



## Nelson Bay Bowling Club

### Jan 2017 Bar Report

Date: Wed, 25/01/2017

Time: 14:30

Report Visit #: 1

Reporter ID: 69

Level of Satisfaction  
or Customer Service  
Score (0 to 100)

#### Regulations

1. BAR NAME AND LOCATION  
*Downstairs Bar*
2. Was "Responsible Service of Alcohol" being practiced? 100
3. If RSA was not being practiced what did you see?  
*N/A*
4. Were "Dress Regulation" standards adhered to? If there were breaches please write in comments section. 100

#### Staff Appearance

5. Were the bar staff appropriately dressed as per Club policy? 100
6. Were the bar staff wearing a name badge? 100  
Name/ID (100%)  
Name/ID - turned round or covered up (50%)  
No Name/ID (0%)
7. Name and Description of Staff member behind Bar?  
*Jordan - male with short, dark hair.*
8. Were the employees groomed appropriately? (Uniform clean and pressed, no bright colour nail polish, minimal jewellery and hair tied back if past shoulders.) 100
9. If your answer above is less than 100%, explain why and identify staff member.  
*N/A*

#### Bar Presentation

10. Was the overall bar clean and organised? 100  
Yes (100%)  
Slight disorganisation (50%)  
No (0%)
11. Was the floor at the front of the bar clean? 100  
Yes (100%)  
Small amount of mess (50%)  
No (0%)
12. Was the advertising signage (liquor products/competitions) prominent and in good order? 100

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## Bar Presentation

- |  |     |
|--|-----|
| 13. Were there jugs of water or a fountain with glasses available?         | 100 |
| 14. Were table toppers well presented and advertising current information? | 100 |
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## Service

- |   |     |
|---|-----|
| 15. When being served at the bar were you acknowledged?   | 100 |
| Smile and/or pleasant greeting  |     |
| Nod and nothing verbally  |     |
| 16. How long did you have to wait for service?  | 100 |
| Immediately (100%)  |     |
| Between 1 and 3 minutes (50%)   |     |
| Longer than 3 minutes (0)   |     |
| 17. If you had to wait for service, why?  |     |
| N/A   |     |
| 18. Did the Bar person present an image of?   | 50  |
| Indifference (0)  |     |
| Courtesy (50%)  |     |
| Enthusiasm and Friendliness (100%)  |     |
| 19. When you were being served, did you feel that the staff member was focussed on you and your order?                | 100 |
| 20. Was your drink presented in a clean glass: not sticky or overflowing?   | 100 |
| 21. Was your drink placed within easy reach?  | 100 |
| 22. Were straws available if required?  | 100 |
| 23. Were clean coasters visible around the bar or tables?   | 100 |
| 24. Was the taste of your drink to your expectations?   | 100 |
| 25. Did the staff member inform you of the cost of the drink?   | 0   |
| 26. Was the transaction handled efficiently?  | 100 |
| 27. Were you thanked?   | 100 |
| 28. Were you asked for your members card or was there signage requesting you to show the card?                        | 0   |
| Yes (100%)  |     |
| No (0)  |     |
| N/A (100%)  |     |
| 29. When presenting your card with your order did the staff member call you by your name when passing back your card? | 0   |
| Yes (100%)  |     |
| Sir, Madam (50%)  |     |
| No (0)  |     |

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## Service

30. What drinks did you order?  
*A coke and a lemonade*
31. How many patrons were in the bar lounge area?  
*Fifteen*
32. Were there staff cleaning this area? If yes, name(s) and description(s)  
*A female staff member with blonde hair in a high bun and glasses was cleaning. She was too far away for me to read her name tag.*  
*Kelly - female with dark brown hair in a high bun.*
33. Was the drink prepared correctly (i.e. beer had a good head, wine filled to plimsoll line, soft drink contained ice)? 100
34. Were you acknowledged at the bar even if you had to wait for service? (e.g. verbal, nod, smile) 100
35. When passing back your members card did the staff member say? 100  
Thank you - 100%  
Nothing - 0%

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## Outside Area Presentation

36. Describe which outdoor area you visited (location)?  
*There was no outdoor bar area.*
37. Were the doors exiting onto the outdoor area closed at all times? 100
38. Were the tables and/or seats clean? 100
39. Were ashtrays/general rubbish and glasses cleared away? 100
40. If plasma screens were fitted, were they working? (If not fitted score 100%) 100
41. Was the heating on and/or covering/shading adequate for the weather conditions? 100

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## Premises Image and Presentation

42. Did you observe any broken or damaged fixtures and fittings in the Bar areas? Comment  
*No - everything was well maintained.*
43. Were all light globes working and in place? Comment  
*Yes - all lights were working.*
44. Describe the ambience of the bar area (atmosphere created by light, sound, smell and decor). How did you feel being in this area?  
*There are floor to ceiling windows onto the bowling greens and this gives the bar a very relaxing ambience.*

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## Staff Professionalism

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**Staff Professionalism**

- |   |     |
|---|-----|
| 45. Were the staff focussed and actively conducting their duties and responsibilities?  | 100 |
| Focused and Professional (100%)   |     |
| Somewhat focused (50%)  |     |
| Not focused or professional (e.g. personal conversations) (0)   |     |
| 46. Was there a good balance between friendliness and professionalism between staff and patrons?                              | 100 |
| Yes at all times (100%)   |     |
| Sometimes (50%)   |     |
| No, staff were too personal towards patrons/chatting to other staff (0)   |     |
| 47. On completion of the transaction did the staff member bid you a friendly farewell? E.g. Thank you, enjoy your drink, etc. | 100 |
| Yes (100%)  |     |
| No (0%)   |     |
-

## Additional Information

### Overall comment to describe your visit:

*Jordan didn't ask me for a membership card or tell me how much my drinks were. However, he was pleasant and polite and had a professional approach to his job. There is a lovely outlook onto the bowling greens and there was a game in progress, which added interest.*

*The decor is modern and attractive. Chairs are comfortable and there is a variety of seating. There was a TV showing the tennis which had the attention of most people in the bar.*

*Overall, this is a modern and very clean bar/lounge area with pleasant and professional staff.*

### What could have enhanced your experience:

*Nothing*

### Overall comment on the entertainment (eg. Band, Raffles, Bingo, etc):

*N/A*

### Superior Customer Service

Name (or description): *N/A*

Location of Staff Member: *N/A*

Briefly describe how they were superior in their customer service / selling skills:

*N/A*



**OOPS "INSIGHT" REPORT**

**January 2017**

**Bar**

**Nelson Bay Bowling Club**

**OOPS**  
PO BOX 774, CAMDEN, NSW 2570  
Mobile: 0411 146 450

Evaluation / Report Summary

Regulations

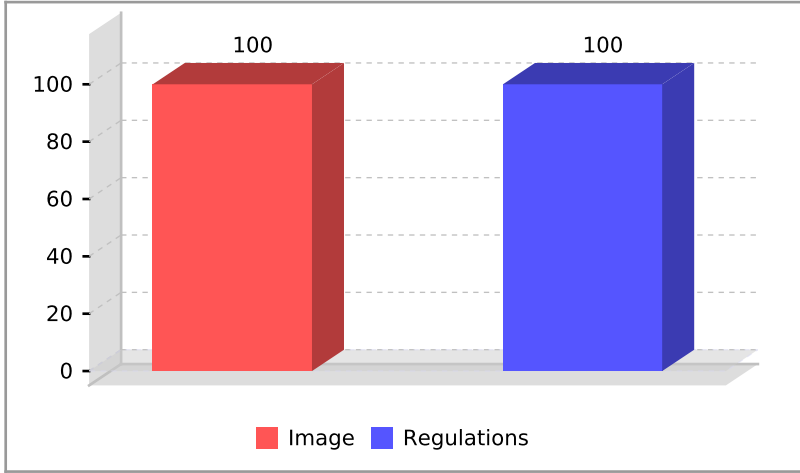


Image - Excellent  
Regulations - Excellent

Staff Appearance

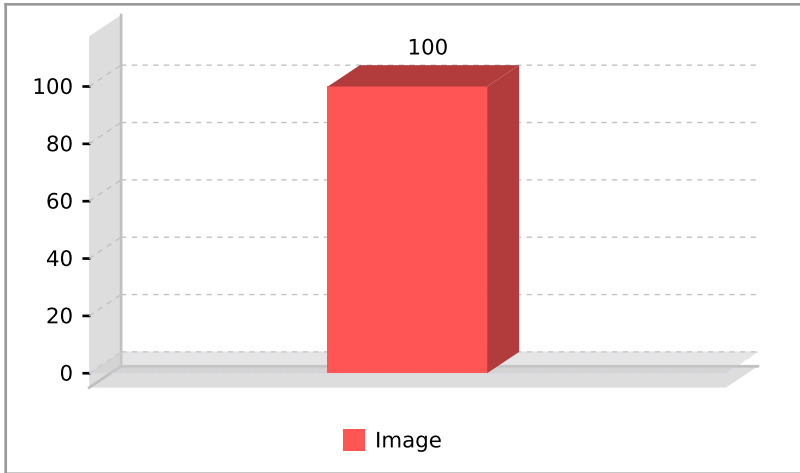


Image - Excellent

### Bar Presentation

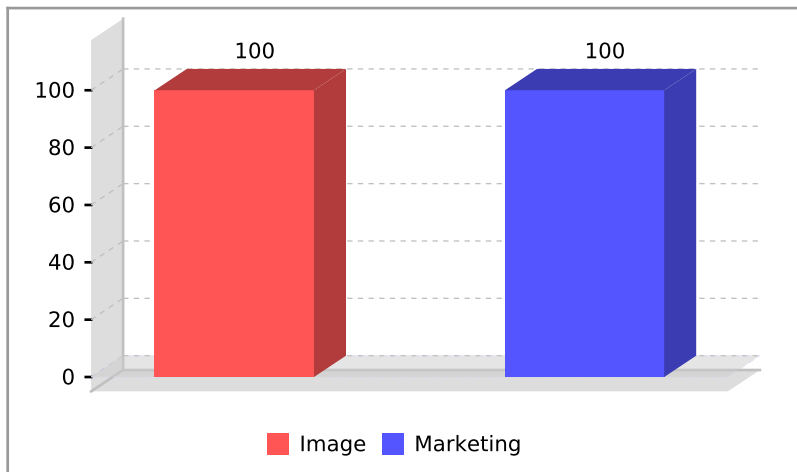


Image - Excellent  
Marketing - Excellent

### Service

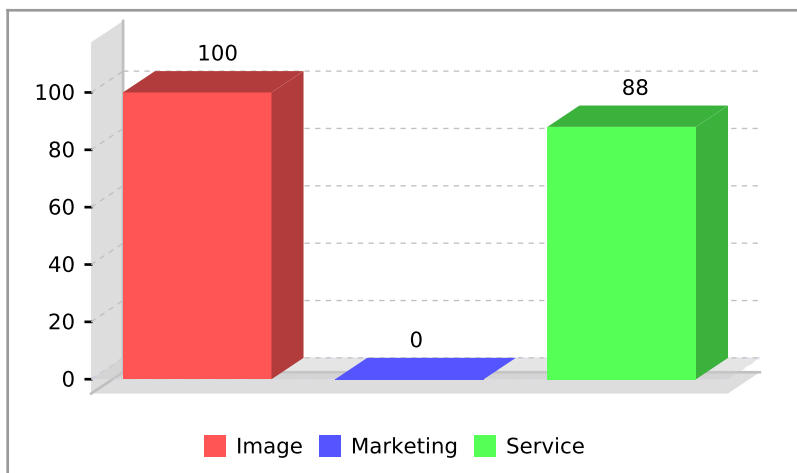


Image - Excellent  
Marketing - Poor  
Service - Good



### Outside Area Presentation

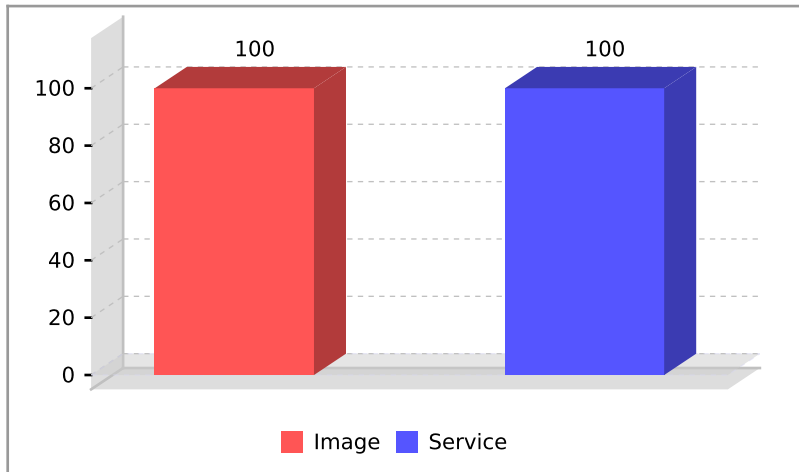
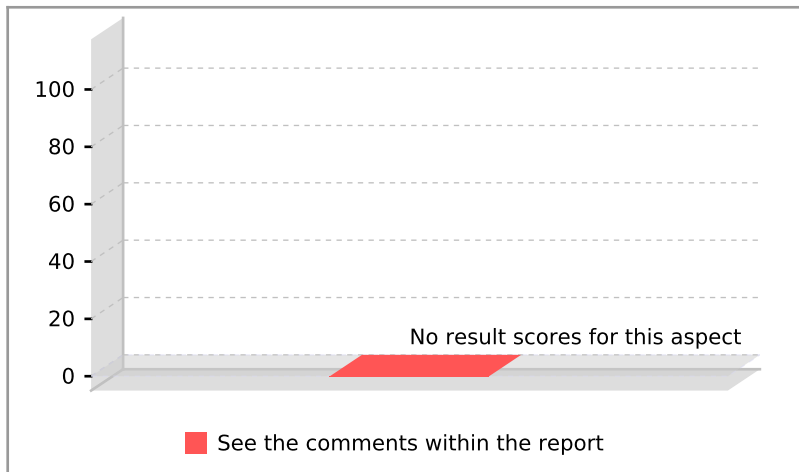


Image - Excellent  
Service - Excellent

### Premises Image and Presentation



### Staff Professionalism

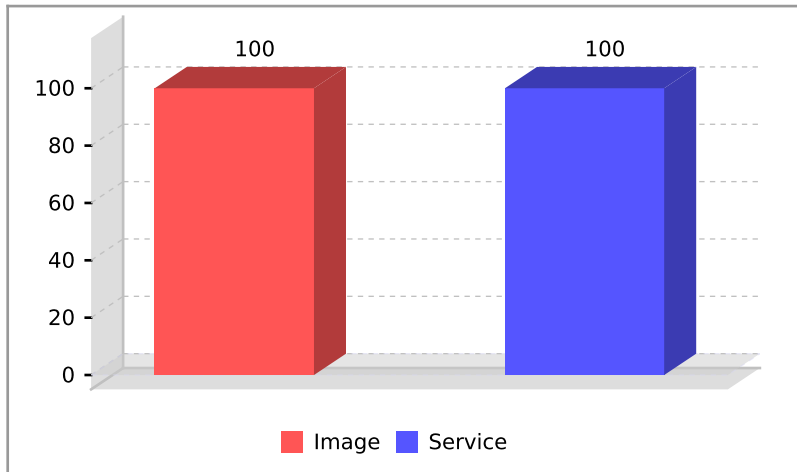
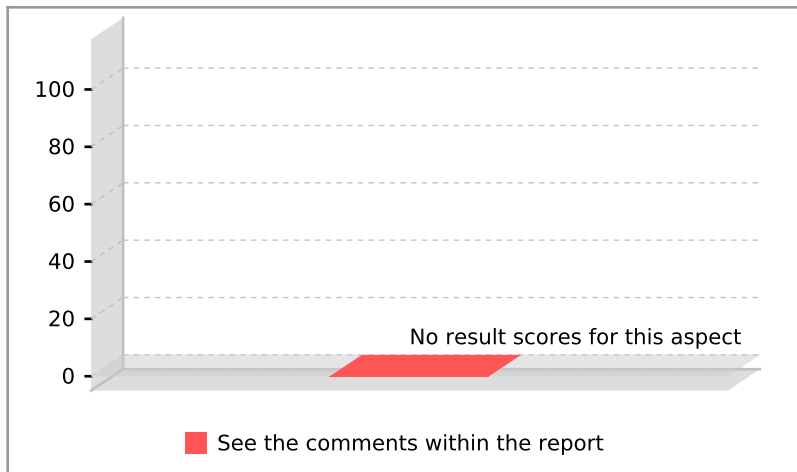


Image - Excellent  
Service - Excellent

### Food Presentation



Statistical & Graphical Analysis

Last Report's Total:

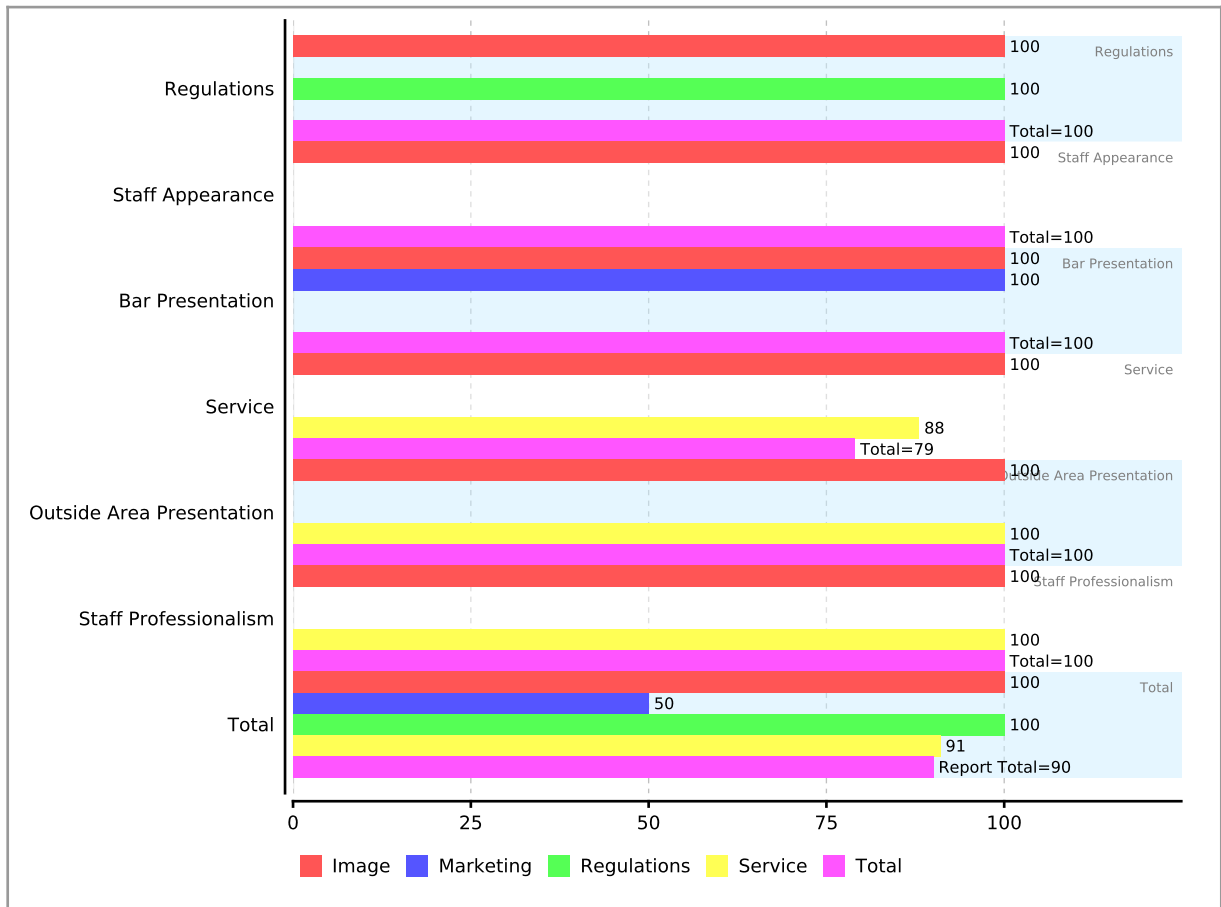


	Image	Marketing	Regulations	Service	Total
Regulations	100		100		100
Staff Appearance	100				100
Bar Presentation	100	100			100
Service	100			88	79
Outside Area Presentation	100			100	100
Staff Professionalism	100			100	100
Total	100	50	100	91	<b>90</b>

## Individual Question Breakdown

### Regulations

#	Type	1	2	3	4	5	6	7	8	9	10	Ave.	Question
2.	Regulations	100										100	Was "Responsible Service of Alcohol" being practiced?
4.	Image	100										100	Were "Dress Regulation" standards adhered to? If there were breaches please write in comments section.

### Staff Appearance

#	Type	1	2	3	4	5	6	7	8	9	10	Ave.	Question
5.	Image	100										100	Were the bar staff appropriately dressed as per Club policy?
6.	Image	100										100	Were the bar staff wearing a name badge? Name/ID (100%) Name/ID - turned round or covered up (50%) No Name/ID (0%)
8.	Image	100										100	Were the employees groomed appropriately? (Uniform clean and pressed, no bright colour nail polish, minimal jewellery and hair tied back if past shoulders.)

### Bar Presentation

#	Type	1	2	3	4	5	6	7	8	9	10	Ave.	Question
10.	Image	100										100	Was the overall bar clean and organised? Yes (100%) Slight disorganisation (50%) No (0%)
11.	Image	100										100	Was the floor at the front of the bar clean? Yes (100%) Small amount of mess (50%) No (0%)
12.	Marketing	100										100	Was the advertising signage (liquor products/competitions) prominent and in good order?
13.	Image	100										100	Were there jugs of water or a fountain with glasses available?
14.	Marketing	100										100	Were table toppers well presented and advertising current information?

### Service

#	Type	1	2	3	4	5	6	7	8	9	10	Ave.	Question
15.	Service	100										100	When being served at the bar were you acknowledged?  Smile and/or pleasant greeting Nod and nothing verbally
16.	Service	100										100	How long did you have to wait for service? Immediately (100%) Between 1 and 3 minutes (50%) Longer than 3 minutes (0)
18.	Service	50										50	Did the Bar person present an image of? Indifference (0) Courtesy (50%) Enthusiasm and Friendliness (100%)
19.	Service	100										100	When you were being served, did you feel that the staff member was focussed on you and your order?
20.	Image	100										100	Was your drink presented in a clean glass: not sticky or overflowing?
21.	Service	100										100	Was your drink placed within easy reach?
22.	Service	100										100	Were straws available if required?
23.	Image	100										100	Were clean coasters visible around the bar or tables?
24.	Service	100										100	Was the taste of your drink to your expectations?

**Service**

#	Type	1	2	3	4	5	6	7	8	9	10	Ave.	Question
25.	Service	0										0	Did the staff member inform you of the cost of the drink?
26.	Service	100										100	Was the transaction handled efficiently?
27.	Service	100										100	Were you thanked?
28.	Marketing	0										0	Were you asked for your members card or was there signage requesting you to show the card? Yes (100%) No (0) N/A (100%)
29.	Marketing	0										0	When presenting your card with your order did the staff member call you by your name when passing back your card? Yes (100%) Sir, Madam (50%) No (0)
33.	Service	100										100	Was the drink prepared correctly (i.e. beer had a good head, wine filled to plimsoll line, soft drink contained ice)?
34.	Service	100										100	Were you acknowledged at the bar even if you had to wait for service? (e.g. verbal, nod, smile)
35.	Service	100										100	When passing back your members card did the staff member say? Thank you - 100% Nothing - 0%

**Outside Area Presentation**

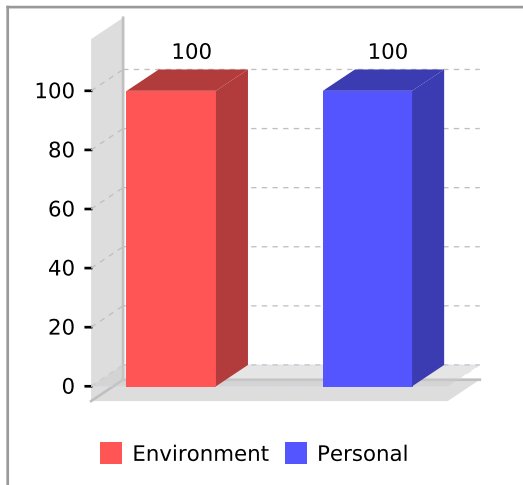
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37.	Image	100										100	Were the doors exiting onto the outdoor area closed at all times?
38.	Image	100										100	Were the tables and/or seats clean?
39.	Image	100										100	Were ashtrays/general rubbish and glasses cleared away?
40.	Service	100										100	If plasma screens were fitted, were they working? (If not fitted score 100%)
41.	Service	100										100	Was the heating on and/or covering/shading adequate for the weather conditions?

**Staff Professionalism**

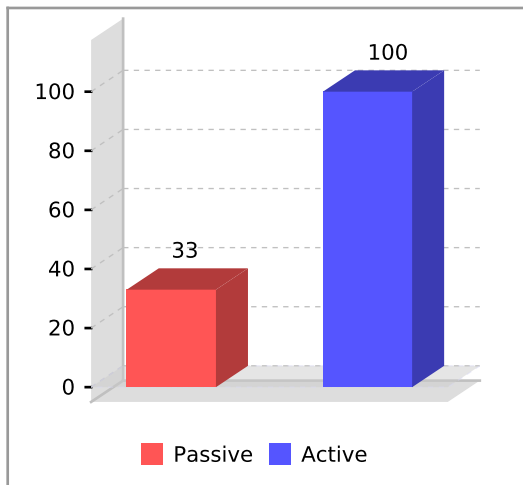
#	Type	1	2	3	4	5	6	7	8	9	10	Ave.	Question
45.	Service	100										100	Were the staff focussed and actively conducting their duties and responsibilities? Focused and Professional (100%) Somewhat focused (50%) Not focused or professional (e.g. personal conversations) (0)
46.	Image	100										100	Was there a good balance between friendliness and professionalism between staff and patrons? Yes at all times (100%) Sometimes (50%) No, staff were to personal towards patrons/chatting to other staff (0)
47.	Image	100										100	On completion of the transaction did the staff member bid you a friendly farewell? E.g. Thank you, enjoy your drink, etc. Yes (100%) No (0%)

## Delivery Performance

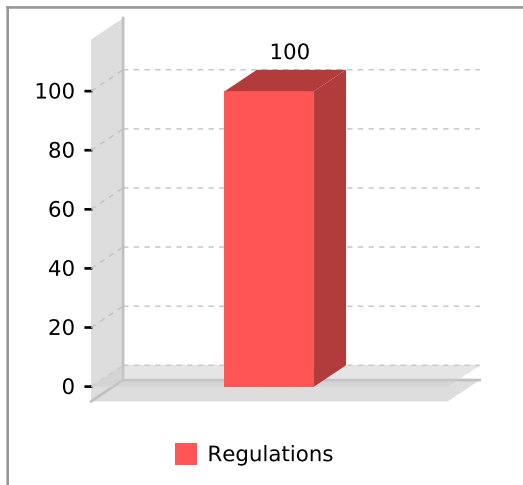
### Image



### Marketing



## Regulations



## Service

