



Hospitality Recruitment Solutions

Mystery guest report prepared for:

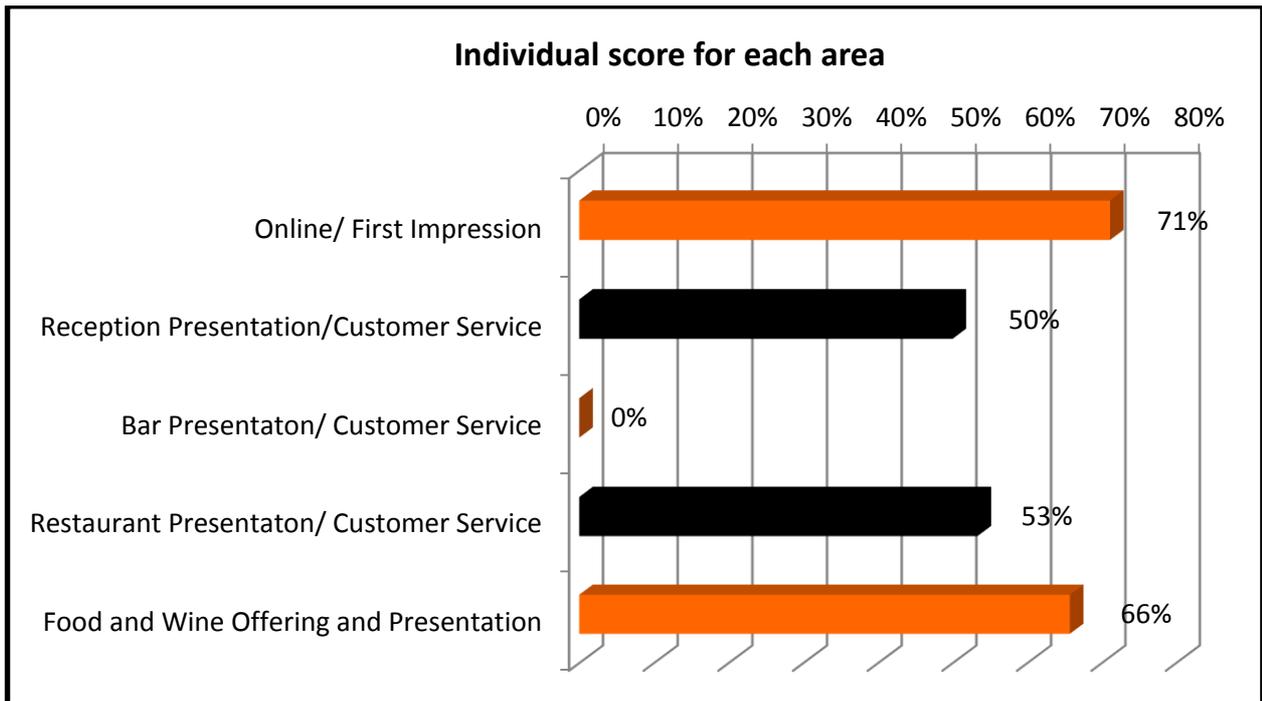
ABC Restaurant, 1 Hunter Street, Newcastle NSW 2300.

Date of visit: Monday 17th June 2013 at 1pm

Demographics of mystery guest: Professional Couple.



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Online / First Impression:	71% 32/45
<p>Internet presence, directions available, opening and closing times, contact details menus etc? Internet presence was good, the website directed you to google maps for directions and menus were available. Contact details clear but could maybe also offer an email address for any enquiries.</p>	4/5
<p>Was the car park free from litter and well lit? (if applicable) Shared carpark that didn't belong to the restaurant, the outdoor surrounding areas of building were in good condition.</p>	4/5
<p>Were signs and lights visible, on and functioning? Yes, well lit.</p>	4/5
<p>Were the entrance and reception areas easy to navigate and locate? Yes, however there were a few tables that were located at the entrance area which made it a little difficult to navigate through the doors.</p>	3/5
<p>General presentation, windows, doors and floors were clean and tidy; outdoor landscaping was clear of rubbish and neat? The restaurant was clean and well maintained.</p>	4/5
<p>Were the restrooms well maintained and easy to locate? They were discretely hidden behind a wall with good signage, women's toilets could have done with the floor being cleaned as there was toilet paper on the floor and the bin was over flowing. The Men's toilets were clean and clear of rubbish.</p>	3/5
<p>Was all signage clear, appropriate & accurate? (please provide examples) Yes, very nicely displayed specials menu.</p>	4/5
<p>Were the emergency exits suitably signposted and clear of clutter? There was just the one entrance that we entered through a, as mentioned the tables were relatively close to the door, this may pose a problem should there be a rush of people trying to exit at one time.</p>	2/5
<p>Did the entrance offer an inviting atmosphere? Yes, good choice of music and at a good sound level, nice decorations throughout.</p>	4/5
<p>Comments Overall the restaurant had a good online presence and was in a clean well maintained and offered an inviting entrance.</p>	



Reception Presentation:		50%	15/30
Were all staff members in correct uniform and displaying name badges?(Please list names of staff members whom served you) Yes, Claire served us on arrival.		5/5	
Were you acknowledged promptly and offered a personalised experience. i.e staff introduce themselves. Eye contact was made as Claire was on the phone at the time of our arrival, she finished the call quickly and offered her assistance. No introduction with her name was made.		3/5	
Did staff display welcoming and appropriate behaviour such as: <ul style="list-style-type: none"> Smile and make eye contact. Friendly and conversational manner. Well spoken and professional. Genuine care and attention. Claire spoke professionally and asked us questions with regards to our booking, she didn't engage in conversation outside of our booking details. There was a period where we were left standing at the counter as she dealt with another situation no effort was made to apologise for this delay.		1/5	
If your table was not available were you offered to wait in a suitable area or at the bar? We were taken directly to our table and seated, we were not offered menus at this point and were not introduced to a waiter/waitress.		1/5	
Did you feel the music was pleasant, clear and appropriate for the restaurant and the entrance offered an inviting atmosphere? Yes, great choice of music for the surroundings and mood of the restaurant.		4/5	
Did staff leave a positive last impression? i.e. acknowledged upon departure. No, were left sitting not really knowing what the next step was as Claire hurried back to the reception area to answer the phone.		1/5	
Comments Claire came across a little flustered and seemed to be trying to deal with many situations at one time. Although she was professional we felt that she lacked the genuine care and attention needed for a positive first impression. There seemed to be a disconnection between the reception area and the wait staff as we did wait a considerable time before we were offered menus or a drink.			



Bar Presentation:	0% /40
<p>Were all staff members in correct uniform and displaying name badges?(Please list names of staff members whom served you)</p> <p>Comments</p>	
<p>Were you acknowledged promptly and offered a personalised experience. i.e staff introduce themselves.</p> <p>Comments</p>	
<p>Was your order fulfilled and charged correctly, was the option to put your drinks on your table account offered?</p> <p>Comments</p>	
<p>Did staff display welcoming and appropriate behaviour such as:</p> <ul style="list-style-type: none"> • Smile and make eye contact. • Friendly and conversational manner. • Well spoken and professional. • Genuine care and attention. <p>Comments</p>	
<p>Was there sufficient number of staff for the demand?</p> <p>Comments</p>	
<p>Was the bar service area well presented?</p> <p>Comments</p>	
<p>If you were waiting on a table were you kept updated within a suitable time frame of when your table would be available?</p> <p>Comments</p>	
<p>Did staff leave a positive last impression? i.e. acknowledged upon departure.</p> <p>Comments</p>	
<p>Comments</p> <p style="text-align: center;">We didn't utilise the bar in this visit.</p>	



Restaurant Service:	53%	48/90
<p>Were all staff members in correct uniform and displaying name badges?(Please list names of staff members whom served you)</p> <p>Yes, George introduced himself as our waiter for the day.</p>		5/5
<p>Were you served in a reasonable amount of time given the amount of customers? (Please note the time taken between being seated and your waiter/waitress returning)</p> <p>No, we believe there could have been some improvement in this area as there was a 10 minute delay prior to us being offered menus.</p>		1/5
<p>Were your menus, clean, tidy and easy to follow?</p> <p>Very easy to follow, although they could have had the pages updated as some had stains on them. No vegetarian or gluten free options were highlighted on the menus.</p>		2/5
<p>Were you offered specials prior to or during the time that you ordered?</p> <p>Yes, George went through the specials with us and gave a good explanation of what each included.</p>		4/5
<p>Was your meal served in a reasonable amount of time given the amount of customers? (Please note the time taken between ordering and your meal arriving)</p> <p>Yes, there was a wait of 20 minutes for our entrée and an additional 20 minutes to our main from the time of clearing of our entrée.</p>		4/5
<p>Did staff display welcoming and appropriate behaviour such as:</p> <ul style="list-style-type: none"> • Smile and make eye contact. • Friendly and conversational manner. • Well spoken and professional. • Genuine care and attention. <p>George was pleasant and had a good understanding of the offerings available, he was attentive to our needs and showed genuine care with regards to our meal and service.</p>		4/5
<p>Were there sufficient number of staff for the demand?</p> <p>Yes, all the service staff seemed to be in control of their areas and I got the feeling that things were flowing well.</p>		4/5
<p>How did you feel about your overall experience and interaction with the staff?</p> <p>Our initial first impression was negative as there seemed to be communication problems between the staff, once George finally reached us he had a good handle on what was required and provided a good level of service.</p>		3/5
<p>Were staff helpful and resourceful?</p> <p>Yes, George was helpful and we asked specific questions about the ingredients in a few dishes which he dealt with well.</p>		4/5
<p>Did staff offer a patient, careful explanation?</p> <p>Yes, his explanation of the specials menu was very thorough and he was overall very professional. The one element that he didn't discuss during our ordering process was offering the wine match for each of the courses.</p>		3/5
<p>Did the staff ask questions to identify my needs and wants?</p> <p>Yes, there was a good level of questioning involved during the ordering process.</p>		3/5
<p>What level of relationship building did the staff display?</p> <p>George offered a good relationship building, he was courteous and overall pleasant to talk with.</p>		4/5
<p>Did staff offer advice and recommendations with regards to other areas of the property? (if applicable)</p> <p>There was a bar available but we weren't offered any information on arrival or during our meal with regards to what that had to offer or if we could stay after our meal to enjoy another beverage.</p>		2/5
<p>Did the staff demonstrate closing sale skills?</p> <p>We were offered desert after our meal which we declined, no further suggestions were made with regards to a coffee or a drink at the bar.</p>		2/5

How would you describe the team work being displayed by the staff?

Overall the teamwork between the wait staff was at a good level, there was however communication disconnect between the reception and wait staff, and whilst we were there we witnessed this same experience causing a few problems with other guests.

3/5

Comments

Overall the table service we received was at a good level, an opportunity may be to offer the use of the bar prior to or after our meal to enjoy another drink or relax as it seemed relatively quiet during our visit. We felt that there was almost an expectation for us to leave our table once we had decided that we wouldn't pursue desert.



Food and Wine Offering and Presentation:	66% 23/35
<p>What was your impression of the presentation of the food? Clean and well presented.</p>	4/5
<p>Did the meal meet your expectations with regards taste? Yes, the food offered a complimenting taste and followed the description on the menu.</p>	4/5
<p>Do you feel your meal represented value for money? Good sized portions and excellent sides available.</p>	4/5
<p>Were you offered complimenting drinks for each of your meal courses? Yes they were outlined on the menu but not discussed or offered when ordering.</p>	2/5
<p>Were you offered desert, coffee and tea on the completion of your meal? Only desert, no offer of coffee or tea.</p>	2/5
<p>Do you feel the food was:</p> <ul style="list-style-type: none"> Presented on appropriate tableware Matched the Menu description Food and local Wine matches Appropriate quality / temperature Appropriate portion size Delivered in reasonable time <p>The overall presentation of the meal was good, the portion sizes of our entrée and mains were just right. The size of the sides where excellent however might be an opportunity to reduce them a little as there was a lot of leftover food. Whilst we were not offered the wine matches we felt they were complimenting on the menu. The delivery of our meals was good, maybe a little more time between entrée and main would have been nice as we felt very full and were unable to fit in desert.</p>	3/5
<p>Do you feel your drinks were:</p> <ul style="list-style-type: none"> Served in appropriate glassware Appropriate quality / temperature Delivered at the correct time in relation to any food and wine match. <p>Our drinks were served in the correct glassware and at a good temperature.</p>	4/5
<p>Comments Overall the presentation of the food and wine were pleasant and of a good standard.</p>	



First Impression Comments:

Comments

Good online presence, general cleanliness was good although an OH&S walk through might be required to double check accessibility of fire exits.

Presentation Comments:

Comments

The restaurant and meals were nicely presented and the staff looked smart in their uniforms. We could see that a fair amount of thought had been placed into the menu and its complimenting dishes/drinks.

Customer Service Comments:

Comments

Overall the interaction between staff and the customers was good, some use of upselling and cross promotion from staff would assist in capturing additional courses and menu items. George was very professional and offered a good level of service.

One development opportunity would be our initial interaction with Claire as we felt this was not the most positive first impression.

