



## Mystery Shopper Report

Hotel: .....

Date: 13<sup>th</sup> August 2009

Check in: 5:10pm

Check out: 9:15pm

Report completed by: UKHC / Leopold Leisser

<b>Overall</b>	<b>maximum score</b>	<b>actual score</b>	<b>percentage</b>
Reservation enquiry	20	19	95%
Reservation enquiry & booking	30	10	33%
Check-in	45	18	40%
Guestroom	55	51	93%
Restaurant	40	39	98%
Bar	25	20	80%
Breakfast	30	20	67%
Check-out	30	30	100%
Hotel overall	20	20	100%
<b>Total score</b>	<b>295</b>	<b>226</b>	<b>78%</b>



<b>Reservation enquiry</b>	<b>Score</b>
Greeting, including company and agents name	3
Friendliness of reservation agent	5
Offer of best available rate	5
Was it made clear what the rate included	5
Contact and booking details repeated	n/a
Booking confirmation were offered (fax/email)	n/a
<b>Total score</b>	<b>19</b>

**1<sup>st</sup> Call, 8<sup>th</sup> August 3:07pm**

Call was answered by Linda with “Good afternoon .... Hotel how I can help you?”

MS: I would enquiry a room for next week, either Tuesday or Wednesday, whenever you have a low rate available.

Linda: One moment please, we would have availability for both days, for £95 incl. Bed and Breakfast.

MS: Is that your lowest far you can offer me?

Linda: We also have our prepaid rate for £85 with pre payment; we would take your credit card and it would be non refundable. Both rates would include free parking.

MS: Thanks for the info and you said you have rooms free on both days?

Linda: We do indeed.

MS: I will have a think about it and will call you back later.

Linda: That’s fine, no problem at all. Thanks for calling.

**Comment**

Friendly & clear voice, very polite, no name were mentioned when answering the phone.



<b>Reservation enquiry &amp; booking</b>	<b>Score</b>
Greeting including company – and agents name	3
Friendliness of reservation agent	4
Offer of best available rate	3
Was it made clear what the rate included	0
Contact and booking details repeated	0
Booking confirmation were offered (fax/email)	0
<b>Total score</b>	<b>10</b>

**2<sup>nd</sup> Call / 13<sup>th</sup> August 6:32pm**

After 29 rings, Andrew answered the phone with “..... Hotel Good evening”.

MS: I enquiry a room for the 13<sup>th</sup> of August for 1 night, a single room.

Andrew: If you could hold the line for me, one moment Sir.

On hold from 18:33 – 18:35pm

Andrew: Sorry for keep you waiting; was it a room for the 13<sup>th</sup>? The rate would be £85 B&B.

Andrew: Is it just for the one night?

MS: Yes, only one night.

Andrew: Can I take your surname?

MS: It is ..... (spelled it out).

Andrew: And your first name?

MS: it is ..... (spelled it out).

Andrew: And it's “Mr” obviously, a contact telephone number?

MS: its .....

Andrew: Can I take your Credit card details for guarantee?

Andrew: What card is it, is it a Master card?

MS: one second, I just get the card.

MS: It is a Visa card and the number is 4335 0700 .... ..

Andrew: Can I have the number again, please?

MS: Its 4335 0700 ..... .. and the expiry date is 06/12.

Andrew: That's lovely and the full name on the card?

MS: The same as my name.

Andrew: Lovely, all done.

MS: Do I need a confirmation number or anything?

Andrew: It's all confirmed, your number is 46018. See you next Tuesday and hanged up.

### **3<sup>rd</sup> Call / 13<sup>th</sup> August / 6:45pm**

Andrew: "Good evening ..... hotel"

MS: I just called about the reservation for next week, could I kindly ask you for your name, please?

Andrew: My name is Andrew, but it's all confirmed and booked.

MS: Thank you, that's very kind.

Andrew: See you next week.

### **Comment**

Andrew was friendly and polite, but no name was mentioned when answering the phone.

Lowest rate were offered immediately, but without any conditions of the rate.

Chris did not repeat any of the customer details or offered a booking confirmation to the caller.



<b>Check-in</b>	<b>Score</b>
Welcome at arrival	3
Checking of details on check in	0
Credit card authorization	0
Speed of check-in	5
Friendliness of reception staff	3
Professionalism of reception staff	2
Asking for newspaper and wake-up call	0
Promoting of Restaurant for dinner	0
Direction to rooms and offer of further assistance	5
Further info given	n/a
<b>Total score</b>	<b>18</b>

**Arrival at the ..... Hotel / check-in 13<sup>th</sup> August 5:10pm**

When I arrived at the Reception, Ann greeted me with “Hello”

MS: Hello, I have a reservation my name is .....

Ann: What’s the name again?

MS: .....

Ann handed over the registration card to me; name on registration was spelled incorrectly.

Ann: Can you put your address details in, car registration if you have one and sign top and bottom for me please.

Ann continues chatting to the other person at the desk, Sue; who said, “I lost someone....”

Ann: You lost someone?

Sue: Yeah, the lady that..... (Sue continued chatting with Ann during the check-in procedure).

I handed back the registration card to the receptionist.

Ann: Oh one more signature on the bottom, thank you.

MS: Thanks.

Ann: Right, you are in 352, breakfast is included for you, this is from 7 to 11 tomorrow. 352 is across our main lobby you see 2 glass doors, if you get to the glass doors you can either take the stairs to the 3<sup>rd</sup> floor or the lift.

MS: OK

MS: You have a restaurant here as well?

Ann: Yes it's the Grill restaurant just next door.

MS: And they do dinner or?

Ann: Yeah, do you like me do make a booking or do you want to have a look at the menu first?

MS: I don't think they will be fully booked anyway, it's just for me.

Ann: Ah.m its 20 past 5 so I am sure they are able to book.

MS: so in around 1hour if I come down or so?

Ann: Ok

MS: Thanks very much.

### **Comment**

- .) No guest details were crosschecked.
- .) Surname was spelled wrongly on the registration card.
- .) Newspaper and wake-up call were not offered at the check-in.
- .) Ann did not ask for an authorization of the credit card or any other sort of pre payment
- .) Ann and Sue had a chat most of the time I were at reception for check-in
- .) Restaurant was not promoted, only after I asked about dinner, receptionist offered to book a table or have a look at the menu.
- .) Directions to room were given correctly.



<b>Guestroom</b>	<b>Score</b>
Ambience and deco of the guestroom	4
Maintenance of the guestroom	4
Cleanliness of the guestroom	5
Comfort of the guestroom	5
Comfort of the bed	5
Tea & Coffee facility	5
Guest information in the room	4
Cleanliness of bathroom	4
Maintenance of bathroom	5
Emergency & fire exit information in the guestroom	5
Quietness of the guestroom	5
<b>Total score</b>	<b>51</b>

### **Guestroom**

- .) Room is decorated in a traditional way.
- .) Little cracks on the ceiling and wallpaper peels off in the right corner at the bottom, next to desk.
- .) Tea/coffee facility with: Kettle, teapot, cup, cookie, tea, coffee, milk, sugar, all clean and well presented; "NOT SMOKING" sign on tray.
- .) Hairdryer (in the first draw), Spare pillow and blanket, trouser press, iron board and iron in wardrobe and in working order.
- .) Remote control for TV works sometimes.
- .) Bin with bin bag in room - clean.
- .) All Lights and sockets work in the guestroom.
- .) "Do not disturb" sign inside the door and clear instructions in case of emergency inside the door

with explanation in several languages.

- .) Breakfast card with Guest Feedback card on bed.
- .) Desk: Room-service menu for restaurant Grill; 2 promotion cards.
- .) Guest info with welcome letter from the General Manager and all necessary info in it, although some of the phone numbers need updating; for example Avis, Budget car rental, American Airlines is incorrect; headed paper with pen.
- .) Telephone with paper and pencil next to it.
- .) Network cable for internet with info how to use it, instruction card had cup stains and some numbers written on.
- .) Bottle of water with glass on tray and magazine "Christmas in the city" in between, with the page opened for the ..... hotel Christmas break promotion and leaflet for the hotel bar.
- .) Several magazines and leaflets of other hotels on coffee table and tissue box.

### **Bathroom**

- .) Very clean looking and tidy, except a few hairs on the floor from the previous guest, little spot on the shower curtain and the bath mat has stains on.
- .) 1 glass, 1 soap, 1 shower cap, 1 shampoo, 1 shower gel; all placed under the mirror.
- .) 1 small and 1 big towel on towel rail; nicely folded and clean.
- .) 1 floor mat hanging on the bath; nicely folded and clean.
- .) 2 toilet paper roll, 1 spare toilet paper roll on the side with disposal bags next to it.
- .) Sign for "Help the environment" policy for towels.
- .) Small bin with bin bag.

### **Comment**

Guestroom is very clean and tidy, only a few minor things could be found and mentioned in the report above (cracks on the ceiling, wallpaper peels off, cup stains, hairs on bathroom floor, guest info map).



<b>Restaurant</b>	<b>Score</b>
Atmosphere and ambience of the restaurant	5
Cleanliness of the restaurant	5
Menu selection	5
Wine selection	5
Presentation of the food	5
Quality and taste of the food	5
Friendliness of restaurant staff	4
Professionalism of restaurant staff	5
<b>Total score</b>	<b>39</b>

**Grill Restaurant, 13<sup>th</sup> August, 7:25pm**

When I entered the Grill Restaurant from the hotel side, a waitress with blond hair greeted me with “Hello”.

MS: Good evening, I stay at the hotel and would like to have some dinner, please.

Waitress: for yourself?

MS: Yes.

Waitress: If you follow me.

Waitress seated me at the second table on the left side at the back of the restaurant.

Waitress: Here (showed me the table)

5 tables with 2 guests each were occupied at the back of the restaurant and a party of 10 people at the front and another table with 3 guests were in the restaurant.

Another waiter brought some bread and butter and said: you are alright.

After 5 minutes the waitress told me about the specials of the day and said: Sorry for keep you waiting, are you ready to order?

Waitress: Our special of the day today is pumpkin & ginger soup, Salmon en crouete and the fish of the day is .....

Waitress: Can I get you anything to drink?

MS: Could I have a diet coke, please.

Another waitress arrived with the diet coke and said: Evening, a diet coke?

MS: Yes please.

Waitress: Are you having wine as well or can I take the glass?

MS: I won't have wine, thanks.

The first waitress came back to take the order.

MS: The soup of the day was Pumpkin & Ginger?

Waitress: Pumpkin & Ginger, yes.

MS: I take the soup and the chicken liver pate as a main course, if it's available because it shows it here on the menu under Sunday lunch.

Waitress: No problem, it's also on the other side under starter (showed it to me on the menu).

The soup arrived at 7:57pm, was very well presented, with 2 slices of bread on the side. Soup had a very nice flavour, creamy texture and perfectly seasoned.

Waitress came to take the empty dish and asked: Was everything ok for you?

Would you like more bread?

MS: Does the liver pate come with bread?

Waitress: No.

MS: If you just leave the bread here, that's fine.

Chicken liver pate as a main course arrived at 8:17pm.

I asked the waiter who served the main course for a knife, as it was taken with the plate from the soup, but the other waitress saw it already from further away and brought a new knife.

Main course was very well presented with a slice of toasted brioche and chutney.

Pate had an excellent taste as well the chutney.

Waitress came to take the empty plate away and asked: Was everything ok for you?

MS: Yes thank you, it was very nice.

Waitress: Would you like to see the desert menu?

MS: No thanks, but could I have a cappuccino and the bill please. I would like to charge it onto the room please, if that's possible?

Waitress: Yes it is no problem.

Cappuccino arrived 5 minutes later, but without a spoon.

MS: Could I have a spoon, please.

Waitress: yes of course.

Waitress brought the spoon and said: Sorry, here we go (and presented the bill with a pen).

I signed the bill which was a total of £13.45 and left tip on the table.

Waitress took the bill and the tip and said: Thank you, have a nice evening.

Left the restaurant at 8:43pm

### **Comment**

Friendly staff; although restaurant was busy when I entered, the staff were friendly and calm and seemed to be well organised within the team.

Food was well presented and excellent taste.

Overall the atmosphere in the Grill restaurant was very nice and welcoming.

When the main course arrived I didn't have a knife and before I could ask the waiter for a new knife, another waitress from further away saw that and brought me a knife, found that a very nice gesture.



<b>Hotel Bar</b>	<b>Score</b>
Atmosphere and ambience of the hotel bar	5
Cleanliness of the Rooms bar	5
Selection of drinks	5
Friendliness of bar staff	2
Professionalism of bar staff	3
<b>Total score</b>	<b>20</b>

**Hotel Bar 13<sup>th</sup> August 9:13pm**

When I arrived at the Hotel Bar there were a group of 3 guests sitting at the bar and the bartender made cocktails for them.

I sat down on the right side of the lobby, next to the chimney.

There were no other guests in the bar and after the waiter finished the cocktails he started cleaning another table in the left corner of the bar, but did not come over and ask if I would like a drink or anything.

At 9:30pm I got up and went to the bar to order.

MS: Can I have a glass of wine, please?

Waiter: What would you like?

MS: The Argentinean Sauvignon blanc, please.

MS: Can you charge it to the room, please?

I showed the waiter my key card with the room number on.

The waiter handed me the bill and said: Can I have your signature and name please?

I signed the bill and handed it back to the waiter.

Waiter gave me the glass of wine.



**Comment**

As there was a menu on all of the tables I thought it would be part of the hotel bar and therefore table service. The waiter was able to see me and was not busy after he served the 3 other guests at the bar. After 20 minutes I got up and ordered directly at the bar.

Wine tasted very nice and had the right temperature.

Waiter was friendly and polite.



<b>Breakfast</b>	<b>Score</b>
Atmosphere and ambience in the breakfast room	5
Cleanliness in the breakfast room	5
Food selection	5
Quality and taste of food	1
Friendliness of the staff	2
Professionalism of the staff	2
<b>Total score</b>	<b>20</b>

**Breakfast 13<sup>th</sup> August 8:15am**

MS: Good morning

Waitress: What's your room number?

MS: 352

Waitress: Thank you very much;

Waitress showed me my table at the back of the restaurant the 3<sup>rd</sup> table on the left.

Waitress: You want any tea or coffee?

MS: Coffee please.

Waitress brings the coffee.

MS: So is the hot breakfast on the buffet as well.

Waitress: That's just sort of continental breakfast cereals and so.

Would you like any hot breakfast at all?

MS: Is that included in the breakfast price?

Waitress: Sorry?

MS: Is that included in the breakfast price?

Waitress: Yes, you can have as much as you like.

MS: Can I have 2 eggs fried on both sides with some bacon, please.

Waitress: Yes sure.

5 minutes later another waitress arrived with 2 plates of fried eggs and bacon; looked around and ask me: Eggs and bacon?

MS: yes for me, please.

Gave me one plate and took the other plate back.

I ordered 2 eggs fried on both sides, but the eggs on my plate were fried on one side only.

I assume there was some sort of misunderstanding; kitchen prepared 2 portions instead of both sides fried.

### **Comment**

The breakfast menu on the table showed prices, so I assumed hot breakfast was not included.

Only after I asked the waitress she explained it to me that I can have as much as I want.

I did find that rather confusing.

Food was well presented, but the bacon was extremely salty and the eggs were not fried on both sides as ordered.

There was butter and jam on the table already, but nobody ask me for toast or brought it with the breakfast.



<b>Check-out</b>	<b>Score</b>
Ease of check out	5
Presentation and explanation of the bill	5
Friendliness of reception staff	5
Guest were asked if he enjoyed the stay	5
Asking if car parked at the hotel car park/code given to exit	5
Farwell greeting	5
<b>Total score</b>	<b>30</b>

**Check out 13<sup>th</sup> August 9:25am**

Ann was at reception and greeted me from far away already with: Good morning.

MS: Good morning.

Ann: You are up and about so early?

MS: You were yesterday night here as well.

Ann: Oh yeah.

MS: Late / early shift?

Ann: I only live down the road, so it's fair from me to come and do it instead of my colleagues they have got to travel.

Ann: Most importantly, how did you enjoy your stay?

MS: I did, thank you very much.

Ann handed the bill over to me.

MS: Ok that's all fine.

Ann: And how exactly.

MS: With credit card please.

I handed the credit card over to Ann and she put it into the Credit card machine.

Ann: Would you like to enter your pin for me, please?

MS: I was here early before, but it was quite busy earlier this morning.

Ann: Oh yeah.

MS: You had a little group checking out before.

Ann: Oh it's just as easy to wait if you have got a little bit of time to wait.

MS: I still had to go back to the room anyway, that's fine.

Ann: Sometimes it's nice to come down and sit down and queue.

Ann: There is your receipt (handed me the invoice over, folded).

Ann: Have you got a car in the car park?

MS: I do indeed, yes.

Ann: That's the code to get out (handed me over a small piece of paper with the code for the car park written on).

MS: And could you tell your General Manager that I am here for the meeting.

Ann: Yeah, yes.

MS: I wait outside.

Ann: No problem.

MS: Thanks very much, thank you.

### **Comment**

It was a nice welcome from Ann to get a "Good morning" from far away with a smile, when I entered the reception area, very nice and friendly.

I was asked if I enjoyed the stay and if I have my car in the hotel car park.

The bill was given to me to have a look over it to see if everything is correct before Ann charged my credit card.



<b>Hotel</b>	<b>Score</b>
Outside appearance of the hotel	5
Atmosphere and ambience of the hotel	5
Cleanliness of the hotel	5
Maintenance of the hotel	5
<b>Total score</b>	20

**Comment**

All public areas are spotless clean and well maintained.

Nice ambience and atmosphere in the lobby / bar area, perfect to enjoy a glass of wine and read the newspaper.

It is a nice feature to have chairs in the reception room and can sit down for check-in and check-out.

All in all, it was an enjoyable stay at the ..... hotel.

Very friendly staff and well trained.