

HUMANEXPERIENCE

MYSTERY SHOPPING REPORT

Victoria Accommodation Awards for Excellence



Hotel Bar of the Year

Conducted On:

H^x

YOUR RESULTS

HOTEL BAR OF THE YEAR
MYSTERY SHOPPING REPORT

The next few pages provide a detailed breakdown of each of the sub-scores in your mystery shopping report.

OVERALL SCORE FOR THIS REPORT

%

0 - 66% High risk area

67 - 80% Requires management

81 - 100% Area of strength

your results

%	%	%	%	%
STAFF WELCOMING, PROMPTNESS & GROOMING	BAR CLEANLINESS & HYGIENE	BAR AMBIENCE AND FACILITIES	MENU	TECHNICAL SKILLS & KNOWLEDGE OF STAFF
%	%	%	%	
EFFICIENCY OF SERVICE	ENVIRONMENTAL SUSTAINABILITY	LEAVING THE VENUE	ABOVE & BEYOND	

H^x

STAFF WELCOMING, PROMPTNESS & GROOMING

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

Date & time arrived at the venue:

results

1.01	Were you greeted or acknowledged within 60 seconds of entering the hotel bar?	
1.02	Did the hotel bar staff member smile and make eye contact while serving you?	
1.03	Did the hotel bar staff member use courteous language?	
1.04	Did the hotel bar staff member who served you introduce themselves by name, or were they wearing a name badge?	
1.05	If yes, what was their name?	
1.06	If no, please describe the hotel bar staff member who served you.	
1.07	Was the hotel bar staff member friendly, and did they engage with you in a positive way?	
1.08	Were all the hotel bar staff members attentive?	
1.09	Were all the hotel bar staff members well-groomed?	
1.10	Were all the hotel bar staff members in full uniform?	
1.11	Was the uniform of all the hotel bar staff members consistent with the theme of the venue?	

notes...

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

BAR CLEANLINESS & HYGIENE

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

results

2.01	Was the hotel bar area clean?	
2.02	Was the hotel bar area tidy?	
2.03	Were carpets and floors within the hotel bar clean?	
2.04	Were unoccupied tables inside the hotel bar tidy and ready for the next guest(s)?	

notes...

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

BAR AMBIENCE AND FACILITIES

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

results

3.01	Was the lighting inside the hotel bar appropriate?	
3.02	Was the décor in line with the style of the hotel bar?	
3.03	Was the hotel bar environment conducive to a long and comfortable stay?	
3.04	Was there a range of appropriate furnishings to suit different customers?	
3.05	Were the furnishings in good condition?	
3.06	Was the music inside the hotel bar at an appropriate level?	
3.07	Were there clear, easy-to-find directional signs within the hotel bar?	
3.08	Was the temperature inside the hotel bar comfortable?	

notes...

TOTALS FOR THIS SECTION

0	0	0	%
POSITIVE	NEGATIVE	N/A	TOTAL

MENU

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

results

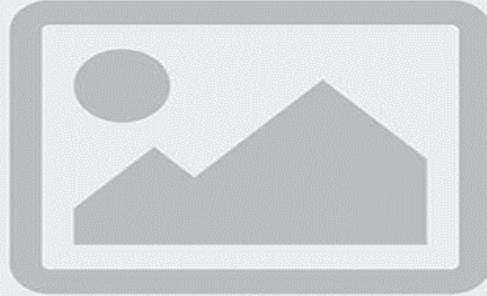
4.01	Were there menus available?	
4.02	Were the menus physical or digital?	
4.03	If digital, was the QR code/digital menu easy to access from your table?	
4.04	Did the QR code/digital menu link work?	
4.05	Did the QR code/digital menu have an appropriate font, and was it easy to navigate?	
4.06	Did the QR code/digital menu use images of beverages on the menu?	
4.07	Was the payment process on the QR code/digital menu efficient?	
4.08	If physical, were the menus at the hotel bar written in an appropriate font and easy to read?	
4.09	Were the menus undamaged?	
4.10	Were the menus clean?	
4.11	Were the menus in line with the style of the hotel bar?	
4.12	Were there at least three options of white wine by the glass?	
4.13	Were there at least three options of red wine by the glass?	
4.14	Were there at least five options of bottled beer?	
4.15	Were Victorian beverages showcased on the menu?	
4.16	If yes, please give two examples.	
4.17	Were there imported options available on the menu?	
4.18	If yes, please give two examples.	
4.19	Were there at least three non-alcoholic beverage options available on the menu?	

notes...

TOTALS FOR THIS SECTION

0	0	0	%
POSITIVE	NEGATIVE	N/A	TOTAL

photo of the menu



TECHNICAL SKILLS & KNOWLEDGE OF STAFF

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

results

ASK	<i>What drink do you recommend that's unique to this venue?</i>	
5.01	What did they recommend?	
5.02	Was your query answered confidently?	
5.03	Was your query answered in an informative manner?	
5.04	Was your query answered efficiently?	

notes...

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

EFFICIENCY OF SERVICE

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

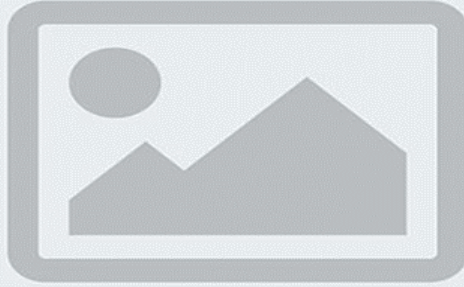
results

6.01	Was your drink order taken in under five minutes of waiting?	
6.02	Was your drink delivered within five minutes of ordering?	
6.03	Did the hotel bar staff member get your order correct?	
6.04	Was your drink served in clean glassware?	
6.05	Was your drink served at a good temperature?	
6.06	If more than one drink was ordered, were all drinks delivered at the same time?	
6.07	If more than one drink was ordered, were all drinks placed in front of the correct guest?	
6.08	Were you asked if you wanted another drink at the appropriate time, unprompted?	
6.09	Did the hotel bar staff member ask you how your drink was at any point?	
6.10	Were the glasses cleared within five minutes of all guests finishing their drinks?	

notes...

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

photo of the drinks



ENVIRONMENTAL SUSTAINABILITY

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

results

7.01	Was there visual evidence that the hotel bar is supportive of and/or engaging in environmentally sustainable practices? e.g., messaging/collateral around choices the hotel bar has made (no single-use water bottles).	
If yes, what were they?		

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

LEAVING THE VENUE

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

results

8.01	Was the bill accurate for what was ordered?	
8.02	Were you farewelled as you left the hotel bar?	
8.03	If you were farewelled, was it done in a way that encouraged you to return again (e.g., "see you next time," "see you soon," or "look forward to seeing you again")?	

notes...

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

ABOVE & BEYOND

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

results

9.01	Did any of the hotel bar staff members make an unprompted suggestion or recommendation when interacting with you? We're looking for an example whereby a staff member has taken your interaction beyond a "transaction" to show an interest in you and showcase their product knowledge.	
9.02	What unprompted suggestion or recommendation did a hotel bar staff member make?	
9.03	Did a hotel bar staff member go above and beyond at any time during your visit?	
9.04	Did a hotel bar staff member anticipate your needs before you made a request?	
9.05	Was there anything particularly memorable about your experience (e.g., service, atmosphere, food, or beverage quality)?	
9.06	If yes, please tell us what was particularly memorable.	
9.07	Would you visit this hotel bar again?	
9.08	Why / why not?	
9.09	If someone asked you about this hotel bar, how would you describe it?	

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

KEY COMMENTS

HOTEL BAR OF THE YEAR MYSTERY SHOPPING REPORT

overall feedback...

THE BEST THING

KEY AREA(S) OF IMPROVEMENT
