



Location: ~~OQH - Old Queens Head - 11 Essex Rd, Islington, GL N1 6EH~~  
Date: ~~23/1/2023~~  
Time: ~~15:35~~

Survey Total: 100.00% (120 / 120)

### INITIAL ENQUIRY

100.00% (4 / 4)

- |  |             |     |
|--|-------------|-----|
| 1. Was it easy to make a booking?                        | Yes (1 pt)  | 1/1 |
| 2. Was your booking confirmed the day before your visit? | Yes (3 pts) | 3/3 |
| 3. Any additional comments?                              |             |     |

**Comment:** All done via online booking platform. Reminder email sent a day before. Originally was booked for 1pm, but due to transport queues caused by London marathon crowds was unable to make it in time. I tried calling several times to modify but no answer. However I was able to book another slot for 3.30pm online.

So yes, it was easy to make a booking. But slightly harder to modify. Appreciate it was a very last minute issue though.

### FIRST IMPRESSIONS

100.00% (8 / 8)

- |   |             |     |
|---|-------------|-----|
| 4. Were all of the outdoor areas presentable (i.e. clear of mess)?                              | Yes (2 pts) | 2/2 |
| 5. Did the host or any member of staff greet you with a friendly smile upon entering the venue? | Yes (5 pts) | 5/5 |
| 6. Was your table available?  | Yes (1 pt)  | 1/1 |
| 7. If you had to wait, were you seated within the quoted time?                                  | N/A         |     |
| 8. Any additional comments?   |             |     |

**Comment:** We were greeted by a female with light blue top and jeans, and a radio. She immediately checked us off the list and then radioed upstairs to say we had arrived. Friendly and welcoming, also allowed us to go the bar and grab a drink while checking our table was ready.

### BAR EXPERIENCE

100.00% (23 / 23)

- |   |             |     |
|---|-------------|-----|
| 9. Was the bar area clean and tidy?   | Yes (3 pts) | 3/3 |
| 10. Were there clean, and presentable drinks menus available on the bar downstairs? | Yes (3 pts) | 3/3 |
| 11. Was your bartender friendly, chatty, and did they make any recommendations?     | Yes (5 pts) | 5/5 |
| 12. Were your drinks served quickly and efficiently?                                | Yes (7 pts) | 7/7 |
| 13. Did you enjoy your drinks?  | Yes (5 pts) | 5/5 |

#### 14. Any additional comments?

**Comment:** Downstairs bar area was well presented and tidy. Tables were also clear of empty glasses etc. It wasn't super busy like it has been on a previous visit, so we were served immediately. As our table was ready we opted for pints before enjoying cocktails with dinner. When asked about ciders and he was able to offer a few recommendations, same for beer and IPAs. We went for a cider and a neck oil. Both nice and cold. But seemed to be the same standard glass for all pints. Branded glasses, where possible, look so much better and more appealing.

FOOD EXPERIENCE		100.00% (52 / 52)
15. Were the tables and chairs clean, with no wobbles?	Yes (1 pt)	1/1
16. Were the drinks and food menus clean?	Yes (1 pt)	1/1
17. Was there a candle on your table, lit & replaced when necessary?	Yes (1 pt)	1/1
18. Did your drinks arrive within 5 mins?	Yes (2 pts)	2/2
19. Did your drinks arrive before your food?	Yes (2 pts)	2/2
20. Did your server make any personal suggestions and recommendations?	Yes (2 pts)	2/2
21. Were the staff knowledgeable about the menu?	Yes (2 pts)	2/2
22. Were all food menu items available?	Yes (2 pts)	2/2
23. If not, were you made aware before ordering?	N/A	
24. Did they repeat your order back to you?	Yes (1 pt)	1/1
25. Were you asked about any allergies when you ordered?	Yes (5 pts)	5/5
26. If yes were the staff able to answer your questions?	N/A	
27. Did the server check back for each course?	Yes (2 pts)	2/2
28. Were you offered more drinks?	Yes (3 pts)	3/3
29. Did all the food for each course arrive together & was the order correct?	Yes (2 pts)	2/2
30. Did your food arrive within 15 minutes?	Yes (2 pts)	2/2
31. Were your dishes well presented & attractive?	Yes (3 pts)	3/3
32. Were your dishes served at the correct temperature?	Yes (2 pts)	2/2
33. Were all empty plates & glasses promptly cleared away?	Yes (1 pt)	1/1
34. At the end of your meal, were you given a dessert menu?	Yes (2 pts)	2/2
35. At the end of your meal, were you offered a further drink?	Yes (3 pts)	3/3
36. Did you spot the manager on duty and did you have any interaction with her/him?	Yes (3 pts)	3/3
37. Was your payment taken within an appropriate time?	Yes (2 pts)	2/2

38. Did you have enough time to enjoy your experience at the table (e.g. no pressure to leave after a certain slot?)	Yes (2 pts)	2/2
39. If you had a complaint, was it dealt with in a satisfying manner?	N/A	
40. Did you enjoy your food?	Yes (3 pts)	3/3
41. Would you recommend our food to your friends & family?	Yes (3 pts)	3/3
<b>42. Any additional comments?</b>  <p><b>Comment:</b> We were greeted at the top of the stairs by a tall male in a white shirt. Very warm welcome. He looked like he was in charge. We were seated on the raised stage and it looked like there was a bit more space between tables across the floor than last time. However that might have been because it wasn't quite as busy as the previous visit, given we dined a bit later.</p> <p>The main person who served us was a male wearing a checked shirt with very small squares and short hair. He poured us some water almost immediately, and informed us that all menu items were available. He also pointed out the spelling mistake with the beef, it said beer. He informed us that should we order that, we would indeed get beef to eat and not a 32 day old beer to drink.</p> <p>We opted for an espresso martini and burnt pair old fashioned as our first drinks. They arrived within reasonable time, were both well made and tasted good.</p> <p>Food wise, we went for 2 beef (prices need updating online), cauliflower cheese (price online also needs updating) and pigs in blankets. The beef dishes were consistent in portion size, presentation etc. Tasted great. Beef beautifully cooked. Good amount of gravy as always, brilliant to see.</p> <p>Upon chatting to the male staff member with small squared check shirt, I discovered that if anyone asks for more gravy, the serving staff can get it themselves immediately instead of having to ask the kitchen. Very good to hear as opposed to getting it 10 minutes later! Cauliflower cheese and pigs in blankets also very good. We were offered sauces upon the meal being served by a female with glasses, black top and long black curly/frizzy hair. Also very pleasant and polite.</p> <p>A male with short shaved hair and a check shirt with much bigger squares than the other one asked us how everything was and if we were being looked after well. So did the male in the white shirt who we encountered when first walking upstairs to be seated.</p> <p>The aforementioned female took a further drinks order from us. Spicy margarita and Zombie. Both very good and consistent with previous tastings and presentation. We were offered the dessert menu as mains were cleared, I knew I wanted a sticky toffee pudding so went straight for it without asking for the menu. A very good pudding. The price of this was inaccurate compared to online menu again. The price charged was actually a bit cheaper.</p> <p>After requesting the bill, the male with small squared checked shirt presented it quickly and was back in good time to take payment.</p> <p>Overall another fantastic Sunday roast at Old Queens Head and the 4 staff we encountered in the dining room as described above were very good at their jobs and made us feel very welcome. The door host and downstairs bar staff too.</p>		
<b>WASHROOMS</b>		<b>100.00% (13 / 13)</b>
43. Were the washrooms clean and dry?	Yes (4 pts)	4/4
44. Did the washrooms smell ok?	Yes (2 pts)	2/2
45. Were the soaps and toilet paper fully stocked?	Yes (2 pts)	2/2
46. Were there up to date posters on display?	Yes (3 pts)	3/3
47. Were the washrooms maintenance free (i.e. no light bulbs out, no broken locks/hooks, no graffiti etc)	Yes (2 pts)	2/2
<b>48. Any additional comments?</b>  <p><b>Comment:</b> Checked both the upstairs and downstairs male washrooms. I was with a male friend this time so was unable to check the female washrooms. Both male washrooms were fine. No maintenance problems, locks etc working. Plenty of toilet paper and soap dispensers full. Posters up to date. Didn't take pictures as no faults to highlight.</p>		
<b>LASTING IMPRESSION</b>		<b>100.00% (30 / 30)</b>
49. Were our staff team friendly & professional?	Yes (5 pts)	5/5

50. As you left did our staff say goodbye?	Yes (5 pts)	5/5
51. Did the venue feel well managed?	Yes (5 pts)	5/5
52. Did you enjoy your visit?	Yes (5 pts)	5/5
53. Based on this visit would you recommend us?	Yes (5 pts)	5/5
54. Are you likely to return?	Yes (5 pts)	5/5
<p><b>55. Any additional comments?</b></p> <p><b>Comment:</b> Cocktails were overall good and consistent with ones I have tried previously. Burnt Pear Old Fashioned has perhaps even got better. All food was absolutely spot on. Staff friendly and attentive. Recognised some staff from previous visit which is always good to see as opposed to tons of new staff every 5 minutes.</p> <p>Every single staff member we interacted with (see question 42) was polite, seemed genuinely interested in our experience and how everything was going. Service was very smooth and well run by all staff.</p> <p>I feel like I am struggling to offer much further insight or critique against previous visits. But this isn't necessarily a bad thing. It shows that standards are consistently good, staff are consistently good, food is consistently good, drinks are consistently good and service is consistently good.</p> <p>Overall another enjoyable visit with really good food and drinks. When standards are this consistent and at a very competitive price when everyone is feeling the squeeze, it's easy to see why Old Queens Head has featured on Timeout magazine's list of best Sunday roasts in London and continues to be very popular and often booked out.</p> <p>If I can offer one error observation, it is to update your menu prices online. I have took a screenshot of the menu today (Tuesday 25th) which is attached. Prices for some menu items have gone up since my last visit, which is fine, I am amazed they haven't gone up more/weren't increased a while ago. However, always good to have up to date pricing online to avoid potential moaning and complaints. Although the sticky toffee pudding was charged at less than advertised online.</p> <p>The only other thing would be to try answer phone calls where possible as I hate no showing/not being able to cancel and let a venue know I can't make it. I appreciate it can be easier said than done when there is a busy bar and lunch service in full flow. That's about as good as I can do on this visit for constructive feedback/criticism.</p>		
Survey Total: 100.00% (130 / 130)		



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