

# HUMANEXPERIENCE

## MYSTERY SHOPPING REPORT

*Australian Hotels Association (Vic)*

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<i>Best Presented Beer</i>	<i>Venue Name</i>
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*Visited on:*

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**H<sup>x</sup>**

# YOUR RESULTS

## BEST PRESENTED BEER

The next few pages provide a detailed breakdown of each of the sub-scores for this award category.

### OVERALL SCORE

# X%

81 - 100% Area of strength

67 - 80% Requires management

0 - 66% High risk area

*your results*

X%	X%	X%	X%
BEFORE THE VISIT	THE VENUE	BEVERAGES	THE MENU
X%	X%	X%	X%
FOOD PRESENTATION	BATHROOMS	SERVICE	PRESENTED BEER

# H<sup>x</sup>

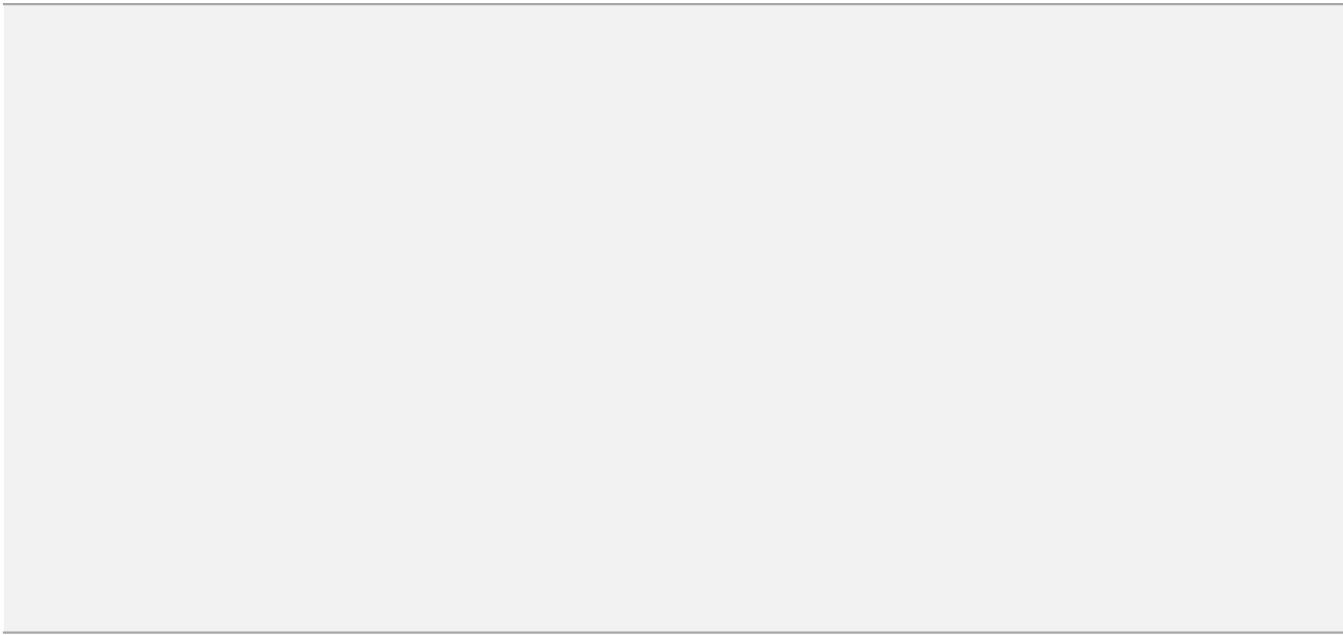
# BEFORE THE VISIT

## BEST PRESENTED BEER

*results*

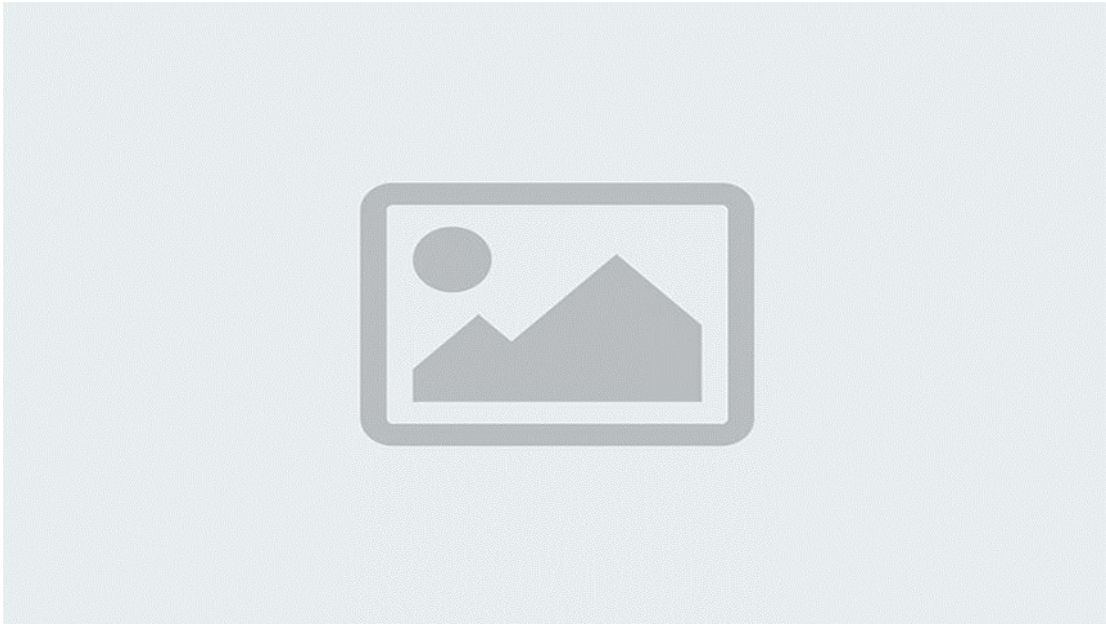
<b>1.01</b>	Does the venue have a Facebook or Instagram account?	
<b>1.02</b>	Was there a social post made within the last seven days?	
<b>1.03</b>	Does the venue have a website?	
<b>1.04</b>	Were the opening hours listed on the website?	
<b>1.05</b>	Is there a way to contact the venue?	
<b>1.06</b>	Was there a menu listed online?	
<b>1.07</b>	Did the website advertise different areas of the hotel?	
<b>1.08</b>	When you contacted the venue about a booking, did the venue get back to you regarding your booking or how to book within 24 hours?	

notes...



TOTALS FOR THIS SECTIONS			
0	0	0	0%
POSITIVE	NEGATIVE	N/A	TOTAL

social media post observed



# THE VENUE

## BEST PRESENTED BEER

Date & time arrived at the venue: (Arrival date / time )

*results*

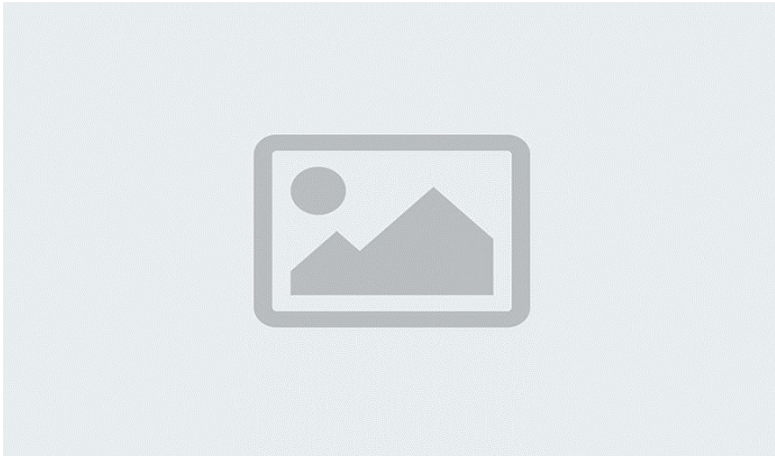
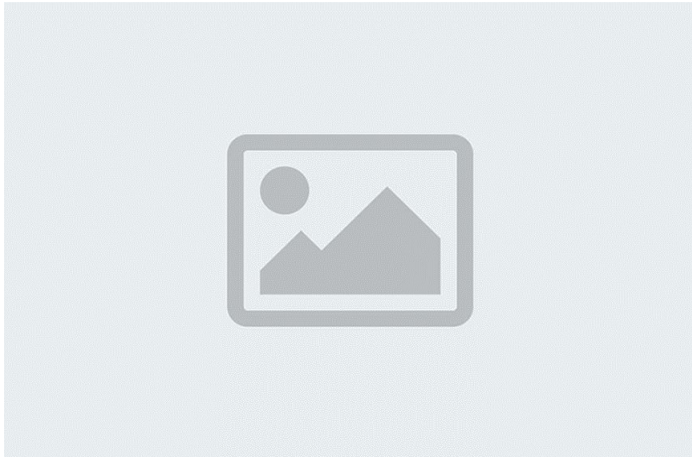
2.01	Was the street outside the venue free from rubbish?	
2.02	Were all exterior areas of the building in good repair?	
2.03	If you visited the venue after dark, was there adequate lighting outside the venue so that the entry was well lit?	
2.04	Was the lighting inside the venue adequate for the time of day/weather outside?	
2.05	Was the music at an appropriate volume?	
2.06	Did you notice poor acoustics while in the venue?	
2.07	Was the interior of the venue tidy?	
2.08	Were the floors inside the venue clean?	
2.09	Were unoccupied tables clean, tidy, and ready for the next patron(s)?	
2.10	Was the temperature inside the venue comfortable?	
2.11	Were there clear, easy-to-find directional signs inside the venue?	
2.12	Was the décor in line with the style of the venue?	
2.13	Was furniture in the venue in good repair with no obvious maintenance issues?	
2.14	Did you notice any safety hazards at the venue?	
2.15	Could you identify the location of the fire exits?	
2.16	Were the fire exits clearly marked, with clear access?	

notes...



TOTALS FOR THIS SECTIONS			
0	0	0	0%
POSITIVE	NEGATIVE	N/A	TOTAL

*maintenance / safety hazards noted*



# BEVERAGES

## BEST PRESENTED BEER

results

3.01	Was there a wide selection of beverage options available?	
3.02	Were there items on the menu that you hadn't seen before or that are not mainstream?	
3.03	<b>If yes, what were they?</b>	
ASK	<i>Please ask "What local drinks do you have on offer?"</i>	
3.04	<b>What did the hotel bar staff member recommend?</b>	
3.05	Was your query answered confidently?	
3.06	Was your query answered in an informative manner?	
3.07	Was your query answered efficiently?	
3.08	Were there non-alcoholic beverages available that suited the venue?	
3.09	<b>If yes, what was available?</b>	

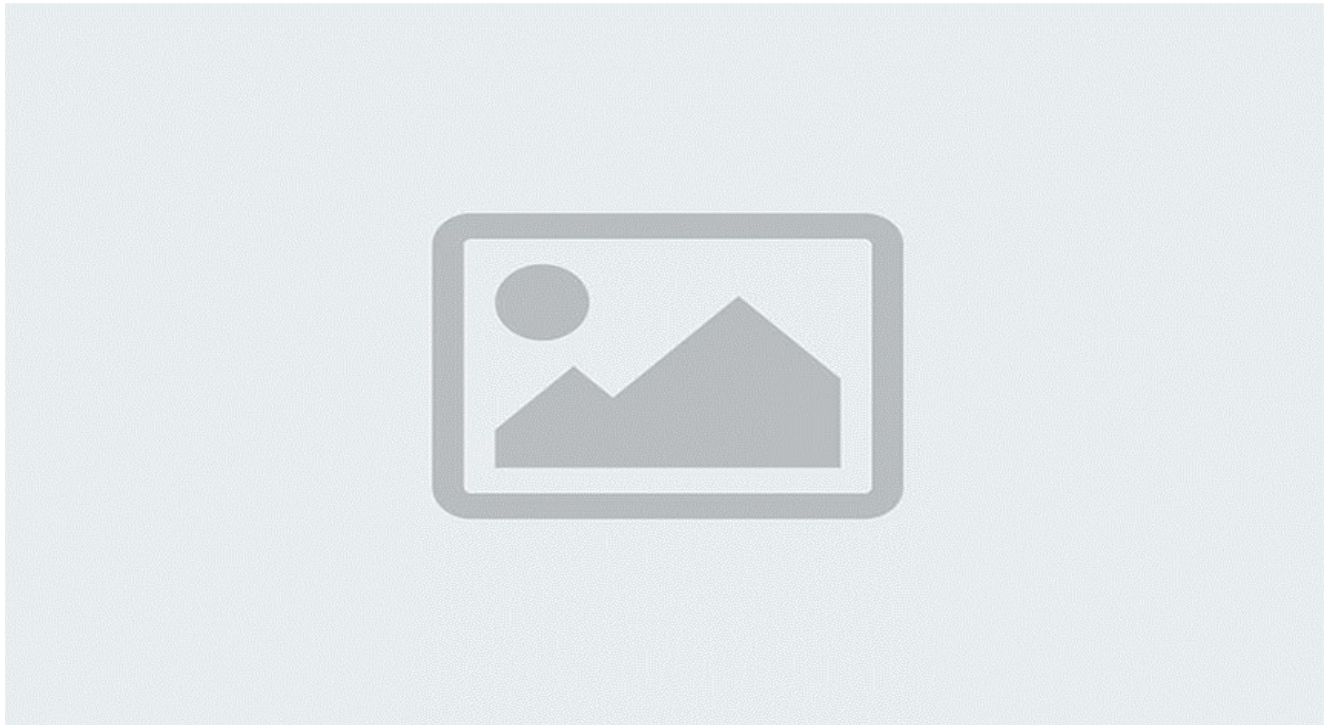
notes...

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TOTALS FOR THIS SECTIONS			
<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

photo of the drink





# THE MENU

## BEST PRESENTED BEER

*results*

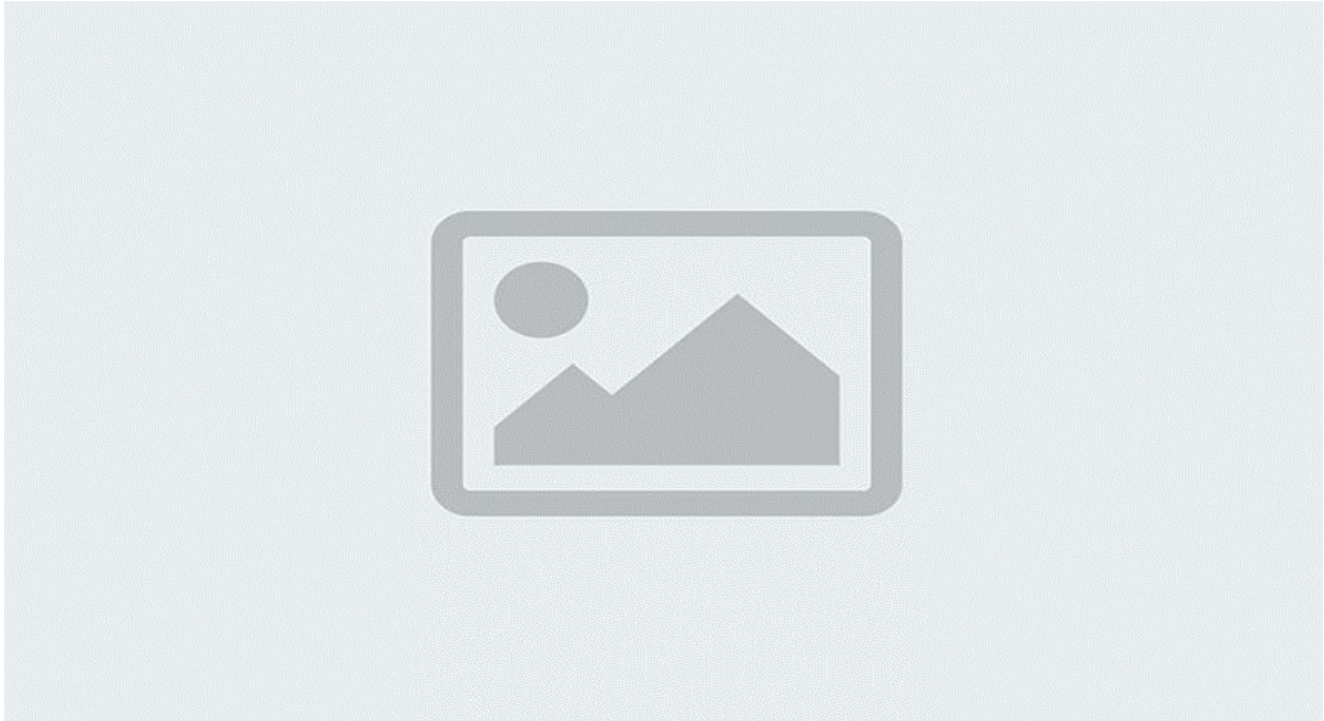
4.01	Were the menus easy to locate?	
4.02	Were the menus easy to read?	
4.03	Did the menus have the venue's branding displayed?	
4.04	Were the menus in line with the style of the venue?	
4.05	Was there an appropriate variety of items available on the menu?	
4.06	If the venue had physical menus, were they undamaged?	
4.07	If the venue had physical menus, were they clean?	
4.08	Were all your chosen dishes available to order?	

*notes...*

TOTALS FOR THIS SECTIONS			
<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

*photo of the menu*

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# FOOD PRESENTATION

## BEST PRESENTED BEER

results

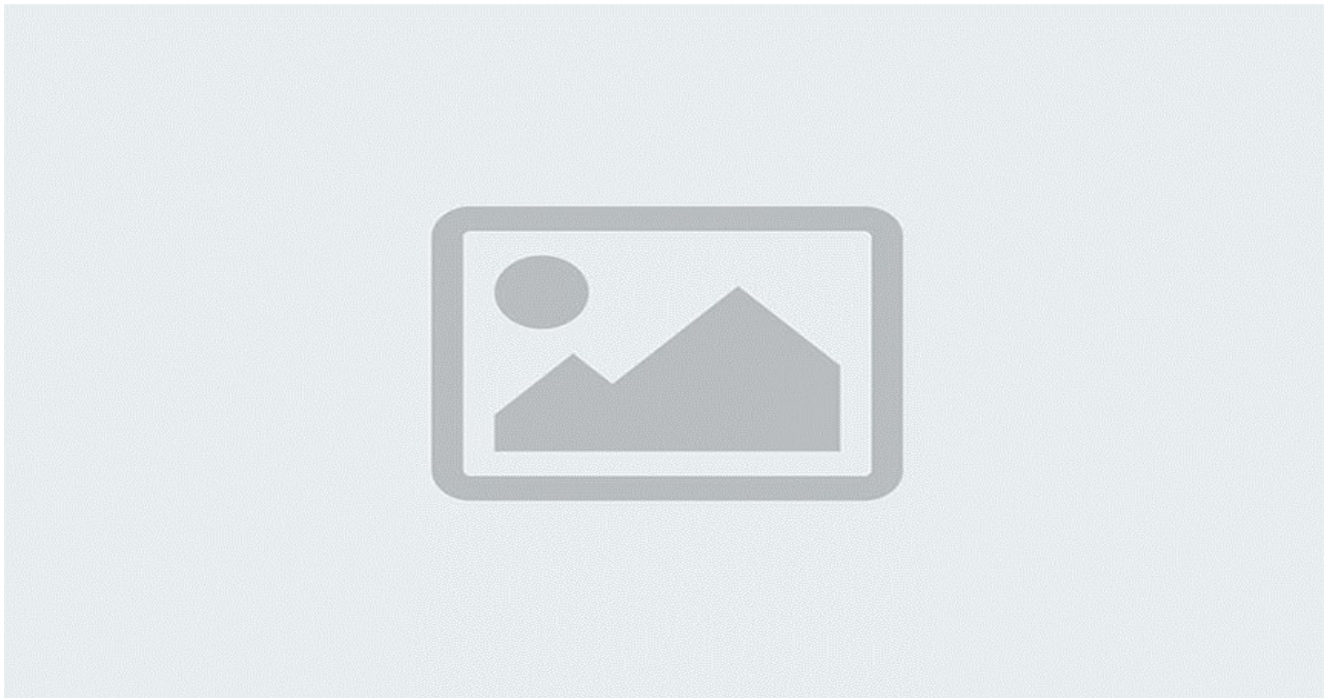
5.01	Was the cutlery clean?	
5.02	Was the food served on clean crockery?	
5.03	Was the crockery well maintained?	
5.04	Were your dishes delivered/ready within 30 minutes of ordering?	
5.05	If no, were you told while you were ordering or while you were waiting that your meals would take longer than 30 minutes?	
5.06	If more than one meal was ordered, were all meals delivered/ready at the same time?	
5.07	If it was table service and you ordered more than one meal, were all meals placed in front of the correct guest?	
5.08	Did the staff member announce the dishes when they served them/handed them over? NB: If there is a buzzer system, you will be assessing the staff member from whom you pick your food.	
5.09	Did the staff give a pleasant parting comment when they presented your food?	
5.10	Did the food look appetising?	
5.11	Was the food served at the correct temperature?	
5.12	Was the description of the food on the menu accurate?	
5.13	Did the accompaniments complement the main dish?	
5.14	Were the accompaniments of high quality?	
5.15	Did the food taste good?	

notes...

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TOTALS FOR THIS SECTIONS			
0	0	0	0%
POSITIVE	NEGATIVE	N/A	TOTAL

photo of the meal



# BATHROOMS

## BEST PRESENTED BEER

*results*

<b>6.01</b>	Were the bathrooms easy to find?	
<b>6.02</b>	Were the sinks operational?	
<b>6.03</b>	Were the toilets operational?	
<b>6.04</b>	Were the bathrooms well stocked with toilet paper and hand soap?	
<b>6.05</b>	If the bathrooms had hand dryers, were they all in working order?	
<b>6.06</b>	Were the bathrooms clean?	
<b>6.07</b>	If you used a female toilet, were there sanitary bins in each cubicle?	

*notes...*

TOTALS FOR THIS SECTIONS			
0	0	0	0%
POSITIVE	NEGATIVE	N/A	TOTAL

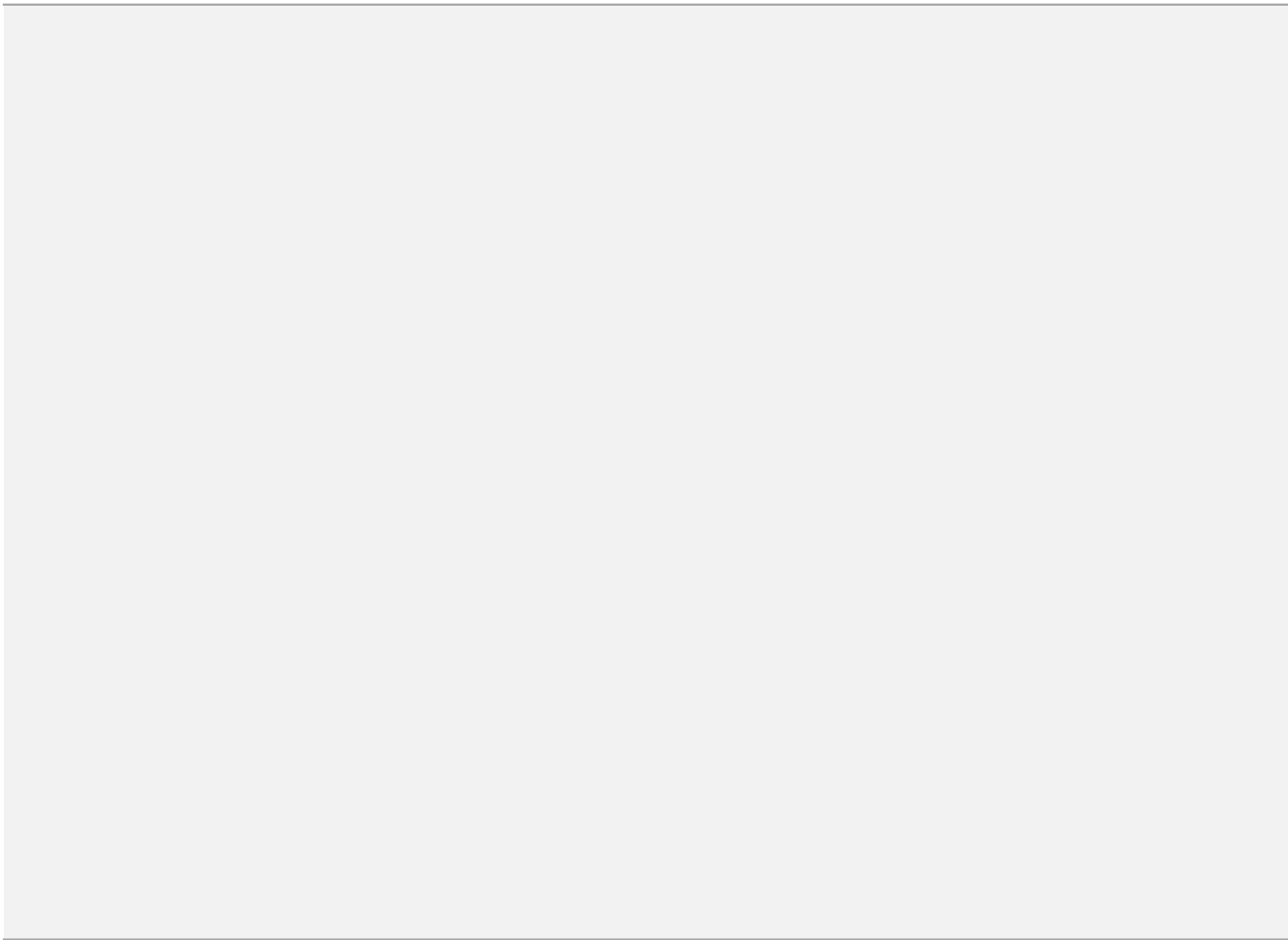
# SERVICE

## BEST PRESENTED BEER

results

<b>7.01</b>	Were you greeted or acknowledged within two minutes of entering the venue?	
<b>7.02</b>	If so, were you greeted in a friendly manner?	
<b>7.03</b>	Were all staff members you interacted with friendly?	
<b>7.04</b>	Were all staff members courteous?	
<b>7.05</b>	Were all staff members attentive?	
<b>7.06</b>	Was the dress code of the staff members consistent with the theme of the venue?	
<b>7.07</b>	Were all staff members well groomed?	
<b>7.08</b>	Did any staff members cross-sell/promote something outside of their area?	
<b>ASK</b>	<i>"I want to bring my grandmother/grandfather, who uses a wheelchair. Is there wheelchair access to the restaurant or bistro?"</i>	
<b>7.09</b>	Did the staff member tell you there was wheelchair access to the restaurant or bistro?	
<b>7.10</b>	Was your query answered confidently?	
<b>7.11</b>	Was your query answered in an informative manner?	
<b>7.12</b>	Was your query answered efficiently?	
<b>7.13</b>	Were you farewelled by one of the staff members when leaving the venue?	

notes...



TOTALS FOR THIS SECTIONS			
<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# PRESENTED BEER

## BEST PRESENTED BEER

results

8.01	Were you greeted or acknowledged within two minutes of walking up to the bar?	
8.02	If so, were you greeted in a friendly manner?	
ASK	<i>"What beers do you have available on tap?"</i>	
8.03	<b>What did the staff say?</b>	
8.04	Was there a range of different beers on tap?	
ASK	<i>"So how many beers on tap is that?"</i>	
8.05	<b>How many beers did the staff member tell you they had on tap?</b>	
ASK	<i>Then ask a follow-up question. Ask the staff member behind the bar "Can you tell me about your local beer options?"</i>	
8.06	<b>What did the hotel bar staff member recommend?</b>	
8.07	Did they offer you a sample taste of the beer they recommended?	
8.08	Was your query answered confidently?	
8.09	Was your query answered in an informative manner?	
8.10	Was your query answered efficiently?	
8.11	Did the staff member remain friendly with you throughout the interaction?	
8.12	Was the staff member courteous?	
8.13	<b>What beer did you order?</b>	



8.14	Was the beer served in a clean glass?	
8.15	Did the staff member hold the glass from the bottom?	
8.16	Did the glass NOT touch the beer tap while the staff member poured the beer?	
8.17	Was the beer poured without wastage?	
8.18	Was there a finger-width of head on the beer?	
8.19	Was the beer's glass at an appropriate temperature?	
8.20	Was the beer icy cold?	
8.21	Did the beer taste fresh?	

*notes...*

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>0%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

**KEY COMMENTS**  
**BEST PRESENTED BEER**

*overall feedback...*

**THE BEST THING**

**KEY AREA(S) OF IMPROVEMENT**