



BARMETRIX

MYSTERY SHOP REPORT

COMPANY LOGO HERE

Barmetrix Client

Saturday, June 16, 2018

Reviewer Details

Profession: TV Production
 Gender: Female
 Age: 25 - 29 years
 Postcode: E9

How often do you go out for drinks? Often

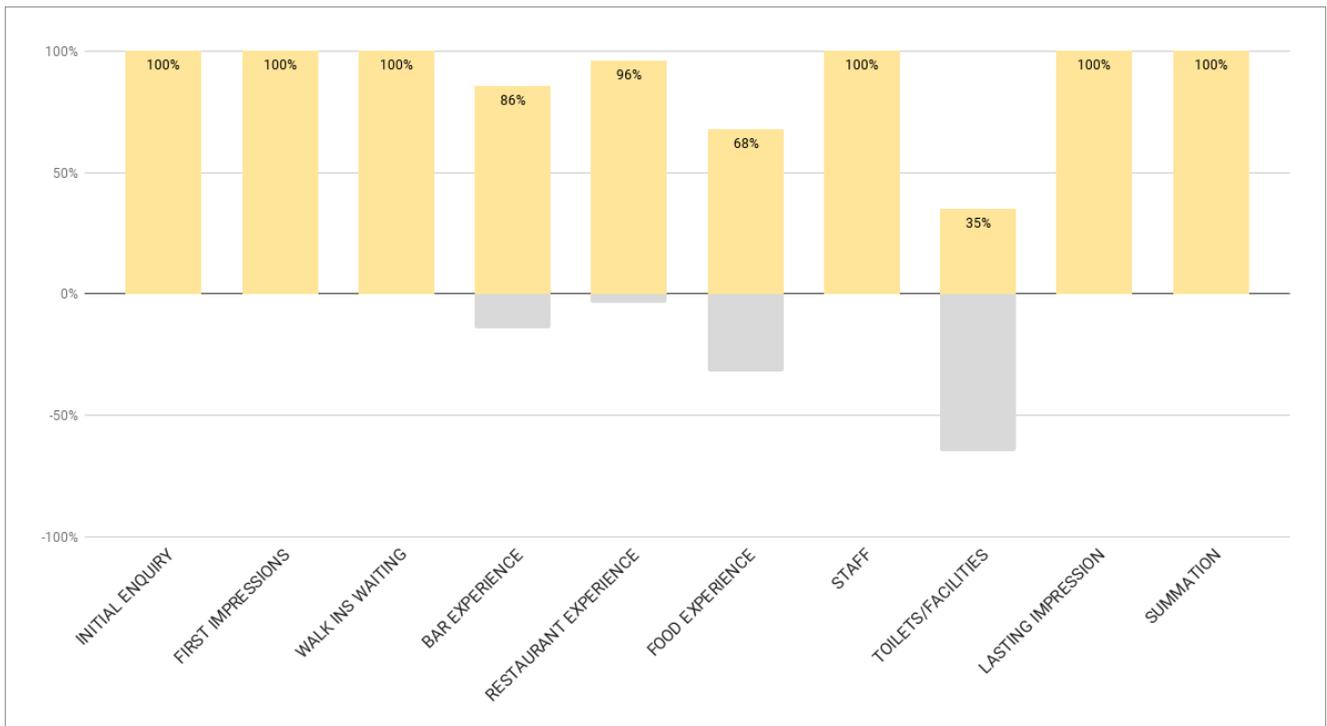
How often do you go out for food? Often

What did you know about us? I knew a fair bit about the venue, I had visited previously for dinner and on separate occasions for drinks. I feel I have a pretty good understanding of the venue's ethos.

Review Details:

Time of arrival (24h): 19:30
 Time of departure (24h): 21:35
 Level of Business: Busy
 Diners: 4
 Weather: Sunny

OVERALL RESULT
85%



Summary

<i>Summary</i>	We arrived at 7:30pm and were checked by security, who were very friendly and helpful. There was a lady with a blonde ponytail who checked our ID and directed us inside, she was very friendly and pleasant both on arrival and departure. When we arrived and spoke to the host, they let us know that there may be up to an hour wait for a table - however this wasn't a problem at all. We were given a buzzer and in actuality, we only waited 10 minutes.
<i>Highlight</i>	The starters were very enjoyable and the overall ambiance of the venue was nice.
<i>Lowlight</i>	We did feel a little hurried off the table. The bill was presented to us without us asking and before 9:30pm, also the main courses were a bit hit and miss. Whilst mine tasted nice, one member of our party's meal arrived cold and another arrived overcooked.
<i>What would you change</i>	More consistent food and not being made to feel quite so rushed. Whilst we were given a table allocation (which wasn't a problem), we were hassled to move prior to this ending.

Written Review

INITIAL ENQUIRY

<i>Date & time</i>	Monday 11th June at 13:01
<i>Name</i>	I believe the name was Egor/Igor.
<i>Enquiry</i>	I asked about arriving on a walk-in basis and also what time the live music would start in the evening.

FIRST IMPRESSIONS

<i>First impressions</i>	The venue was busy, but not chaotic. The staff managing the venue from the outside were very friendly and polite to people in the queue. The atmosphere was good, however a few of the bar tables could have been cleaned/glasses collected as there was quite a bit of detritus.
<i>Door Staff</i>	They were very helpful. I asked where the nearest tube station and was directed to either Old Street or Shoreditch High Street and further asked where I was looking to go.
<i>Additional observations</i>	Nothing in terms of first impressions that I haven't already mentioned.

WALK INS WAITING

<i>Waiting experience</i>	The waiting experience was good. We were met by the hostess, who informed us the wait time could be up to an hour. We were then given a buzzer and subsequently buzzed about 10 minutes later. We were told the table would be required back at 9:30pm however.
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BAR EXPERIENCE

<i>Bar experience</i>	The bar experience was good. I spoke to an Australian gentleman who was efficient and helpful. He prepared my cocktail and other drinks in front of me and was also able to tell me the time the live music was starting without hesitation.
<i>Any observations</i>	No real irritants. Just an additional note that perhaps another member of staff could have been sweeping the bar tables a little more often.

RESTAURANT EXPERIENCE

<i>Restaurant experience</i>	The staff were incredibly efficient. There was always someone nearby to assist if we needed and everything felt incredibly well managed. Our server had long hair and glasses and she was very pleasant to deal with and helpful. It was just a shame that our main courses weren't great.
<i>Time till server reaches you</i>	The server was with us within one minute.
<i>Additional comments</i>	No comments on the service, aside from being presented with the bill (by a different server to our main waitress) without having asked for it and without explanation, prior to 9:30pm. As we were hurried off before we could order desert we didn't get to taste the brownie but we managed to find a small table in the dance floor area of the bar and ordered an espresso and a coke there which were paid for separately.

FOOD EXPERIENCE

<i>Food experience</i>	I thoroughly enjoyed my main course, which was the shrimp taco salad. However, when the gumbo arrived it was really quite cold. So much so that we had to ask for it to be taken back.
<i>Suggestions</i>	The food menu was nice and had a wide selection, but there were a few problems with the actual cooking which let the experience down.

BLUES, BOURBON & BBQ

<i>Event</i>	I asked the Australian bar man what time the live music was starting and who was playing. He was able to tell me instantly, without having to confer or think about it.
<i>Drink</i>	I asked about the beers on tap and if he could recommend a whiskey/bourbon for someone with quite a sweet palate. Again I was given a thoughtful and well considered answer.
<i>Food</i>	I asked for a recommendation if I didn't want anything too heavy and the shrimp taco salad was suggested to me.

STAFF

<i>Describe staff</i>	Our main server was a female with reddish brown long hair and glasses. The gentleman I spoke to at the bar was Australian and had a short sleeved shirt on, he had longish hair.
<i>Overall</i>	We thought that efficiency and service in general was great. There was always someone available and staff knew what was going on. When we had a problem (such as the cold gumbo) it was dealt with quickly and effectively. The only other issue we had was feeling a bit rushed with our bill arriving at the end.

TOILETS/FACILITIES

The toilets weren't in the greatest condition unfortunately. There was quite a lot of toilet paper on the floor in each cubicle when I visited.

Scoring

INITIAL ENQUIRY 15 / 15		
Was your call answered within 5 rings ?		Yes
Did they say "Venue Name" upon answering?		Yes
Was your booking confirmed by phone on the day of your visit?		N/A
Did they seem knowledgeable about the booking procedure ?		Yes
Did they deal with it in a satisfying manner, (clear spoken, helpful & polite) ?		Yes
FIRST IMPRESSIONS 21 / 21		
Did the host or any member of staff greet you upon entering the venue ?		Yes
Were the door staff accommodating, friendly & polite?		Yes
Was the venue clear of any maintenance problems e.g. light bulbs out, visible broken furniture, any aesthetic eyeso		Yes
Was the outdoor area presentable (well lit, clear of mess) ?		Yes
WALK INS WAITING 14 / 14		
Were you quoted a wait time for a table, and given a buzzer?		Yes
Were you offered starters/ nibbles in the bar area while you waited?		Yes
Did the host come and check on you every 15 minutes to update you on the remaining wait time?		N/A
Were you seated within the time originally quoted by the host?		Yes
Did you feel comfortable and well looked after while waiting for a table?		Yes
BAR EXPERIENCE 30 / 35		
Was the bar area dry, clean (not sticky) and tidy ?		Yes
Were the tables clean & free from dirt/grime ?		No
Were bar caddies clean & stocked with napkins & straws?		Yes
Were there enough drink menus on the bar or in the caddies?		Yes
Were all the drink menu items available on the menu when you arrived?		Yes
If you had to wait to be served, were you acknowledged and then served within an appropriate time?		N/A
Did the bartender upsell you a better product? Were you upsold or offered a premium brand?		Yes
Were the glasses clean, chip free & cold?		Yes
Were the drinks prepared efficiently near you?		Yes
Were the drinks well presented, placed in front of you on a napkin with the appropriate garnishes, straw & plenty of ice?		Yes
Were the drinks at the correct temperature? (Chilled white wine, no warm glasses).		Yes
Did your drinks meet your expectations? Did they taste nice?		Yes
RESTAURANT EXPERIENCE 50 / 52		
Were you acknowledged and greeted with a friendly smile & hello upon entering the dining room?		Yes
Were you seated immediately, or if told there was a waiting time did they seat you within that time frame?		Yes
Were all the tables & chairs clean, free from dirt & grime with no wobbles?		Yes
Did the drinks arrive in at appropriate time & before your food?		Yes
If any food menu items were unavailable, were you suggested an alternative choice before you ordered?		N/A
Did your waiter check everything was ok with your food within good time for each course?		Yes
Did you feel that you had enough time to enjoy your experience at the table (e.g. no pressure to leave after a certain 'slot')?		No
Was there a clean drinks menu on the table?		Yes
Were the food menus clean & of acceptable quality?		Yes
If visiting in the evening was there a candle on your table, lit & replaced when necessary?		Yes
Were you offered a drink within a few minutes of being seated?		Yes
Were the staff knowledgeable about the menu?		Yes
Did they repeat your order back to you?		Yes
Were all empty plates & glasses cleared away from the tables promptly?		Yes
At the end of your meal, did your server check if you wanted anything else e.g. dessert, coffee, digestif etc.		Yes
Was the payment procedure efficient?		Yes
If you had a complaint, was it dealt with in a satisfying manner?		Yes
Did you waiter say goodbye?		Yes
Did the venue feel well managed & controlled?		Yes
FOOD EXPERIENCE 21 / 31		
Were all the food items available on the menu when you arrived?		Yes
Were dishes served at the correct temperature?		No
Did all the food for each course arrive together & was the order correct?		Yes
Did your first course arrive within 15 minutes of ordering?		Yes
If you ordered a second course (mains), did it arrive within good time of the first course being cleared away (20 minutes expected)?		Yes
Were the dishes well presented on the plate & attractive?		Yes
Did the food quality meet or even surpass your expectations - were you happy with your meal?		No
Were you satisfied with the portion size of your meal?		Yes
Would you recommend our food to your friends & family?		Yes
STAFF 7 / 7		
Did the staff communicate with you appropriately (e.g. friendly & professional)		Yes
Did someone apart from your waiter i.e. manager check back during your meal to ensure all was good?		Yes

TOILETS/FACILITIES 7 / 20

Were the washrooms clean, dry & clear of mess?	No
Did the washrooms smell pleasant?	Yes
Soap & toilet paper fully stocked?	No
Was the toilet area maintenance free (i.e. no light bulbs out, no locks or hooks broken, no toilet out of use; no aesthetic eyesores i.e. graffiti?)	Yes

LASTING IMPRESSION 4 / 4

Did you have an enjoyable visit overall?	Yes
Were you handed a flyer as you left? (Fri/Sat after 10:30pm only)	N/A
Are you likely to return within the next few months?	Yes

SUMMATION 15 / 15

Did our people go out of their way to put a smile on your face?	Yes
How did our people influence your sale and/or your experience?	Yes
Did our team give you a reason to return?	Yes

