



Visit Feedback For - **Queens Head, Pinner**  
**Tuesday, 14 November 2017**  
 2:45 PM  
 Christmas

Visit Score	<b>93% (10/10)</b>
Segment Average	<b>84%</b>

Historical Results	Score	This Visit
<b>Sections</b>		
11 - Christmas	0/0	N/A
<b>Categories</b>		
Communication	<b>Communication</b> 20/25	<b>80%</b>
Environment	<b>Environment</b> 25/25	<b>100%</b>
Price	<b>Price</b> 10/10	<b>100%</b>
Product	<b>Product</b> 20/20	<b>100%</b>
Service	<b>Service Standards</b> 50/55	<b>91%</b>
<b>Totals</b>		
<b>Overall</b>	<b>125/135</b>	<b>93%</b>

**Visit Summary**

"The pub was nice, warm and welcoming. There were a few customer who were having some drinks when I entered the place. It did look more like a nice restaurant from the menu and it was nice to have a change from the regular dishes that one finds in a pub. The team member was alone and served the customers from behind the bar, however I did see her come to clean one of the tables as the customer finished his drinks. Thus she cared about the cleanliness of the place also. I found the pub to be really nice and welcoming especially the great old world decor that was inside. It did make one want to come back. The pub had a nice fire place which was hidden behind the table I sat on, it would be nice to have become the focal point in the pub. The staff member could have checked and come back to me about the opening days for Xmas and New Year rather than inform me she was not aware about that."

1 - Word of Mouth	Score	This Visit
<p>1 - Based on your visit today, how likely are you to recommend this pub to family or friends?</p> <p>"The pub was nice and cosy and had a very nice old world charm to it. The fire place was the key feature that was really attractive. The team member who was present was nice and friendly and even though she was not knowledgeable about the Christmas / New Year events she did inform this in a very nice apologetic manner which showed her caring nature."</p>	N/A	<b>10</b>
<b>2 - Welcome 15/15</b>		
<p>1 - On arrival at the pub what were your first impressions?</p> <p>"The pub was quite huge and had a majestic view from outside. It really stood out and one saw the pizza and flatbread adverts and one would be invited to come in. The outside was clean and had no litter. Once one entered one saw the real old world charm of the pub with dim lighting transporting one to the bygone era. The place was clean and tidy inside also and one got a welcome from the team member who was behind the bar which was really nice and welcoming."</p>	<b>Environment</b> N/A	<b>N/A</b>
<p>2 - Was the exterior of the pub well presented and free from litter?</p> <p>"The exterior was spotless clean and I could see no issues at all. It was well maintained."</p>	<b>Environment</b> 5/5	<b>✓</b>

3 - Which of the following best describes the way you were welcomed on first arrival? WELCOMING: with engaging conversation and a genuinely friendly tone - you were treated like a guest? ROUTINE: using standard phrases - you were treated like a visitor. ABSENT: you received no welcome.	Service Standards	10/10	Welcoming
"On my entry into the pub, I got a smile and a hello from the team member who was behind the bar."			
4 - Please name/describe the person who welcomed you.		N/A	N/A
"Name from Till Receipt (Florica). She was Female, 5ft 6, wore no glasses and had long black hair."			
<b>3 - People 20/20</b>		<b>Score</b>	<b>This Visit</b>
1 - Which of the following best describes the behaviour of the team members that you encountered throughout your visit? WARM: all team members were warm and friendly to you. LUKEWARM: where some team members were engaging but others were not. COLD: where there was a general lack of smiles or of interest in you.	Service Standards	10/10	Warm
"There was only 1 team member visible in the pub. She was warm and friendly and had a nice smile and made good eye contact"			
2 - Were you offered any extra items when you placed your order?	Service Standards	N/A	N/A
"I was offered Coke in Large or Regular size."			
3 - Which of the following best describes how well the team answered a relevant question? INTERESTED: demonstrated both interest and impressive knowledge. SATISFACTORY: answered satisfactorily, either directly or by someone else, but in a routine manner. DISINTERESTED: unable to answer and unwilling to find out.	Service Standards	10/10	Interested
"I asked what soft drinks were available and I was offered Juice as well as J2O, Coke, Lemonade, etc. They items were pointed out to me in the cabinet as I was informed about them."			
<b>4 - Process 10/10</b>		<b>Score</b>	<b>This Visit</b>
1 - Which of the following best describes the pace of your experience? PERFECT: the team read your needs and the experience felt perfectly paced. SATISFACTORY: could have been better, but unlikely to be a talking point. WRONG: much too fast or much too slow, taking conditions into account.	Service Standards	10/10	Perfect
"The team member was nice and friendly and did not rush at all. She was not too slow also and was at the perfect pace, The drinks were served in less then 2 minutes of me ordering them.,"			
2 - Please give a description of your main server.		N/A	N/A
"Female, Long Black hair, Aged 18-24, 5'6 / 168cm tall, wearing a dress, they had no distinguishing features."			
<b>5 - Food &amp; Drink 20/20</b>		<b>Score</b>	<b>This Visit</b>
1 - Which of the following best describes your view of the drinks you were served compared to your expectations? MET: everything was fine about your drinks. NOT MET: you were disappointed.	Product	10/10	Met
"The drinks were as expected. The Coke was served in a branded glass with ice and lemon and the J2O was served in an empty J2O branded glass with ice in it and the bottle was opened and served along side."			
2 - Were the correct branded or appropriate glasses used?	Product	5/5	✓
"Both drinks were served in the correct branded glasses."			
3 - Were all glasses cold, clean and chip free?	Product	5/5	✓
"The glasses were cold, clean and chip free."			
<b>6 - Payment &amp; Farewell 10/10</b>		<b>Score</b>	<b>This Visit</b>
1 - Which of the following best describes the process of paying for your experience? UNATTENTIVE: no-one noticed when you were ready to pay the bill or it took a long time to process it. ACCEPTABLE: the process was reasonably efficient. GREAT: your server correctly identified the appropriate time to present the bill and processed it efficiently	Service Standards	10/10	Great
"As soon as I gave my card to pay for my drinks, I was given the machine which I paid with. The card receipt was given to me. All this happened in about 1 minute."			
2 - Were you bid farewell OR invited to return as you left the pub?	Service Standards	N/A	N/A
"The team member was serving another customer and was not visible from where I left the pub."			
<b>7 - Facilities 20/20</b>		<b>Score</b>	<b>This Visit</b>

1 - Which of the following best describes your view of the cleanliness and tidiness in all customer areas? SPOTLESS: there was evidence of real pride in the cleanliness and presentation of all areas. CLEAN: not immaculate but perfectly satisfactory. DIRTY: you came across unreasonable mess, dirt or untidiness.	Environment	5/5	Spotless
"The place was spotless and I did not find any issues at all."			
2 - Were the toilets clean, tidy and well maintained?	Environment	5/5	✓
"The gents toilets that I visited were perfect."			
3 - Were there plug sockets available for you to charge your devices?	Environment	N/A	✓
"There were a few plug sockets available in the pub."			
4 - Was WiFi available, easy to find and connect to?	Environment	5/5	✓
"I was able to connect to the Wifi. The signal was a bit weak but I did browse."			
5 - Was the music and lighting at an appropriate level?	Environment	5/5	✓
"There was light music being played."			
<b>8 - Marketing &amp; Promotions 20/25</b>		<b>Score</b>	<b>This Visit</b>
1 - Did the pub have a website when you searched for it?	Communication	5/5	✓
"I checked the opening time on the website which was easy to search."			
2 - Was the information you found on the website up to date?	Communication	5/5	✓
"The information was up to date and it did give the open times, location, menu, etc which was accurate."			
3 - Were there posters or boards OUTSIDE the pub advertising offers/events tempting you to come in?	Communication	5/5	✓
"There was adverts offering Pizza and Flatbread which was displayed. There was no event being advertised or planned at the pub."			
4 - Were there any events or promotions being advertised INTERNALLY at the pub to tempt you to come back?	Communication	0/5	✗
"There was no event being advertised internally at all."			
5 - Was coffee available to order?	Communication	5/5	✓
"It was available in the pub."			
<b>9 - Reflections 10/15</b>		<b>Score</b>	<b>This Visit</b>
1 - What was the best thing about your visit?		N/A	N/A
"The team member was really nice and friendly. and gave good customer service. She helped me about the queries that I asked about Christmas and New Years Eve,"			
2 - What could have improved your experience today?		N/A	N/A
"The experience was very good. As the team member was not aware of some information she could have checked and come back to me rather than tell me she was not aware of the same."			
3 - Were all the team well presented and behaving appropriately?	Service Standards	0/5	✗
"There was only one team member and she was well presented."			
4 - Did any team members exceed your expectations on your visit?	Service Standards	N/A	N/A
"The team member did as was expected."			
5 - Please rate your experience today in terms of value for money:	Price	10/10	Excellent value
"Two drinks for under £5 is quite good value for money."			
<b>11 - Christmas</b>		<b>Score</b>	<b>This Visit</b>
1 - Is Christmas mentioned on the pub's website?		N/A	✗
"There was no mention of Christmas on the Website or in the pub."			
2 - Were Christmas menus, offers or other material on display in the pub?		N/A	✗
"There was no Christmas menu available at the pub. I was also informed that there was no Christmas special menu available,"			
3 - Is the pub open on Christmas Day?		N/A	N/A
"The team member was not aware of the said and informed me that she was not sure about that."			

4 - Is New Year's Eve mentioned on the pub's website? "There was no mention of New Years Eve."	N/A	✘
5 - Were any promotions, adverts or other materials on display in the pub for New Year's Eve? "There were no promo for the same. Also there was no event planned for New Years Eve. There was an private party on New Years day for £75 per person."	N/A	✘
6 - Is the pub open for New Year's eve? "The team member was not aware of the same."	N/A	N/A
7 - Was there anything in the pub or on its website, encouraging you to return in January? "There was nothing special about coming in Jan."	N/A	✘

### Further Information

Receipt/Table No	999
Number Of Diners	2
Children eating	0
Children not eating	0
Inside seats in use	20%
Outside seats in use	N/A
Trade Level	Steady
Weather	❄️ (Cold)
Drink	£4.90
Food	£0.00
Service Charge	£0.00
<b>Total</b>	<b>£4.90</b>

Visit Photo



Receipt



*This report reflects an individual customer experience by a registered assessor and has been carefully checked by HGEM for accuracy, consistency, balance and depth. We routinely investigate any discrepancies and audit our own work but cannot completely exclude the possibility of an occasional error. We hope that the report provides useful insight for your team.*