



MV - 1110844

Visit Feedback For - **The Queens Head**  
 Tuesday, 27 March 2018  
 8:15 PM  
 Licensee of the Year 2018



"The pub looked appealing from the outside. Once inside the pub was very clean, tidy and there was a welcoming atmosphere. Once I approached the bar counter I was served immediately and was greeted with eye contact, a smile and a friendly 'hi'. When I asked the team member whether they had rose wine, she advised they had three different types and listed them all for me. These were Zinfandel which the team member advised was the sweetest, Pinot Grigio which the team member advised was dry, and also the house wine which was also dry, but the team member never specified the name of the house wine. Both my chosen rose wine and the Stella Artois that I ordered were served correctly and were served chilled and we were satisfied with both the presentation and the taste. Drinks were high quality, staff were friendly and helpful and behaved in a professional manner. The pub was well maintained. The toilets were clean, tidy and well stocked. Overall this was a very positive experience and would certainly visit this pub in the very near future."

Historical Results	Score	This Visit
<b>Sections</b>		
1 - Exterior	20/20	100%
2 - Front of House	80/85	94%
3 - Ordering your drinks	30/30	100%
4 - Drinks	20/20	100%
5 - Environment	60/60	100%
6 - Overall	20/20	100%
<b>Categories</b>		
Team	Team 45/50	90%
Drinks Order	Drinks Order 90/90	100%
Environment	Environment 75/75	100%
<b>Totals</b>		
<b>Overall</b>	<b>230/235</b>	<b>98%</b>

1 - Exterior 20/20	Score	This Visit
1 - Did the pub have good kerb appeal, clear signage and was all advertising clear, up to date and well displayed? "The pub looked appealing from the outside as the entrance was clear of any litter and the signage was well maintained. The advertising was well displayed and looked appealing."	Environment 10/10	✓

2 - If there was a car park for the venue, was this well maintained, free of litter and with sufficient lighting if visiting after dark? "This venue did not have a car park."	Environment	N/A	N/A
3 - If there was an outside patio and/or garden area, was this clean, tidy and well maintained? "The outside seating area was clean, tidy and well maintained."	Environment	10/10	✓
4 - If there was a dedicated smoking area, was this reasonably clean and tidy, based on time of visit and level of trade? "There was no dedicated smoking area."	Environment	N/A	N/A
<b>2 - Front of House 80/85</b>		<b>Score</b>	<b>This Visit</b>
1 - Which of the following best describes the way you were welcomed on first arrival or when you approached the bar? ABSENT: you received no welcome. ROUTINE: using standard phrases - you were treated like a visitor. WELCOMING: with engaging conversation and a genuinely friendly tone - you were treated like a guest. "Once I approached the bar I was greeted with eye contact and a smile and was asked 'what would you like?'"	Team	10/10	Welcoming
2 - When not serving customers, was the team actively engaged in other duties, such as clearing and cleaning tables etc? "When not serving customers, staff were tidying up around the pub."	Team	10/10	✓
3 - Were you served in turn at the bar? "I was served straight away as there was no queue."	Drinks Order	20/20	✓
4 - Was the bill correct and was payment dealt with in an efficient manner, with the team member thanking you after the transaction was complete? "The bill was correct and payment was taken smoothly and in an efficient way. The team member thanked me upon successful payment."	Drinks Order	10/10	✓
5 - Which of the following best describes the nature of the service you received throughout your visit? DISORGANISED: where those serving you did not work well as a team or you had to chase things up. REASONABLE: where some bits were inefficient or out of sequence but it felt generally ok. EFFORTLESS: where every stage unfolded perfectly with calm and confidence displayed by the team. "The service I received was good and enjoyable. The team member was knowledgeable about the drinks available and was able to provide suitable advice on the rose wine that suited my palate best."	Team	10/10	Effortless
6 - If visiting at peak time, was there a clear manager/team leader presence and were they directing the team and in control of service? "I did not see manager."	Team	0/5	✗
7 - Were you thanked and bid farewell by a member of the team? "No one saw me leave as staff were busy serving other customers when leaving the pub."	Team	N/A	N/A
8 - Which of the following best describes the pace of your experience? POOR: much too fast or much too slow, taking conditions into account. ACCEPTABLE: could have been better, but unlikely to be a talking point. PERFECT: the team read your needs and the experience felt perfectly paced. "I was served immediately as no other customers were being served when I approached the bar counter. My drinks were served within 1.5 minutes of placing my order. I felt this was acceptable as the team member poured them into a glass in a professional manner so to avoid the Stella Artois beer overflowing."	Drinks Order	20/20	Perfect
<b>3 - Ordering your drinks 30/30</b>		<b>Score</b>	<b>This Visit</b>
1 - Were all drinks available when ordering, or if not, were you offered a suitable alternative to the drink you requested? "All drinks were available at the time of my visit."	Drinks Order	5/5	✓
2 - Which of the following best describes how well the team answered a relevant question? DISINTERESTED: unable to answer and unwilling to find out. SATISFACTORY: answered satisfactorily, either directly or by someone else, but in a routine manner. INTERESTED: demonstrated both interest and impressive knowledge. "I asked the team member if they had rose wine and if so what rose wine was available and which one was not too dry. The team member advised that they had three types of rose wine. One was Zinfandel, which was sort of sweet. The second one was Pinot Grigio which was dry. The third one was the house wine which was also dry."	Team	10/10	Interested

3 - Which of the following best describes how effective the team were at selling to you? POOR: you were left wanting for extra drinks or you were not offered a premium brand/large measure, snacks/nuts etc. OK: you were offered upsells when appropriate but without much conviction. BRILLIANT: the team suggested purchases in an appropriate way that you may not have made otherwise.

Drinks Order

15/15

Brilliant

"The team member came across as knowledgeable. She made enough eye contact and responded to my questions in a positive and helpful manner. She came across as professional and confident."

#### 4 - Drinks 20/20

Score

This Visit

1 - Were your drinks served in appropriate or correctly branded glassware?

"My Stella Artois beer was served in a Stella Artois branded glasses."

Drinks Order

10/10



2 - If appropriate to your order, were you offered accompaniments with your drink?

Drinks Order

N/A

N/A

3 - Please rate your drinks.

"My 125ml glass of Zinfandel wine was very tasty and fruity. It was served chilled and was well presented. The half pint of Stella Artois was also served chilled and was well presented and had a great taste. Both drinks were high quality."

Drinks Order

10/10

Excellent

#### 5 - Environment 60/60

Score

This Visit

1 - Which of the following best describes your view of the cleanliness and tidiness in all areas, particularly where drinks are being served? DIRTY: you came across unreasonable mess, dirt or untidiness CLEAN: not immaculate but perfectly satisfactory SPOTLESS: there was evidence of real pride in the cleanliness and presentation of all areas.

"The entire pub was simply spotless everywhere I looked."

Environment

10/10

Spotless

2 - Was the bar counter dry and clear of empty glasses?

"The bar counter was very clean and tidy."

Environment

5/5



3 - Was the venue at a comfortable temperature?

"The venue was perfectly warm. I did not have to wear a jacket inside."

Environment

5/5



4 - If music was playing, was the volume at an appropriate level for the time of your visit and was there a suitable selection being played?

Environment

5/5



5 - Please rate the atmosphere in the venue.

"There was a welcoming atmosphere throughout, as the pub was well maintained and staff were smiling and approachable."

Environment

10/10

Welcoming

6 - Was the team well presented?

Team

5/5



7 - Were the toilet facilities clean, well stocked and as you would expect to find them?

"I visited the gents toilets and they were well looked after and well maintained as well as being fully stocked."

Environment

20/20



#### 6 - Overall 20/20

Score

This Visit

1 - Based on your visit here today, would you return to this venue?

"Overall I had a very positive experience and would certainly visit this venue again as the products I was served were very high quality. Staff were professional, friendly and knowledgeable. The pub was tidy and well looked after."

20/20



2 - How likely is it that you would recommend this venue to a friend or colleague?

"I liked the pub as it was well maintained and had a comfortable and welcoming atmosphere. Staff were very friendly and approachable and were knowledgeable about the drinks available. Our drinks were served correctly and we enjoyed the taste as they were very high quality."

N/A

10

#### Further Information

Visit Start Time 20:15

Description of main server N/A

Number Of Diners 2

Trade Level Steady

Weather (Cold)

Drink £6.20

