



MV - 1749797

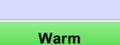
Visit Score	94%
Branch Average	94%
Area Average	90%
Company Average	90%

Visit Feedback For - **Queen's Head, Pinner**
 Friday, 22 March 2019
 7:15 PM
 Total Spend - £11.80

"We arrived to the pub which was full of people. There were a small number of smokers out the front but it did not detract from the pub in my opinion as the pub can't control that. The inside was warm bright and inviting but every table was busy with people standing too. We were served by a very courteous man who recommended drinks and prepared the drinks well. The place was lovely and clean throughout and the outside patio area where we sat was heated with patio heaters so we were not cold. It would have been nicer to sit inside but the outside area was inviting. The toilets were very clean. The pub is a historic inviting and interesting place overall. "

Historical Results	Score	This Visit
Sections		
1 - Arrival	10/10	100%
2 - Placing the order	25/25	100%
3 - Payment	20/20	100%
4 - Drinks	15/15	100%
5 - Interactions	25/30	83%
6 - Pub Appearance	40/40	100%
7 - Marketing & Promotions	20/25	80%
8 - Reflections	19/20	95%
Categories		
People	30/30	100%
Place	45/45	100%
Product	35/35	100%
Process	30/30	100%
Promotion	20/25	80%
Totals		
Overall	174/185	94%

1 - Arrival 10/10	Score	This Visit
<p>1 - Which of the following best describes the way you were welcomed either when you arrived or when you approached the bar? 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.</p> <p>"The entire pub and bar area was crowded but the server was looking for people approaching the bar through the crowd and as he just finished serving someone else greeted us with a smile and "What would you like?""</p>	10/10	Welcoming
<p>2 - When you entered the pub were you able to find a table that was clean and clear?</p> <p>"Every table was fully occupied and we took drinks outside to sit on the heated patio area. The empty tables were all clean"</p>	N/A	N/A
2 - Placing the order 25/25	Score	This Visit

1 - Please provide a description of your main server. "Male, Short Brown hair, Aged 25-30, 6'0 / 183cm tall, wearing a t-shirt, they had a beard, no distinguishing features."		N/A	N/A
2 - Were you served in turn? "We were served very quickly."		5/5	
3 - Were you offered any extra items/upsold to when you placed your order? "He offered a pint when we asked for a speckled hen."		10/10	
4 - Which of the following best describes how well the team answered your 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. "We asked what beers they had and which were best. He recommended 2 that were popular. He suggested a pint."		10/10	
3 - Payment 20/20		Score	This Visit
1 - Was the process of your payment smooth and efficient? "The payment was smooth and quick and he asked if we would prefer to have the receipt."		10/10	
2 - Were you able to pay by card? "We paid by card."		5/5	
3 - Were you thanked for your payment once the transaction was complete? "The bartender was very courteous. "		5/5	
4 - Drinks 15/15		Score	This Visit
1 - Were the correct branded or appropriate glasses used for your drinks? "The beer was served in a specked hen glass. The gin and tonic was served in a straight glass. I actually prefer a round glass but it didn't matter "		5/5	
2 - Which of the following best describes your view of the drinks you were served compared to your expectations? MET: your drinks were enjoyable. NOT MET: you were disappointed. "There was a perfect amount of ice put in the gin. Half of the tonic was put in for me which was perfect. The beer was well presented. "		10/10	
5 - Interactions 25/30		Score	This Visit
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. "The server patiently suggested a few beers and offered a selection of gins. We were served at perfect pace and very courteously. "		10/10	
2 - Were all the team well presented and behaving appropriately? "The outside area tables were cleaned after people left. It was hard to see what was going on inside as the area was crowded. "		5/5	
3 - Which of the following best describes the behaviour of the team members that you encountered throughout the rest of 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. "Our server, who had a name tag Adam on his t -shirt, was a warm polite and patient server considering we were asking questions."		10/10	
4 - If any part of your experience did not meet your expectations and you made the team aware, did the team rectify the situation to your satisfaction? "We were very happy with the way we were treated. "		N/A	N/A
5 - Did any team members exceed your expectations on your visit? "Adam, the person who served us, was a warm polite and patient server considering we were asking questions."		N/A	
6 - Did a team member say goodbye to you as you were leaving the pub? "There was no chance that they could see us leave. It was more crowded when we left than when we arrived. "		0/5	
6 - Pub Appearance 40/40		Score	This Visit

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.		10/10	Spotless
"It was extremely clean outside and the areas that I could see inside. "			
2 - Were menus readily available and in a clean, well maintained state?		5/5	✓
"We couldn't see much because it was crowded there but there was evidence of food menus. "			
3 - Were the toilets clean, tidy, well stocked and well maintained?		10/10	✓
"The female toilets looked fairly new and were immaculate. There was a sign asking for staff to be told if the toilets were found dirty. The toilet door paintwork was perfectly clean and the area round the basins was clean. The large toilet paper roll was over half full and soap and hand cream was plentiful. The men's toilets were very clean too. "			
4 - Was the bar clean and clear from clutter (both the customer bar and the back bar)?		5/5	✓
"From where I could see it was clean and clear. It was not sticky or wet. "			
6 - Which of the following would best describe the efforts the publican had gone to promote the pub from the outside? IMPRESSIVE: There was promotional material encouraging us to enter the pub, it had real kerb appeal. SATISFACTORY: The pub looked fine from the outside but there was nothing outstanding to draw us in. LACKING: The pub lacked kerb appeal and there was no promotional material to entice us in.		10/10	Impressive
"The history of the bar was written at the front and at the back. I have attached a photo of this. There were 4 boards outside advertising food and an event. They were neat and well written. Facebook and Twitter were advertised. It gave a very inviting appearance. "			
7 - Marketing & Promotions 20/25		Score	This Visit
1 - Did the pub have an online presence when you searched for it and was the information up to date?		5/5	✓
"The large website was interesting with great photos. The website advertises its 5 star hygiene rating and has many sections dealing with various topics included a very busy forthcoming events section menus, local attractions and many others. The Facebook page was very interesting with a photo from around the turn of the last century but there were no comments after July 2018. Instagram Twitter and YouTube were also advertised in the pub and on the website. "			
2 - Had a social media message been posted within the last 7 days before your visit?		0/5	✗
"Not on Facebook. It's likely that the website had been updated as that had many forthcoming events listed. "			
3 - Was the pub advertising their online presence inside the pub?		5/5	✓
"Facebook and Twitter were advertised in the corner of the advert boards and on separate boards. "			
4 - Were there any events or promotions being advertised internally at the pub?		5/5	✓
"Various events including live music. "			
5 - If you saw any handwritten signage around the pub (chalkboards/a-boards), were these well presented and well written?		5/5	✓
"Everything, including the boards was well presented. "			
8 - Reflections 19/20		Score	This Visit
1 - Please rate your enjoyment of the ambience during your visit.		10/10	Enjoyable
"It's a beautiful bustling inviting spotlessly clean environment. It was quite brightly lit and warm inside. No music. chatter filled the room"			
2 - What was the best thing about your visit?		N/A	
"The best thing about the pub was the traditional historic environment which is charming. "			
3 - What could have improved your experience today?		N/A	
"There is nothing that could have improved this experience. "			
4 - How likely is it that you would recommend this pub to family or friends on a scale of 1-10?		9/10	9
"A great place to meet friends or take visitors. It is an Enjoyable and interesting place. "			

Further Information

Receipt/Table No	-
Number Of Diners	2
Children eating	0
Children not eating	0
Inside seats in use	100%
Outside seats in use	N/A
Trade Level	Steady
Weather	☁️ (Overcast)
Drink	£11.80
Food	£0.00
Service Charge	£0.00
Total	£11.80

Additional Files

Visit Photos

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