



## Dinner

### Mystery Shop Survey

Location: Your place  
 Date: 18/2/2025 (Feb 2025)  
 Time: 18:30

Survey Total: 90.12% (146 / 162)

### Initial Enquiry

100.00% (4 / 4)

- |  |             |     |
|--|-------------|-----|
| 1. Was your booking confirmed the day before your visit (either by email confirmation or phone call?)  | Yes (2 pts) | 2/2 |
| 2. If you received a phone call confirmation (or made the phone call if you received an email confirmation/walk-in), was it a pleasant experience? | Yes (2 pts) | 2/2 |

**Comment:** Steve called to confirm my restaurant reservation and relayed the information from the booking. He noticed the booking was listed as a special occasion- birthday and said we will be well looked after. Adam was very friendly and inviting, the confirmation call left me looking forward to going for my meal.

### First Impressions

100.00% (16 / 16)

- |   |              |       |
|---|--------------|-------|
| 3. Were all the outdoor areas presentable (i.e. clear of mess)?                                 | Yes (2 pts)  | 2/2   |
| 4. Did the host or any member of staff greet you with a friendly smile upon entering the venue? | Yes (10 pts) | 10/10 |
| 5. Was your table available?  | Yes (1 pt)   | 1/1   |
| 6. If you had to wait, were you seated within the quoted time?                                  | Yes (3 pts)  | 3/3   |

#### 7. Any additional comments?

**Comment:** When I arrived and mentioned my booking, Steve recognised immediately that we've spoken on the phone and said happy birthday and took me to my table which was already prepared. Adam asked whether I would like a cocktail and started reeling recommendations and asked what my preference is as I said my preference is gin and a sweeter profile, he recommended I go for a gin sour. Adam then left me to be seated with the clean menus as I waited for my guest to arrive.  
 The venue had a great ambience and decor, the lighting is perfect for a calm ambience and you really feel like you're being transported out of a London Street into a Gatsby setting.

### Bar Experience

78.26% (18 / 23)

- |   |             |     |
|---|-------------|-----|
| 8. Was the bar area clean and tidy?   | Yes (3 pts) | 3/3 |
| 9. Were there clean and presentable drink menus available on the bar?                 | Yes (3 pts) | 3/3 |
| 10. Was your bartender friendly, chatty and did they make any drinks recommendations? | No (0 pts)  | 0/5 |
| 11. Were your drinks served quickly and efficiently?                                  | Yes (7 pts) | 7/7 |
| 12. Did you enjoy your drinks?  | Yes (5 pts) | 5/5 |

### 13. Any additional comments?

**Comment:** Three cocktails were ordered; the gin sour based on the recommendation from Steve, this was potentially a bit too sour for my taste however still went down nicely. The paloma was refreshing however had separated and initially it was bitter to drink and the end of the drink was too sweet. The plum margarita was delightful, a perfect sweetness almost like a bubble gum flavour and was presented very nicely. Overall the cocktails all had very strong and specific flavour profiles and tasted well made. This is not part of the criteria for the shop but we did have a guinness at the end and it was not nice at all, seemed like it had been hooked up to the wrong gas

Restaurant & Food Experience	81.36% (48 / 59)	
14. When you entered the restaurant were you warmly greeted and taken to your table quickly?	Yes (5 pts)	5/5
15. When you were seated by the host, did they offer you a drink?	Yes (5 pts)	5/5
16. Were the tables & chairs clean with no wobbles?	Yes (1 pt)	1/1
17. Were the food & wine menus clean?	Yes (1 pt)	1/1
18. Did the waiter explain the style of food and service you will receive?	Yes (5 pts)	5/5
19. If you ordered wine, did the waiter give you authentic recommendations?	N/A	
20. Did your drinks arrive within 5 mins?	Yes (5 pts)	5/5
21. When you ordered food, did your waiter advise you on portion sizes/guide you with the quantity of food to order?	Yes (3 pts)	3/3
<b>Comment:</b> The waiter recommended we ordered two starter plates, three of the medium plates, one big plate and one side.		
22. Were the staff knowledgeable about the food and wine menu?	Yes (3 pts)	3/3
23. Did they repeat your order back to you?	Yes (3 pts)	3/3
24. Were you asked about any allergies when you ordered?	Yes (5 pts)	5/5
25. Did the waiter check back on your food throughout service?	Yes (3 pts)	3/3
26. Were you offered more drinks?	No (0 pts)	0/3
27. Were all empty plates & glasses promptly cleared away?	Yes (3 pts)	3/3
28. At the end of your meal, were you given a dessert menu?	Yes (2 pts)	2/2
29. At the end of your meal, were you offered a further drink?	No (0 pts)	0/3
30. Did you spot the manager on duty and did you have any interaction with them?	No (0 pts)	0/5
31. Was your payment taken within an appropriate time?	Yes (2 pts)	2/2
32. 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
33. If you had a complaint, was it dealt with in a satisfying manner?	N/A	

### 34. Any additional comments on the Restaurant experience ?

**Comment:** The waiter( a male in a dark shirt) was very friendly as they noticed my guests were running late. He immediately went to request whether he could accommodate for this and extend the table reservation. This was very nice to know that I wasn't being rushed out of the restaurant. I was able to keep my booking from 6:30 until 9:15, but even when it got to 9:15, we were not being rushed out of the restaurant . I told the waiter as everyone was running late, I was tasked with having to order it for the table so what does he recommend as the best sharers. I asked whether we should go for the Seabream and the steak. The waiter explained that you can find great steak in quite a few places but nowhere can you find Seabream like that . I was immediately sold and I chose to go for the seabream as the big main. The waiter was also really friendly as I was alone for awhile he kept coming back and checking in on me, nice conversation and asking me what I was up to for my birthday. As I was leaving the waiter made sure to say bye and to have fun in Egypt as I mentioned previously I was going on holiday.

### Food Experience

100.00% (5 / 5)

**35. Did the food arrive at a comfortable pace?**

Yes 1/1

**36. Were your dishes well presented & attractive?**

Yes (1 pt) 1/1

**Comment:** All dishes were beautifully presented

**37. Were your dishes served at the correct temperature?**

Yes (1 pt) 1/1

**Comment:** Yes everything came hot and fresh

**38. Did you feel satisfied with the amount of food served?**

Yes (1 pt) 1/1

**Comment:** Some plates like the duck and lamb are quite small portions

**39. Did you enjoy the food?**

Yes (1 pt) 1/1

**40. Any additional comments on the Food Experience?**

Yes

**Comment:** The waiter recommended the duck leg tart, explained this is very tender and slightly sweet, with this option he recommended we go for three pieces so it's enough for one for each person. The duck tarts were delicious. The only downside is they are actually pretty small for the price. The waiter was adamant we opted for the leeks and said they are creamy and delicious, his favourite thing on the menu and of course they really did not disappoint.

The amount of pecorino and p armesan was perfectly palatable, not too heavy. The leeks were cooked to a soft texture a really great texture. We were also recommended the lamb as I said I wanted to go for something meaty, the lamb belly was beautifully tender with a crisp edge to it. Also the toppings on the lamb that were crispy added great texture to the bite of food.

The pickles were not recommended however I definitely think they should be. The portion is great and you get a selection of different pickled veg which is uncommon in restaurants, the presentation was beautiful because of all the different colours.

The potato bread is so simple yet so delicious with a crispy crust and soft stodgier inside. The Seabream was sensational; succulent and meaty, with a hint of sweetness, this was the most delicious fish I had ever eaten. Our waiter served the Seabream for us very professionally and asked who would like the wing and cheek. I am sad I did not get a picture of the fish as a whole as it looked absolutely delicious, just like it taste. I don't think the red pepper dip that comes with the fish gets enough credit on the menu, it should be mentioned. This was beautifully sweet and it paired so well with the fish, not making the meal too heavy. The only thing I was not crazy about was probably the cabbage and hazelnut. I think the flavour is potentially a bit dull but having said that the entire meal was so good that I'm having to pick which dish was my least favourite.

For dessert we had the chocolate mousse and the millefouie, a female waitress wearing a head wrap came to take our dessert orders, again another lovely member of staff. She explained in detail the desserts they had on the menu explaining that the millefouie was new and a great hit. When serving the desserts she also presented them and explained again what the desert was made up, of the presentation of both was beautiful. I appreciated being served the moose from the big bowl, it was rich and airy - I would recommend serving it with some salt or olive oil for extra depth! Admittedly when I saw the menu I was hesitant and nothing seemed punchy enough to finish such a great meal, I was very wrong in this judgement as the desserts were a great finale to the meal.

The food was absolutely divine. I hope I can come here and eat again as it was such a pleasant experience, I have nothing but positive things to say

### Washrooms

100.00% (25 / 25)

**41. Were the washrooms clean and dry?**

Yes (5 pts) 5/5

**42. Did the washrooms smell ok?**

Yes (5 pts) 5/5

**43. Were the soaps and toilet paper fully stocked?**

Yes (5 pts) 5/5

**44. Were there up to date posters on display?**

Yes (5 pts) 5/5

45. Were the washrooms maintenance free (i.e. no light bulbs out, no broken locks/hooks, no graffiti etc) Yes (5 pts) 5/5

46. Any additional comments?

**Comment:** The washrooms were clean and stocked up with no maintenance issues

**Lasting impression**

**100.00% (30 / 30)**

47. Were our staff team friendly & professional? Yes 5/5

48. Yes 5/5

As you left did our staff say goodbye?

49. Yes 5/5

Did the venue feel well managed?

50. Yes 5/5

Did you enjoy your visit?

51. Yes 5/5

Based on this visit would you recommend us?

52. Yes 5/5

Are you likely to return?

53. Any additional comments?

**Comment:** I really cannot fault my experience. The venue is absolutely beautiful, it is a relaxed environment where everything seems under control and the food was exceptional. The staff was so attentive around our table, picking up napkins that had fallen on the floor and folding them beautifully again, Asking back at each set of plates whether we were enjoying the meal.

The only thing I could flaw here is the fact that we were not asked if you would like more cocktails during the meal, but it's not like it was difficult to get in touch with any of the floor staff.

The food has left a brilliant taste in my mouth and I am already recommending this pub to friends and family and look forward to going back here to eat again. The quality of the staff genuinely felt like it was more than a Gastropub experience, it felt Very high-end and I think the staff deserve a lot of credit because they made the time there so enjoyable. I was able to have great conversations, everyone seem genuinely interested and at the end of the meal whilst having dessert Steve even came back and said I hope you had a lovely birthday. It's nice to see staff being so attentive and caring and it really does add quality to your meal.

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