

Service Excellence Report

Your Performance:

Adequate



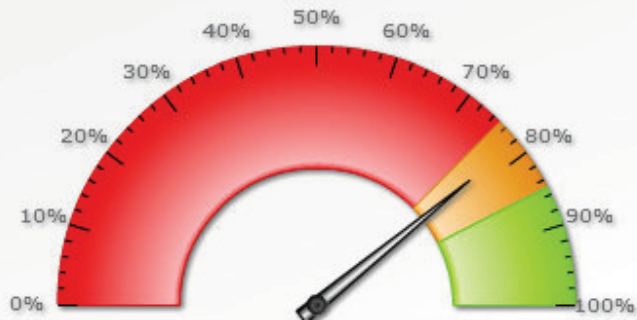
78.20%

Hotel Restaurant

001 - ,

2010-12

Survey Score



78.2%

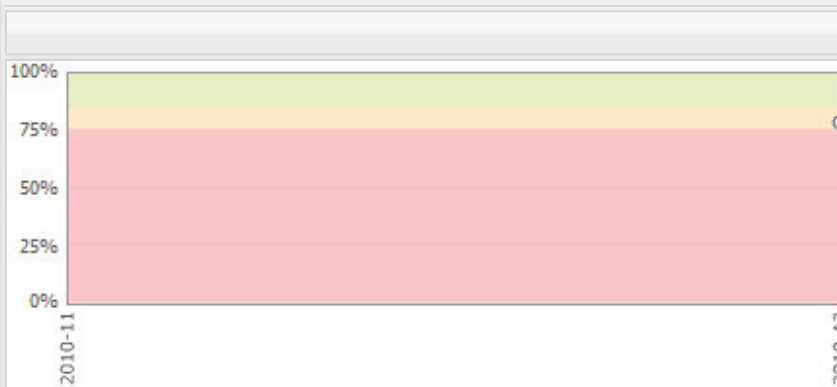
Section Summary

	Current	Previous	Diff.
Restaurant Presentation	81.5%	-	-
Restaurant Service and M...	76.7%	-	-
TOTAL	78.2%	-	-

■ Scored ■ Missing

Previous: Previous Survey

Overall Trend



Your Rank


	Current	Previous	Diff.
Company Overall	1 (of 1)	-	-
National: AU	1 (of 1)	-	-

Current: 2010-12
 Previous:

Attention Areas

	Missing / Possible
<p>Restaurant Presentation</p> <p>Was the restroom clean and well maintained?</p>	5 / 5
<p>Restaurant Service and Meal</p> <p>Was your meal served within a reasonable amount of time considering the number of customers? (longer than 20 minutes is unacceptable)</p>	5 / 5
<p>Restaurant Service and Meal</p> <p>Where relevant, were you offered the daily specials with an explanation of each dish?</p>	3 / 3

Improving your performance on these questions would increase your score for this visit by 14.9%, giving you a total of 93.1%.

 The questions displayed above are those for which you received only partial or no credit, and which most negatively impact your overall score. Focusing your attention on these critical areas in the future will help increase your overall scores.



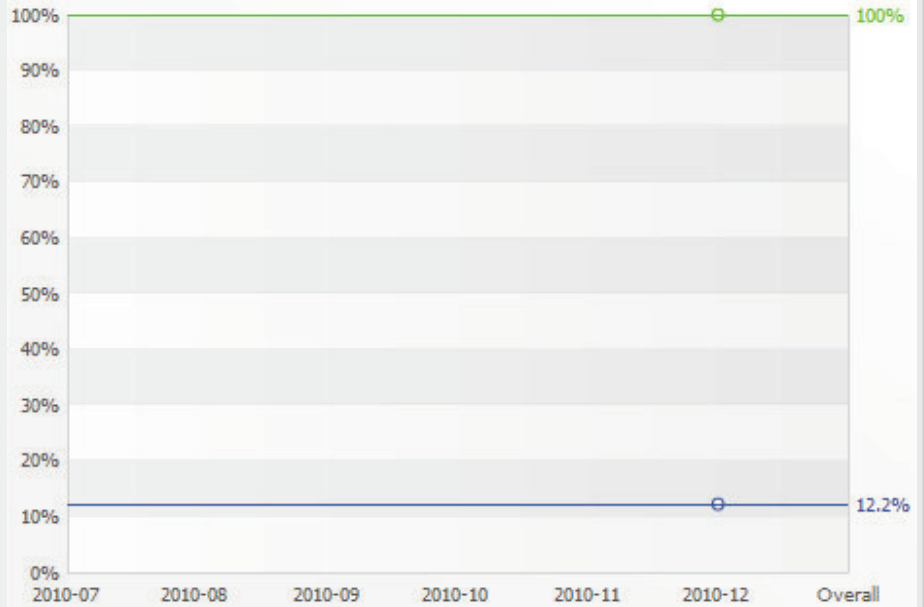
Hotel Restaurant

001 - , 95 Beach Rd, Mentone, 3194

2010-12

Your Rank in the Accomodation, Cafes and Restaurants Industry

This graph shows the proportion of locations that you scored better than for each period. The first comparison is against the Industry Division and the second is against your Industry Sub-Division. The percentages at the right show your average ranking for the whole period.



Accomodation, Cafes and Restaurants

73
(of 82) **12.2%**

Pubs, Taverns and Bars

1
(of 1) **100.0%**

Hotel Restaurant

Location: 001 -
Date: 2010-12-7
Time: 19:24

Survey Total: 78.16% (68 / 87)

Visit Details

Names (or descriptions) and locations of staff members who served you during your visit: Main Server: Female, approximately 5 ft 9 in, slender build, approximately in early 20's, with blond hair that was pinned up into a clean updo
Greeting and Bill Processing: Female, approximately 5 ft 8 in, slender to medium build, approximately in early to mid 20's, with long dark brown styled in layers
Delivered drinks: Female, approximately 5 ft 4 in, slender build, approximately in mid 20's, pixie cut reddish brown hair
Delivered children's meals: Male, approximately 5 ft 6 in, slender build, approximately in 40's, wearing glasses, brown wavy hair
Delivered mains: Female, approximately 5 ft 3 in, slender build, approximately in early 20's, long black brown hair tied back with a red ribbon

Overall score:

7

Overall comment: The visit was a pleasant experience overall. There was only one dish that was not satisfactory, but everything else that we ordered were tasty and worth the money we paid for. The pasta that I ordered was disappointing in taste, texture and temperature and I definitely felt that it was a waste of money spent. Given that this was the dish recommended by the server, I regretted following her advice given my disappointment. Another major cause of disappointment was the time it took for the food to arrive. Forty minutes is unacceptable, despite the trade level in the restaurant. What mollified me was the apology given by the server. The other thing that caused the restaurant to lose points is the lack of upkeep in the restrooms. The female restroom was dirty and gave an air of neglect that was the complete opposite of the luxurious atmosphere in the restaurant. I was also disturbed with the piece of broken glass that I saw on the restroom floor, which is a potential safety hazard. Apart from these things, the restaurant gets my approval and I will certainly consider coming back for special occasions.

During your visit did any member of staff display particularly outstanding service? Our main server was both attentive and warm. This staff member always had a smile on her face and looked after our table's needs as much as possible, despite the full house of customers during our visit. This staff member quickly cleared dishes and even apologized for the delay in the arrival of the food. The staff member was consistent in providing great service and I find this praiseworthy.

Restaurant Presentation

81.48% (22 / 27)

1. Was the exterior of the restaurant clean and well presented?

Pass

3/3

Comment: The restaurant exterior was clean and free from any form of rubbish.

2. Were the front windows and doors of the restaurant clean and tidy?

Pass

3/3

Comment: The front windows and doors were all tidy and well-kept. There were no streaks on the glass, which looked very clean.

3. Was the restroom clean and well maintained?

Fail

0/5

Comment: The hand dryer was broken and would not switch off. During the five minutes that I was in the restroom, the hand dryer just kept on going. Two of the stalls were also very dirty, with long pieces of toilet paper strewn on the floor. One of the wash basins was full of sand and some toilet paper. I also noted that there were small pieces of broken, clear glass on the restroom floor. The light bulb in the mini hallway connecting the inner and outer door to the ladies restroom was not working.

4. Were all dispensers full?

Pass

4/4

Comment: The stalls all had toilet paper in them and the soap was filled and in ample supply.

5. Were the restrooms free from any foul smelling or unpleasant odours?

Pass

4/4

Comment: The restrooms smelt clean and were free from unpleasant odours.

6. Was the restaurant generally neat and tidy?

Pass

4/4

Comment: The restaurant was extremely well maintained, despite the high volume of diners that were present that night. Most of the tables were used that night and I noted that the staff members immediately cleared tables upon the customers' departure. The servery areas were also very clean, as were the floors.

7. Was all crockery, cutlery, glassware and linen clean?

Pass

4/4

Comment: All the crockery, cutlery and glassware used on the table were clean. The linen used on the table was also pristine.

Restaurant Service and Meal

76.67% (46 / 60)

8. Were you greeted by a staff member within an acceptable time of arriving and led to your table?

Pass

5/5

Comment: Our group was greeted within thirty seconds from the time that we entered the restaurant. The staff member's greeting was both polite and professional.

9. Was the greeting warm and welcoming?

Pass

4/4

Comment: The staff member approached our group with a warm smile on her face and asked, "Hi! How can I help you?" When I indicated that I had made a reservation, the staff member quickly consulted with a list and confirmed it. The staff member then led our group to a table immediately. We were seated in just over a minute from the time that we arrived.

10. Once seated were you immediately offered pre-dinner drinks and/or the menu?

Pass

3/3

Comment: Our main server arrived at the table within two minutes from the time that we were seated. The staff member poured out water and placed menus on the table. The staff member returned to the table after two minutes and asked if we would like some drinks to start off the meal.

11. Where relevant, were you offered the daily specials with an explanation of each dish?

Fail

0/3

Comment: The staff member who placed the menus on the table did not discuss the specials for the day. The staff member did not ask whether we had been to the restaurant before, which would have given her the chance to talk about the specials. It was a little disappointing not to be offered the specials since it was my first time to dine there.

12. Was your meal order taken within a reasonable period of seating? (depending on trade)

Pass

5/5

Comment: Our main server initially asked for our drinks order, which arrived after three minutes. The drinks were delivered to the table by a different staff member. The main server returned to our table two minutes after the drinks arrived to check if we were ready to place our orders. Given that the restaurant was full, I would consider this amount of time to be reasonable.

13. Was the waiter/waitress able to answer questions on the menu and/or ingredients?

Pass

4/4

Comment: The server helped me decide between two different dishes. The answers that she provided were more than satisfactory and helped firm up my decision. The staff member answered my questions confidently, which reassured me that I made the right choice with my dish.

14. Was your meal served within a reasonable amount of time considering the number of customers? (longer than 20 minutes is unacceptable)

Fail

0/5

Comment: The first dishes for the children in our group arrived in eleven minutes. I found this acceptable and very efficient. However, the dishes ordered by the adults arrived after forty minutes. This was extremely disappointing, despite the fact that it was a busy night. What made it acceptable is the apology from the server five minutes before the food was served. However, waiting forty minutes for food is too long for a restaurant of such a high calibre and reputation.

15. Was the meal well presented?

Pass

4/4

Comment: The dishes were all presented beautifully. The artistic plating that was evidently done with care looked visually appealing and served to whet our appetites for the meal even more. However, my dish was not as clean compared to other three. There were small liquid drop marks around the edge of the plate. There were also flecks of herbs along the same area.

16. Was the food hot and tasty and did it correlate with the menu description?

Fail

0/3

Comment: Three of the four dishes exceeded our expectations based on the menu descriptions. These three dishes were steaming hot and tasted as they were described. However, I was very disappointed with my pasta dish. It was only hot around the bottom, with the seafood surrounding the pasta being warm. Some of the squid pieces and prawns were also too tough. The mussels, scallops and fish pieces tasted fresh and lovely. I also did not like the charred pieces from the seafood that was grilled which mixed with the pasta. It made the dish gritty to swallow. I was also disappointed since the seafood flavour did not translate into the noodles. The seafood did not flavour the noodles in any way.

17. Were you offered desert, coffee, tea or liquors?

Fail

0/3

Comment: Our main server offered dessert to us when the children had finished eating. The offer came while the adults were still eating, so we took it as just referring to the children. The staff member did not repeat the offer even when the adults in our group had finished eating. We had to ask for the dessert menu and call a server's attention to place our order.

18. Was the table cleared promptly and properly when the meal was completed?

Pass

3/3

Comment: The table was generally cleared of dirty dishes within two minutes.

19. Was your bill presented promptly on request?

Pass

4/4

Comment: The bill was presented two minutes after we had asked for it.

20. When presented, was your bill accurate?

Pass

5/5

Comment: The bill was accurate and reflected all the things that our group ordered.

21. Were the restaurant staff generally well presented, well groomed and wearing appropriate uniforms?

Pass

4/4

Comment: All the restaurant staff looked well groomed, well presented and extremely professional. They all wore white button down tops and black skirts. The outfits were tasteful and made them look extremely capable as restaurant staff.

22. Were the restaurant staff generally pleasant, courteous, efficient and eager to please?

Pass

5/5

Comment: All the staff members that served our table always had ready smiles on their faces and seemed happy to assist us and other tables as well. This helped make the meal a pleasant dining experience, which made up for the delay in the arrival of the food.

Survey Total: 78.16% (68 / 87)