

U S Hotel	
Restaurant Name:	U S Hotel
Street Address:	402 S. Juniata Street
City/State:	Hollidaysburgh PA
Survey Date:	09-18-04
Survey Time:	6:30 PM
Dining Occupancy:	Moderate(75%-26%)
Bar Occupancy:	Moderate(75%-26%)
Record ID:	2284

Survey Results

Category	Category Score*	Category Weight	Weighted Points	Overall Score
<i>I. Unique Characteristics</i>	54%	3	105	72%
<i>II. Front Podium</i>	83%	1	50	
<i>III. Food Server/Busser</i>	64%	3	420	
<i>IV. Food</i>	93%	2	354	
<i>V. Environment</i>	100%	1	70	
<i>VI. Bar</i>	83%	2	100	

**Category Score shows individual category performance and is not weighted.*

Scoring Key: 10: Meets all criteria of the question. 5: Meets some but not all criteria of the question. N/A: Removes the question from scoring calculations.

Scoring Process: Scores are obtained by multiplying points possible by points actual to obtain the Category score. A Category Weight factor is then applied to each category as indicated. The Weighted Points are then totaled and divided by a weighted score factor, resulting in the Overall Score. The weighted scored factor is the sum of the category weights.

Prepared by: Mercantile Systems & Surveys (MSS) Brentwood, CA (925)240-8000

EMPLOYEE LIST

Duty	Name	Name Tag	Gender	Height	Hair Color
Host(ess)	Unknown	No	Female	5 ft 6 in	Brown
Food Server	Robb	No	Male	5 ft 10 in	Blonde
Busser					
Bartender	Unknown	No	Female	5 ft 10 in	Brown
Cocktail Server					
Manager					
Additional 1					
Additional 2					
				Value	Answer

Unique Characteristics

54% (35/65)

A. Did you notice any advertisements (for appetizers, desserts, specials or banquets) in the Restaurant? Did they influence your decision on what you ordered. Please give a minimum of two sentences if yes.	10/10	10
B. Were you offered refills of your alcoholic beverages when they were 3/4 empty?	0/10	0
C. Was all conversation between employees, restaurant related and carried out professionally?	5/10	5
D. Did the Food Server suggest specialty drinks? (even if you already have drinks.) If yes, what kind.	0/10	0
E. Would you recommend this restaurant to your friends? Please give a minimum of two sentences in regards to why you would or would not recommend this restaurant to your friends.	5/5	Yes
F. Did the Food Server provide undivided attention while dining?	5/10	5
G. Did any staff Member go above and beyond in the way of service?	0/0	N/A
H. Did you have a good time?	10/10	10

Unique Characteristics Comments

- A. A sheet listing appetizers, soup, dinner and coffee specials was distributed with the menus by the Hostess.
- B. A refill was offered once the drink was finished.
- C. One waitress yelled into another room for the Hostess to set two additional places at a table.
- D. No specialty drinks were mentioned.
- E. The appetizer was wonderful. The bar was quaint and comfortable.
- F. The Food Server was rarely present during the meal; however, when he was around he was attentive.
- G. No staff member went above and beyond.

Front Podium

83% (50/60)

A. When making the reservation, was the phone answered by the third ring using the name of the establishment?	10/10	10
B. Were you greeted as soon as possible (with someone present and not busy w/ customer) upon arrival?	10/10	10
C. Was the greeting with a smile and good eye contact?	0/10	0
D. Was the host/hostess appearance neat?	10/10	10
E. Were you seated within 10 minutes of the reservation time or within the quoted time?	10/10	10
F. Were the menus clean and in good condition?	10/10	10
G. If you could determine a manager, were they circulating, and professional?	0/0	N/A
H. Were you acknowledged by a host/hostess when leaving (if present and not busy with a customer)?	0/0	N/A

Front Podium Comments

- C. The Hostess was professional in our interactions, but she did not make eye contact or smile when acknowledging us with, "May I help you?"
- G. We could not determine if a Manager was present.
- H. The area was vacant when we departed.

Food Server/Busser

64% (140/220)

A. Was the table/booth/chair, clean and dry?	10/10	10
B. Were the salt and pepper shakers full, and was your silverware clean?	10/10	10
C. Were you acknowledged or greeted by your Food Server or Busser within 2 minutes?	0/10	0
D. Was the Server warm and sincere during your meal?	5/10	5
E. Were specific appetizers suggested in the dining room? (if appetizers were mentioned generally score = 5, if none were mentioned score = 0)	0/10	0
F. Were any beverages suggested, such as wine, cocktails, or soft drinks? (if drinks were generally offered score = 5, if no drinks were mentioned score = 0)	0/0	N/A
G. Were the Food Server and Busser neat in appearance and uniform?	10/10	10
H. Did the Food Server advise of the specials (if applicable)?	5/10	5
I. Were beverages served within 3 minutes of taking the order (if ordered in the dining area)?	0/10	0
J. Were appetizers, if ordered in dining area, served within 10 minutes of taking the order?	0/10	0
K. Were soup and/or salad served within 5 minutes of taking the order?	10/10	10
L. Were your entrees served within 20 minutes of placing the order?	10/10	10
M. Were your food and beverages delivered to you, without asking, "Who had the...?"	10/10	10
N. Were all plates served with clean rims?	10/10	10
O. Was the check-back within 2 minutes or 2 bites of your entree?	0/10	0
P. Did the Server make dessert suggestions?	5/10	5
Q. Did the Food Server suggest coffee or after dinner drinks?	10/10	10
R. Were desserts/coffee served within 5 minutes of taking the order?	10/10	10
S. Was the check presented two minutes after the final check-back?	0/10	0
T. Were water/coffee/tea/soft drinks refilled regularly?	10/10	10
U. Was the table maintenance properly performed throughout the meal (i.e. empty glasses, used plates, silverware, napkins and breadboards)?	10/10	10
V. Was payment picked up within 2 minutes?	5/10	5
W. Was change/charge returned within 2 minutes, with a "Thank you"?	10/10	10
Food Server/Busser Comments		
<p>C. We were acknowledged ten minutes after we were seated.</p> <p>D. The Server was more stiff and formal at the beginning of the meal but he gradually loosened up as the meal went on.</p> <p>E. There was no suggestion of an appetizer. We eventually requested one.</p> <p>F. The Server acknowledged the beverages we brought with us from the bar.</p> <p>H. We were provided with a listing of specials. The Server did not advise of any specials.</p> <p>I. Water was served ten minutes after it was requested.</p> <p>J. It took twenty minutes for our appetizers to arrive.</p> <p>K. The salad arrived within three minutes of the completion of the appetizer.</p> <p>N. All plates had a beautiful, artistic presentation and were immaculate.</p> <p>O. Ten minutes after the entrees were presented the Server inquired, "Is everything okay?"</p> <p>P. The server asked if we wanted dessert but did not suggest anything.</p> <p>S. There was no final check-back. The check was presented with the coffee while we were eating dessert.</p> <p>V. Payment was picked up four minutes after we placed it on the table.</p>		

Food

93% (177/190)

Scoring Key: 5 is the best score and 1 is the worst.

Food Ordered	Appearance	Taste	Temp	Portion	Comment	
Shrimp Bread Bowl	5	5	5	5	The appetizer had a creamy texture and a consistent blend. It was not so heavy that we were full for the remainder of the meal.	
House Salad	5	5	5	5	The salad was fresh and the Blue Cheese dressing was excellent. The lettuce was crisp and the tomatoes had the right amount of juiciness.	
No soup was ordered.	N/A	N/A	N/A	N/A	No soup was ordered.	
Stuffed Flounder	5	3	3	5	The entree was rather salty. It arrived at the table lukewarm. The fish did not taste fresh.	
Pork Tenderloin Special	5	5	5	5	The Pork Tenderloin was hard to eat as presented and had to be "disassembled" prior to eating. However, the taste was excellent and the presentation was beautiful. The sauce was particularly excellent in taste and texture.	
Rice	5	2	4	5	The menu did not indicate the rice on the side was a mixture of wild rice, brown rice, and white rice. We did not care for the combination of rice. The rice was lukewarm.	
Grilled vegetables	5	5	5	5	The vegetables were cooked well. The glaze brought out the natural flavor of the vegetables.	
Peanut Butter Pie	5	5	5	5	The Peanut Butter pie was pretty in appearance. It was rich in flavor and texture.	
A. Was "Hot Food Hot, Cold Food Cold"?					5/10	5
B. Was your soup/salad delivered as ordered?					10/10	10
C. Were salad ingredients fresh?					10/10	10
D. Was your entree served at the temperature ordered? (e.g. rare, medium, well done)					10/10	10
E. Was your food served complete, with nothing missing and to your liking?					10/10	10
Food Comments						
A. The appetizer was hot, the dinners were both lukewarm.						
C. All salad ingredients were fresh.						
E. All food was complete and presented as ordered.						

Environment

100% (70/70)

A. Were the parking lot and exterior clean?	10/10	10
B. Was the landscaping well maintained?	10/10	10
C. Were outside lights and signs working properly?	10/10	10
D. Was the inside entry floor clean?	10/10	10
E. Was the women's restroom clean and stocked with supplies?	10/10	10
F. Was the men's restroom clean and stocked with supplies?	10/10	10
G. Was all interior lighting functioning properly?	10/10	10

Environment Comments

- A. The exterior and parking lot were clean.
- B. The landscaping was beautifully done and enhanced the historic building.
- C. All lights and signs were working properly.
- E. The women's restroom was clean, stocked and free of odor.

Bar

83% (50/60)

A. Did a Bartender or Cocktail Server acknowledge you within 1 minute?	10/10	10
B. Was the greeting with a smile and eye contact?	10/10	10
C. Was the Bartender/Cocktail server neat in appearance?	10/10	10
D. Did the Bartender/Cocktail Server suggest a beverage by name or try to upsell?	0/10	0
Enter number one drink ordered.		Secret Martini
Enter number two drink ordered.		Secret Martini
E. Were your appetizers, if ordered in the bar, served within 10 minutes?	0/0	N/A
F. Were your drinks delivered within 3 minutes of ordering?	10/10	10
G. Was your bar tab successfully transferred?	10/10	10

Bar Comments

- A. The Bartender acknowledged us immediately upon our arrival.
- B. The Bartender smiled, made good eye contact and was professional throughout our interactions.
- D. Beverage suggestions were not made nor was premium alcohol offered.
- E. We did not order appetizers from the bar.

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