



# SERVICE EXCELLENCE REPORT

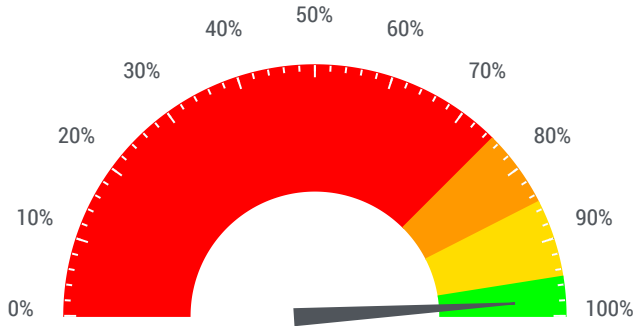
98.0%



YOUR PERFORMANCE:  
EXCELLENT



### SURVEY SCORE



98.0%

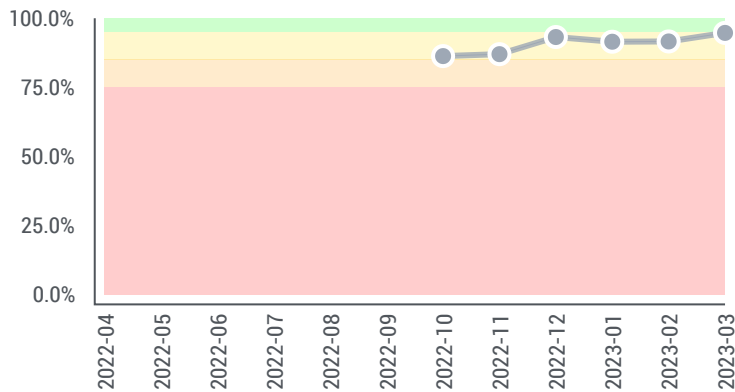
### SECTION SUMMARY

	CURRENT	PREVIOUS	DIFF.	
Telephone	100.0%	100.0%	-	
Reception	91.7%	96.0%	-4.3%	!
Bar Service	97.2%	-	-	
Management	100.0%	0.0%	100.0%	✓
Facility	100.0%	100.0%	-	
Kitchen	100.0%	87.0%	13.0%	✓
Operations	100.0%	100.0%	-	
Overall	100.0%	88.0%	12.0%	✓
Table Service	-	92.9%	-	
<b>TOTAL</b>	<b>98.0%</b>	<b>91.3%</b>	<b>6.8%</b>	<b>✓</b>

■ SCORED ■ MISSING

CURRENT: 2023-03  
 PREVIOUS: PREVIOUS SURVEY (2023-03)

### OVERALL TREND BY CAMPAIGN



### YOUR RANK

CURRENT	PREVIOUS	DIFF.
COMPANY OVERALL		
3 (of 5)	3 (of 5)	■
NATIONAL		
3 (of 5)	3 (of 5)	■
LOCATION: FOLSOM		
1 (of 1)	1 (of 1)	■

CURRENT: 2023-03  
 PREVIOUS: 2023-02



## UOB - Dinner Bar Experience 9 pm - Close

Location: Folsom - University of Beer - Folsom - 1009 E Bidwell St, Folsom, CA 95630

Date: 2023-03-22

Time In: 21:00

Time Out: 22:00

Survey Total: 98.01% (197 / 201)

### Telephone

100.00% (7 / 7)

#### Staff member name(s):

Chris

1. Phone was answered within 3 rings.	Yes (1 pt)	1/1
2. Phone answered with correct greeting and sincere offer for assistance.	Yes (1 pt)	1/1
3. Smile was in the receptionist's voice; tone was courteous throughout.	Yes (1 pt)	1/1
4. You felt like you received the receptionist's full attention while on the phone.	Yes (1 pt)	1/1
5. Requests/complaints were immediately resolved.	Yes (1 pt)	1/1
6. Questions were answered completely, patiently and politely.	Yes (1 pt)	1/1
7. If placed on hold, you were asked for permission first.	N/A	
8. Hold time did not exceed two (2) minutes.	N/A	
9. You were not placed on hold (involuntary) more than 1 time.	N/A	
10. You received a genuinely friendly farewell and thank you.	Yes (1 pt)	1/1

#### Comment

Chris answered the phone on the first ring and said, "UOB Folsom, how can I help you?"

I asked him hours of operations. He was graciously answered Wednesday, they open from 11:00 AM to 10:00 PM.

**Reception****91.67% (22 / 24)****Host's Name or description:**

Host did not had a name tag. Male, black hair.

**11. How busy was the restaurant?**

Slow (No waits for a seat, many empty seats)

**12. You were greeted at the host podium with a smile.** Yes (2 pts) 2/2**13. You were greeted within 3 seconds of walking into the restaurant.** Yes (2 pts) 2/2**14. If there was a line to check-in, you were greeted with a smile while waiting.** N/A**15. Once learned, host used your name.** N/A**16. Host asked if it was your first time dining. If so, the concept was explained (rotating beers, known for gourmet burgers and elevated bar food).** Yes (2 pts) 2/2**17. Host informed you of at least one special or promotion going on today (or in the future).** No (0 pts) 0/1**18. Tone and demeanor were welcoming, not businesslike or harried.** Yes (1 pt) 1/1**19. Host maintained eye contact and did not seem distracted or caught up in another task.** Yes (1 pt) 1/1**20. Host escorted you to the table and made friendly conversation along the way; host built rapport.** No (0 pts) 0/1**21. You were advised of the presence of stairs or other obstacles before approaching them.** N/A**22. All guests were seated before host departed.** N/A**23. Host advised you of the digital menu and explained how to use your phone to access the menu website through the QR code on the table. Host made sure you understood the instructions before returning to the host stand.** Yes (1 pt) 1/1**24. A tablet was offered to view the digital menu if you did not have a phone.** Yes (1 pt) 1/1**25. Host wished a you a pleasant dinner/meal.** Yes (1 pt) 1/1**26. Host informed you of the name of your Bartender before departing ("\_\_\_\_\_ will be your Bartender today; she'll be with you shortly").** Yes (1 pt) 1/1**27. If dining with kids, they were offered kids' menus with crayons, parents were informed about "Kids Eat Free Tuesdays" and high chairs were offered if applicable.** N/A**28. Host was attentive to all entering/exiting guests.** Yes (1 pt) 1/1**29. You received a sincere farewell upon departure.** Yes (1 pt) 1/1**30. Host staff was dressed appropriately (both in style, and that the clothing was clean and not wrinkled).** Yes (1 pt) 1/1**31. Host staff was well groomed (hair and general appearance were neat).** Yes (1 pt) 1/1

<b>32. Host had pleasant physical appearance.</b>	<b>Yes</b> (1 pt)	1/1
<b>33. Host radiated good, positive energy. They looked like they were happy to be at work and serve you; no bad attitudes.</b>	<b>Yes</b> (2 pts)	2/2
<b>34. Lobby/entry area was well lit and clean.</b>	<b>Yes</b> (1 pt)	1/1
<b>35. Staff kept busy and stayed on-task throughout your visit; no chit-chatting or TV watching observed.</b>	<b>Yes</b> (1 pt)	1/1
<b>36. Did the server drop off an "It was a pleasure serving you!" card and ask you to leave a review?</b>	<b>Yes</b> (1 pt)	1/1

**Comment**

The host was very friendly. As soon as I walked in he said, "Welcome to UOB, is it your first time?"

I told him yes. He then offered me a table, but I said I would sit at the bar. He then said I can sit where I want and said that Haley will be with me shortly.

<b>Bar Service</b>	<b>97.18% (69 / 71)</b>
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**Bartender's Name:**

Haley G.

<b>37. Bartender smiled and made eye contact with each guest at the bar.</b>	<b>Yes</b> (1 pt)	1/1
<b>38. Bartender's command of rotating craft beers was apparent; they answered all of your questions and made strong recommendations.</b>	<b>Yes</b> (2 pts)	2/2
<b>39. Bartender greeted you within 1 minute of your arrival at the bar.</b>	<b>Yes</b> (1 pt)	1/1
<b>40. If you ordered liquor or wine, the bartender attempted to upsell to a premium brand.</b>	<b>No</b> (0 pts)	0/1
<b>41. Bottom-shelf (well) liquor or house wine was NOT offered or assumed, unless specifically requested by guest.</b>	<b>Yes</b> (1 pt)	1/1
<b>42. Beverages served within 2 minutes of ordering them.</b>	<b>Yes</b> (1 pt)	1/1
<b>43. If applicable, server offered or provided a glass for bottled beer and poured the bottled beer at your table.</b>	<b>N/A</b>	
<b>44. Pour sizes were consistent.</b>	<b>Yes</b> (1 pt)	1/1
<b>45. Drink was properly prepared (correct type and amount of ice, proper garnishes, etc.).</b>	<b>Yes</b> (1 pt)	1/1
<b>46. Liquor was poured using measuring tool (AKA jigger); no free pouring.</b>	<b>Yes</b> (1 pt)	1/1
<b>47. Ice scoop was employed.</b>	<b>Yes</b> (1 pt)	1/1
<b>48. Glassware was handled appropriately and not touched near the rim.</b>	<b>Yes</b> (1 pt)	1/1
<b>49. Garnishes fresh and appropriate.</b>	<b>Yes</b> (1 pt)	1/1
<b>50. Another round was suggested when drinks were nearly empty.</b>	<b>Yes</b> (1 pt)	1/1

<b>51. Transaction was rung immediately after ordering (bartender did not make drink first and then ring it in, or only ring it in at the end upon asking for the check).</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>52. Cash drawer always closed between transactions.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>53. No intoxicated patrons were observed being served alcohol.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>54. Bartender discussed food and offered to take your food order.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>55. Bartender suggestively sold each course by asking questions like "Are you ready to order [an appetizer/ your entree]?" instead of generic phrases like "What can I get you?"</b>	<b>Yes (3 pts)</b>	<b>3/3</b>
<b>56. Bartender informed you of current specials (food specials, happy hour, Military Monday).</b>	<b>Yes (2 pts)</b>	<b>2/2</b>
<b>57. Glassware was clean, free of smudges and not chipped.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>58. Bartop wiped and clean; no crumbs and no sticky or wet spots.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>59. Coaster or beverage napkin provided for drinks.</b>	<b>No (0 pts)</b>	<b>0/1</b>
<b>60. Liquor bottles on display are pulled forward on the shelf with labels facing forward and pour spouts facing left.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>61. Bartender was well-spoken, polite, and clear; avoided slang and phrase-fragments.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>62. Bartender was well groomed.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>63. Bartender built rapport from the beginning.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>64. Bartender demonstrated exceptional knowledge of beers on tap and tailored suggestions based on preferences.</b>	<b>Yes (2 pts)</b>	<b>2/2</b>
<b>65. Bartender automatically explained the venue's concept and highlighted specials or unavailable items.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>66. Bartender was helpful and knowledgeable about cocktails, beer, and wines.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>67. Bartender was knowledgeable about the menu and offered details and recommendations.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>68. Bartender repeated your order back to you, including meat color/temperatures.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>69. Wine/cocktails/beer served at the correct temperature.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>70. Bartender dropped off plates, utensils and napkins for all guests prior to food arriving.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>71. If applicable, share plates provided for shared foods.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>72. First course served within 12 minutes of ordering.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>
<b>73. Food (with modifications) was announced by item as it was delivered to guests.</b>	<b>N/A</b>	
<b>74. First course cleared within 5 minutes of all guests being finished.</b>	<b>Yes (1 pt)</b>	<b>1/1</b>

<b>75. Bartender ascertained satisfaction of main course.</b>	<b>Yes (1 pt)</b>	1/1
<b>76. Main course was delivered 5-10 minutes after finishing the first course.</b>	<b>Yes (1 pt)</b>	1/1
<b>77. All guests received their entrees within 2 minutes of each other; no delayed food.</b>	<b>Yes (1 pt)</b>	1/1
<b>78. Dessert served within 12 minutes of ordering.</b>	<b>Yes (1 pt)</b>	1/1
<b>79. Bartender ascertained satisfaction of dessert.</b>	<b>Yes (1 pt)</b>	1/1
<b>80. Dirty glassware was promptly bussed from bar top.</b>	<b>Yes (3 pts)</b>	3/3
<b>81. Check delivered to table within 2 minutes of requesting it.</b>	<b>Yes (1 pt)</b>	1/1
<b>82. If applicable, Bartender offered boxes for leftovers.</b>	<b>Yes (1 pt)</b>	1/1
<b>83. Dirty plates and glassware were pre-bussed from the bartop as (or before) your payment was processed.</b>	<b>Yes (1 pt)</b>	1/1
<b>84. Bartender was available whenever needed, and readily accessible.</b>	<b>Yes (1 pt)</b>	1/1
<b>85. Bartender's interactions enhanced your experience; they were pleasant and fun.</b>	<b>Yes (2 pts)</b>	2/2
<b>86. Service staff uniforms were pressed and clean; neatly groomed.</b>	<b>Yes (1 pt)</b>	1/1
<b>87. Bartender tools service station was neat and well organized.</b>	<b>Yes (1 pt)</b>	1/1
<b>88. If any beers were 86'd, an alternative recommendation was made.</b>		<b>N/A</b>
<b>89. Drink refills were timely.</b>	<b>Yes (1 pt)</b>	1/1
<b>90. Silverware was polished; no water spots or bent tines.</b>	<b>Yes (1 pt)</b>	1/1
<b>91. There were no chips or defects in any of the china.</b>	<b>Yes (1 pt)</b>	1/1
<b>92. When bussing tables, team member made eye contact before clearing items.</b>	<b>Yes (1 pt)</b>	1/1
<b>93. You were satisfied with the beverages that were served (beer, cocktails, etc.).</b>	<b>Yes (1 pt)</b>	1/1
<b>94. Bartender balanced time with each guest, not just their friends or regulars.</b>	<b>Yes (1 pt)</b>	1/1
<b>95. Staff kept busy and stayed on-task throughout your visit; no chit-chatting or TV watching observed.</b>	<b>Yes (1 pt)</b>	1/1
<b>96. You would describe service as friendly and warm.</b>	<b>Yes (2 pts)</b>	2/2
<b>97. Once payment was tendered, check was settled within 3 minutes.</b>	<b>Yes (1 pt)</b>	1/1
<b>98. Staff member did not ask if cash change is needed; automatically brought it.</b>		<b>N/A</b>
<b>99. Staff member did not touch face or hair (if so, washed hands immediately); hygienic.</b>	<b>Yes (1 pt)</b>	1/1
<b>100. Staff not seen eating or drinking in public view.</b>	<b>Yes (1 pt)</b>	1/1
<b>101. No staff members were observed on cell phones.</b>	<b>Yes (1 pt)</b>	1/1

**102. You were thanked with eye contact when you paid.**

**Yes** (1 pt) 1/1

**Comment**

Haley came by a few minutes after I had been seated and asked if I wanted anything to drink. I told her the water was fine for now. About five minutes later, Haley came by again and asked if I was ready to order. She was smiling and very friendly. She asked me if it was my first time here. I told her yes.

Haley was knowledgeable about the menu and was able to answer my questions. I ordered a glass of wine and Thai Lettuce Cups, BLT wrap with fries. She said that was her favorite. A gentleman with black hair brought the food within five minutes and asked if there is anything else I need. I told him no thank you.

Hailey came over after a few minutes and asked me how the food was. She also told me that they are having Trivia night every Wednesday evening. It was fun to watch that.

Haley came over again and asked me if I want more drinks. I ordered another glass of wine and Seared Ahi Salad. She brought the drink within two minutes. The food came out within five minutes.

Hailey was smiling and making sure talking to all her customers. She told me that a branch of UOB was opened in East Sacramento. She said it has 250 plant wall live water running through.

I was very happy with Haley. She made me feel very good and absolutely has pride in her job.

**Management**

**100.00% (6 / 6)**

**103. Manager's name or description**

Taylor was the manager at the restaurant that evening and he was very friendly. He came over and make sure I had everything I needed.

**104. Shift leads or managers were engaged with staff at the door and/or on the service floor.**

**Yes** (1 pt) 1/1

**105. A manager or supervisor made personal contact with your table and ensured satisfaction.**

**Yes** (1 pt) 1/1

**106. If applicable, management followed through with complaints.**

**Yes** (1 pt) 1/1

**107. Management's demeanor was professional and upbeat; manager was seen smiling.**

**Yes** (1 pt) 1/1

**108. If asked, manager demonstrated knowledge of food and beverage.**

**N/A**

**109. Any interaction with management was positive.**

**Yes** (1 pt) 1/1

**110. Manager was dressed professionally and well groomed.**

**Yes** (1 pt) 1/1

**Comments:**

Taylor came over and asked me how is everything. I told him all is great. He smiled and said, "If you need anything else please let us know."

He came back after a few minutes and checked on me and said he hope to see me back soon and wished me pleasant evening. He was smiling and friendly.



Facility	100.00% (15 / 15)	
<b>111. Sidewalk was well-maintained; no trash or cigarette butts.</b>	<b>Yes</b> (1 pt)	1/1
<b>112. Outside entry was clean and well lit.</b>	<b>Yes</b> (1 pt)	1/1
<b>113. Front door was in good condition; the handle was not worn, no fingerprints or scuffs.</b>	<b>Yes</b> (1 pt)	1/1
<b>114. Host podium was clean and organized; no back-of-the house items were visible to guests.</b>	<b>Yes</b> (1 pt)	1/1
<b>115. Foyer area was clean with no visible trash or debris.</b>	<b>Yes</b> (1 pt)	1/1
<b>116. Carpets, floors, and walls were clean with no debris, cracks or stains.</b>	<b>Yes</b> (1 pt)	1/1
<b>117. Lighting was appropriate; no burned out bulbs.</b>	<b>Yes</b> (1 pt)	1/1
<b>118. Tables and chairs were sturdy with no scratches or debris; nothing was wobbly.</b>	<b>Yes</b> (1 pt)	1/1
<b>119. Bar area/behind the bar was neatly maintained.</b>	<b>Yes</b> (1 pt)	1/1
<b>120. Temperature of restaurant was comfortable.</b>	<b>Yes</b> (1 pt)	1/1
<b>121. Music was fun, appropriate for the setting, and at a lively but comfortable level.</b>	<b>Yes</b> (1 pt)	1/1
<b>122. Restrooms were clean, restocked and sanitized.</b>	<b>Yes</b> (1 pt)	1/1
<b>123. Restrooms were neat, odor-free and the waste receptacle was not overflowing.</b>	<b>Yes</b> (1 pt)	1/1
<b>124. Restroom check sign-off sheets were completed every 30 minutes and signed off by a staff member.</b>	<b>Yes</b> (1 pt)	1/1
<b>125. Exterior windows were clean and free of streaks, spots, and cracks</b>	<b>Yes</b> (1 pt)	1/1
<b>Comments:</b>		
The dining area was stunning and very attractive, with art deco style lighting, wall art and furnishings. The music was pleasant.		
The bar area was a perfect temperature. The restroom is clean and the toilet paper and paper towels were well stocked. The floor seems it was just mopped and very wet. It was easy to slip and fall.		

Kitchen	100.00% (23 / 23)	
<b>126. Food was visually appealing</b>		4/4
<b>Strongly Agree</b> (4 pts)		
<b>127. Food was served at the correct temperature.</b>	<b>Yes</b> (1 pt)	1/1
<b>128. Order was prepared properly (precisely as requested).</b>	<b>Yes</b> (1 pt)	1/1

**129. The flavors were above and beyond the norm; they were memorable and exciting (please describe in detail).** 4/4

**Strongly Agree** (4 pts)

**130. The food was fresh and presented beautifully.** 4/4

**Strongly Agree** (4 pts)

**131. Were the menu offerings diverse and able to please a wide range of palates? Yes** (1 pt) 1/1

**132. You would recommend the restaurant based upon food.** **Yes** (8 pts) 8/8

**Comments:**

The Thai lettuce cups was presented in a bigger plate. The portion size was generous. The lettuce was fresh and chicken was tender.

The BLT wrap was served warm and beautifully wrapped. It has nice flavor, guacamole & sweet sauce gave it good flavor.

The BLT wrap was served with garlic fries. The garlic fries were very crispy, golden & warm.

The Ahi salad was presented beautifully. The asian slaw, toasted almonds, wonton strips and soy vinaigrette gave it amazing flavor.

The Creme Brûlée was very smooth and creamy. Not too sweet at all, just perfect.

The Zinfandel Red wine was served at room temperature. It has decent dryness but still very smooth.

**Operations**

**100.00% (5 / 5)**

**133. There were no dishes mispriced compared to what you were charged.** **Yes** (1 pt) 1/1

**134. You found no errors or typos on the menu.** **Yes** (1 pt) 1/1

**135. The reviewer can see a list of the day's specials on the digital menu.** **Yes** (1 pt) 1/1

**136. Digital menu was easy to read with no misspellings.** **Yes** (1 pt) 1/1

**137. Digital menu was easy to navigate and was user-friendly.** **Yes** (1 pt) 1/1

**Comments:**

The Digital menu was very easy to navigate and user-friendly.

**Overall**

**100.00% (50 / 50)**

**138. Considering only the FOOD, you received excellent value for the price.** 4/4

**Strongly Agree** (4 pts)

**139. Considering only the BEVERAGES, you received excellent value for the price.** 4/4

**Strongly Agree** (4 pts)

**140. All things considered (customer service, product quality, and ambiance), you received excellent value for the price.**

4/4

**Strongly Agree** (4 pts)

**141. On a scale of 0-10, how likely are you to recommend this location to friends/family/colleagues? Why?**

10/10

**10** (10 pts)

**142. Choose the word that BEST described your emotional state upon leaving the location (pleased/happy/disappointed/upset/etc.).**

Very happy

**143. Staff exhibited energy and enthusiasm; smiles were prevalent.**

4/4

**Strongly Agree** (4 pts)

**144. Staff members worked together to provide a great experience.**

4/4

**Strongly Agree** (4 pts)

**145. There was no significant disappointment with your dining experience.**

4/4

**Strongly Agree** (4 pts)

**146. You would return to the restaurant and spend your own money.**

4/4

**Strongly Agree** (4 pts)

**147. Based on your experience, you felt welcomed, cared for, valued, and appreciated by the service staff.**

4/4

**Strongly Agree** (4 pts)

**148. What is the #1 most positive thing that stood out to you about the experience?**

Staff members were very friendly

**149. What is the #1 most negative thing that stood out to you about the experience?**

Restroom floor was just mopped and very wet and could be slippery.

**150. You would recommend the restaurant based upon the service and hospitality.**

4/4

**Strongly Agree** (4 pts)

**151. Would you recommend the restaurant based upon the food and beverage?**

4/4

**Strongly Agree** (4 pts)

**152. How would you describe the ambiance (list everything that applies)?**

- Relaxing
- Lively
- Casual
- Cozy
- Elegant
- Romantic
- Comfortable

**What are three things that stood out about the experience?**

1	Very friendly staff
2	The food was amazing
3	Well decorated

**What are three things the restaurant could do to improve the experience? Think about food quality, design, décor, service, menu, etc.**

1	Mopping the restroom and making it that wet while the customers are still in the restaurant could be dangerous. Easy to slip and fall. I did not see the sign which says wet floor.
2	Stools for the bar could be a little more comfortable.
3	Before giving out a glass of water maybe it will be great to ask if needed.

**153. Receipt total (including tip):**

113.74

**Survey Total: 98.01% (197 / 201)**



📍 Folsom - 1009 E Bidwell St, Folsom, CA 95630

📅 2023-03-22

🏠 # 770898



Folsom - 1009 E Bidwell St, Folsom, CA 95630



2023-03-22



770899



University of Beer  
1009 East Bidwell  
Folsom, CA 95628

Server: Haley G  
Check #78 Table 85  
Ordered: 3/22/23 8:59 PM

Thai Lettuce Cups	\$16.50
2 Glass OZV Zinfandel	\$16.00
BLT Wrap	\$25.48
Garlic Fries	
ADD Grilled Chicken	
Searced Ahi Salad	\$23.00
Crème Brûlée	\$6.99
Subtotal	\$87.97
Tax	\$6.81
Tip	\$18.96
Total	\$113.74



📍 Folsom - 1009 E Bidwell St, Folsom, CA 95630

📅 2023-03-22

🏷️ 770901



Folsom - 1009 E Bidwell St, Folsom, CA 95630



2023-03-22



771036