRODUCTS - FOOD	625	625	100.0%
MANAGEMENT FOCUS	1375	1375	100.0%
OVERALL	11625	11875	97.9%



Period Score

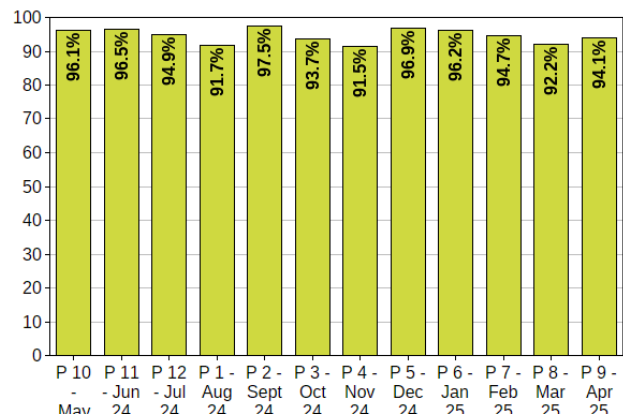


Last Period Score



YTD Score

Score Trend Graph



Top	CALL TYPE - (non-scoring)
1	What type of call are you completing?
	Weekend (n/s) Bank Holiday/Principal Trading Day (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)
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) <i>All as per brief</i>

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?
	No (0) <i>Lots of broken glass remaining from last night - urgently needs a clean</i>
9	Were the beer garden/s (rear of pub) ashtrays empty and were tables clear of clutter?
	Yes (125)

Top	FOH - CLEANLINESS - (2000 out of 2000) 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>Good FOH standards</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) 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)
27	Was the toilet checklist signed within the last hour?
	Yes (250)
28	Were the sinks clean, unblocked and wiped down?
	Yes (125)


Top	ATMOSPHERE - (1000 out of 1125) 88.9%
29	Were doors/windows open, if appropriate?
	No (0) <i>All doors closed and door heater on - opened door and windows and instantly better</i>
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) <i>Staff all working hard</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) <i>Please improve displays as discussed- spirits in display look poor</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)

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?
	Yes (125)
42	Were you served within 2 minutes of approaching the bar?
	Yes (250)
43	Were you served in turn?
	Yes (125)
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)
46	If ordering hot drinks was the machine pointed out and free refills explained?
	Yes (125)
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) <i>Great range 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) <i>Coming soon advertised on app</i>
53	Were all drinks served to the correct specification?
	Yes (125)

Top	CRITICAL DRINK FOCUS - (2625 out of 2625) 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)

Top	PRODUCTS - FOOD - (625 out of 625) 100.0%	
64	Were all food products available? (Check all dishes inc. Fish and Chips)	
	Yes (375)	<div> <div>The Bottle of Sack ⓘ</div> <div> <div>11" Margherita pizza V</div> <div>Includes a drink</div> <div> <div>soft drink</div> <div>£8.98</div> </div> </div> <div> <div>Mozzarella, basil</div> <div>934 kcal</div> <div> <div>alcoholic drink</div> <div>£10.51</div> </div> </div> </div> <div> <div>Freshly battered cod and chips</div> <div>Includes a drink</div> <div> <div>soft drink</div> <div>£10.38</div> </div> </div> <div> <div>Peas 1240 kcal or mushy peas 1298 kcal</div> <div>1240 kcal</div> <div> <div>alcoholic drink</div> <div>£11.91</div> </div> </div> <div> <div>Gourmet 8oz sirloin steak</div> <div>Includes a drink</div> <div> <div>soft drink</div> <div>£13.89</div> </div> </div> <div> <div>Peas, tomato, mushroom, three onion rings, steak sauce Choose: Side salad 785 kcal; Mediterranean s Read more...</div> <div>785 kcal</div> <div> <div>alcoholic drink</div> <div>£15.42</div> </div> </div>
65	If purchased, did all your meal/s arrive within 10 minutes? Please state delivery time?	
	N/A - Drink Call (n/s)	
73	Was there evidence of bus tubs, trolleys and glass collection baskets being used?	
	Yes (250) <i>Good use cleaning gardens - need to order 2 large trays for taking food out to garden</i>	

Top	MANAGEMENT FOCUS - (1375 out of 1375) 100.0%	
74	Was there evidence of the duty manager front of house?	
	Yes (125) <i>Kian</i>	
75	Was there evidence of radios (inc earpieces), bodycams and panic alarm buttons being worn by the team?	
	Yes (250)	
76	Were fire exits clear and unobstructed?	
	Yes (1000)	
77	Did you visit the kitchen?	
	No (n/s)	

Top	GENERAL - (non-scoring)	
90	Any other comments?	
	<i>Good call today but need to have a door open on nice days</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>Kian</i>
93	State the name of the kitchen lead on shift.
	Alex