

# Bar

## Including set-up, service and clearing

Set-up		Meet	Below	N/A
1	Was the music playlist appropriate and at reasonable sound levels throughout opening hours			
2	Were the lights in the outlet set to ambient levels to match the times of the day			
3	Was the heating/air conditioning at a pleasant level in the room			
4	Where all tables set up in a uniform way, with the appropriate crockery, cutlery, salt and pepper units			
5	Were the ceiling, walls and skirting's clean and well maintained			
6	Was the carpet/floor clean and free from stains/crumbs			
7	Were the tables and chairs clean and free from stains/crumbs			
8	Were the table clear except for a bar menu			
9	Were tea lights introduced on all tables when the sun sets (or from 5.30 pm if the room is dark)			
10	Was the bar fully set and operational throughout service; not closed down to any degree during opening times			
Service		Meet	Below	N/A
11	Were the guests greeted on arrival either by a host or a team member behind the bar			
12	Did the team member enquire about any special dietary requirements or food allergies			
13	Was the menu presented clean and in good condition			
14	Was the team member able to explain drinks/make suggestions to the guest			
15	Was bottled beer served chilled, straight from the fridge			
16	Was all glassware clean and free from chips			
17	Were all drinks prepared using the appropriate weights and measures			
18	Were all drinks served with the appropriate glassware, garnish and offer of ice			

## The Clemont - Food and Beverage - Bar

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		Meet	Below	N/A
19	Was wine/champagne served at the correct temperature with an ice bucket where appropriate			
20	Did the team member wish the guests enjoy their drinks			
21	Did the team member suggest water for the table if appropriate			
22	First beverage served within 5 minutes of ordering at bar or table			
23	Was a refill or re-order of beverages offered by the team member when there is a 1/4 left to consume			
24	Second beverage served within 5 minutes of ordering at bar or table			
25	Were all drinks served with a complimentary bowl of snacks			
26	Were all dishes served on a hot/cold plate as appropriate			
27	Were all dishes enticing and served at the correct temperature			
28	Were appropriate sauces and condiments offered			
29	Was appropriate cutlery provided if required			
30	Did the team member check back on every food course			
31	Were tea, coffee, dessert wines, further drinks or aperitifs offered			
32	Was the bill presented to the guest correct and payment/sign off collected promptly			
33	Did the back of house service doors remain closed during service			
<b>Clearing</b>		<b>Meet</b>	<b>Below</b>	<b>N/A</b>
34	Did the team member clear used crockery, cutlery, glasses from the table as appropriate			
35	Did the team member use a tray when delivering or removing any items from the table (where applicable)			
36	When wiping tables, did the team member spray solution directly onto the cloth, not the table (if guests are around			

## The Clemont - Food and Beverage - Bar

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Behavioural Standards		Meet	Below	N/A
37	Did the team member identify any triggers why the guest is staying at the hotel and utilize the “Occasion led amenities” to amplify their experience			
38	Was the team member well-groomed and neatly presented in clean, well fitted uniform, displaying name badge			
39	Did the team member smile and greet the guest in a natural, friendly and interested manner			
40	Was the team member’s speech clear, jargon free and use of English adequate to be fully understood			
41	Was the team member able to explain the menu to the guest in a natural and engaging way			
42	Was there a genuine, individual and natural way the team member engaged the guest on arrival as well as when guest was leaving the outlet			
43	Did the team member check back with the guest during their dining or beverage experience			
44	Did the team member use the guest name at least once during the interaction			
45	Did the team member personalise the interaction in anyway and engage the guest as individuals			
46	Did the team member maintain eye contact, giving the guest their undivided attention			
47	Did the team member offer a sincere farewell at the end of the interaction			