

# SERVICE EXCELLENCE REPORT

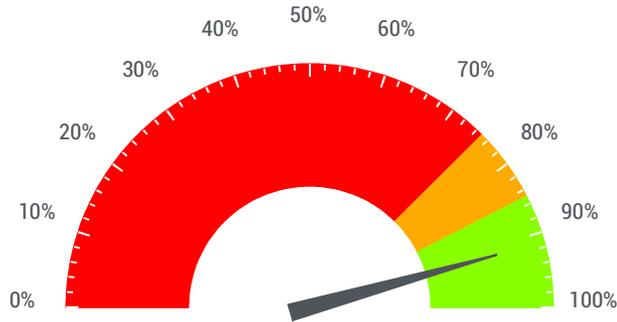
# 91.3%



YOUR PERFORMANCE:  
**EXCELLENT**



### SURVEY SCORE



91.3%

### SECTION SUMMARY

|                      |              | CURRENT     | PREVIOUS     | DIFF. |
|----------------------|--------------|-------------|--------------|-------|
| Online influence     | 100.0%       | 100.0%      | -            | -     |
| Phone Manner         | 100.0%       | 100.0%      | -            | -     |
| Kerb appeal          | 100.0%       | 100.0%      | -            | -     |
| Ambiance             | 100.0%       | 100.0%      | -            | -     |
| Good housekeeping    | 88.9%        | 11.1%       | 88.9%        | -     |
| Toilets              | 88.9%        | 11.1%       | 88.9%        | -     |
| Staff appearance     | 100.0%       | 100.0%      | -            | -     |
| Table settings & men | 80.0%        | 20.0%       | 80.0%        | -     |
| Drink / Ale Quality  | 100.0%       | 100.0%      | -            | -     |
| Tasty food           | 100.0%       | 100.0%      | -            | -     |
| Efficient Service    | 91.7%        | 8.3%        | 91.7%        | -     |
| Warmth and engagemen | 100.0%       | 100.0%      | -            | -     |
| Relevant recommendat | 100.0%       | 100.0%      | -            | -     |
| Internal marketing   | 60.0%        | 40.0%       | 60.0%        | -     |
| Overall Impressions  | 90.0%        | 10.0%       | 90.0%        | -     |
| <b>TOTAL</b>         | <b>91.3%</b> | <b>8.7%</b> | <b>91.3%</b> | -     |

SCORED MISSING

CURRENT: 2017-02

PREVIOUS: PREVIOUS SURVEY (-)

### QUESTION CATEGORY SUMMARY

|                     |              | CURRENT     | PREVIOUS     | DIFF. |
|---------------------|--------------|-------------|--------------|-------|
| Ambiance            | 100.0%       | 100.0%      | -            | -     |
| Engaging service    | 94.1%        | 5.9%        | 94.1%        | -     |
| First Impressions   | 100.0%       | 100.0%      | -            | -     |
| Food & Drinks       | 100.0%       | 100.0%      | -            | -     |
| House Keeping       | 87.5%        | 12.5%       | 87.5%        | -     |
| Lasting Impressions | 90.0%        | 10.0%       | 90.0%        | -     |
| Revenue Building    | 75.0%        | 25.0%       | 75.0%        | -     |
| <b>TOTAL</b>        | <b>91.3%</b> | <b>8.7%</b> | <b>91.3%</b> | -     |

SCORED MISSING

CURRENT: 2017-02

PREVIOUS: PREVIOUS SURVEY (-)



### ATTENTION AREAS

MISSING / POSSIBLE

|                        |        |
|------------------------|--------|
| Internal marketing     | 2 / 5  |
| Overall Impressions    | 2 / 20 |
| Good housekeeping      | 1 / 9  |
| Toilets                | 1 / 9  |
| Table settings & menus | 1 / 5  |

Improving your performance on these sections would increase your score for this visit by 7.6%, giving you a total of 98.9%.



**i** The questions displayed above are those for which you received only partial or no credit, and which most negatively impact your overall score. Focusing your attention on these critical areas in the future will help increase your overall scores.



## Harvey's Tenanted Pubs

Location: Rights of Man - Rights of Man - 179 High Street, Lewes, ES BN7 1YE

Date: Saturday, February 04, 2017

Survey Total: 91.30% (84 / 92)

### Reviewers Observations

#### Reviewers observations / comments

The Silent Customer had a great time at this venue and have raved about the quality of the food and the service received here. There were a few points that were marked down (missing lightbulbs etc.) but overall the report is hugely positive.

### Online influence

100.00% (2 / 2)

#### 1. What expectation does this pub's entry on the \*Harvey's\* website set in your minds eye?

**Comment:** I expected a cosy pub with a traditional look and traditional ales. I had a positive impression of the front bar and the very handy 360 degree viewing feature in the website was useful but I was unable to view the dining area with this tool: it kept taking me to the back garden even though I know the floorplan from previous visits. The photographs and text gave a good and accurate impression of the compact and flexible layout of the front area and the description of the dining area was adequate to invite a prospective client to ask for more information.

#### 2. Does this pub have its \*own website\* that shows up on the first page of Google?

1/1

Yes

The website has an easy to use format with well thought out and useful layouts on the pages concerning food. The links in the 'eating' gallery take you to pages where the names of the dishes illustrated can be found, which is most useful if you are excited by the look of a dish. The website is an effective and useful tool to show prospective visitors the good atmosphere and choice of attractive dishes on offer at this friendly pub. The message concerning allergens perhaps should be easier to find and includes an obscure word (allegens) which may be mistaken for a misspelling.

#### 3. Is this pub posting and responding to its own social media sites? Such as Facebook, Twitter or Instagram?

1/1

Yes

**Comment:** The FB and Twitter accounts had an appetising photo of roast lamb updated on the 30th and 29th January respectively with comments concerning Donald Trump.

#### 4. How did Trip Advisor and the overall online presence of this pub set your expectations?

**Comment:** I expected good food, good ale and good service in a traditional environment. The reviews are so overwhelmingly positive that the single recent comment concerning service seemed suspect.

## Phone Manner

100.00% (3 / 3)

5. What is the date that you \*phoned\* the pub to \*enquire\* about booking?

30.01.2017

6. What is the time that you \*phoned\* the pub to \*enquire\* about booking?

18:10:00

7. Was the phone answered within a reasonable amount of rings on the first attempt you made to call the pub?

1/1

Yes

8. When you called and spoke to someone, was the call answered in a clear, cheery and friendly tone?

1/1

Yes

9. Was your booking or enquiry responded to in a way that made you feel welcome?

1/1

Yes

**Comment:** The phone manner of this person was all anyone could hope for when making a booking at a busy pub. The table was described and the options explained with detail and patience. The manner was helpful and cheerful and I had complete confidence that every point had been recorded and we would be welcomed. It was a very good call.

10. What is the date of your actual booking / or, when you went, if you didn't book?

04.02.2017

11. What is the time of your booking / or arrival if you didn't make a booking?

00:00:00

## Kerb appeal

100.00% (2 / 2)

12. If you visited during daylight hours were any hanging baskets and planted areas healthy and well tended?

N/A

**Comment:** There were no baskets or planters in the front, which was to be expected in the February weather.

13. If you visited in the evening was the pub adequately but warmly lit?

N/A

**Comment:** It was a lunchtime visit.

14. Did it appear that the perimeter had been checked for cigarette ends, litter and weeds at least once that day?

1/1

Yes

1/1

15. IF there were any banners, A-boards or chalk boards were they up-to-date with present and future promotions?

Yes

16. Please summarise your answers in this section: What impression did the exterior of this pub give you?

**Comment:** The street frontage was in a good state and was clean and bright. The narrow pavement here is busy with pedestrians yet appeared to be well swept and used effectively for outside seating for hardy smokers. The A board was used to promote the Tapas menu with bold colours and good legible script. This small area is already well used to draw attention to the pub but if more colour could be introduced to the higher signage this could make it easier for new customers to become aware as the presence of the pub is not obvious when approaching until you are close. Once spotted, the character and appeal is high.

## Ambiance

100.00% (4 / 4)

17. Approximately, how busy did the pub get whilst you were there?(no Score)

Busy (looked nearly full / nearly fully booked)

18. Was the temperature warm where you were sitting?

1/1

Yes

19. Were any \*working\* open fires and log burners lit and well stoked? (if cold enough to have them lit)

N/A

**Comment:** No open fires were seen.

20. Was volume and style of music or TV appropriate to the style of pub and time of day?

1/1

Yes

21. Was the lighting appropriate for the style of pub and time of day?

1/1

Yes

22. If you saw any candles were they lit?

1/1

Yes

23. Please describe the \*atmosphere\* , \*feel\* and \*look\* of the pub?

**Comment:** The seating area at the front was comfortable and cosy. Different types of seating was available and were being used by a mixture of drinkers and diners, and the overall atmosphere was friendly, buzzy and happy. The atmosphere at the front seating area was quieter and more relaxed, while the areas further inside seemed to be buzzy. The overall effect was of a traditional and friendly pub and left a very positive impression that would make both drinkers and diners feel comfortable.

## Good housekeeping

88.89% (8 / 9)

0/1

24. Were all the ceiling and wall lights that you could see all working? (providing it was dark enough to have them on)

No

Comment: Five bulbs in the stairwell and the toilets were not working. All those I saw in the drinking and dining areas were fully lit.

25. Were the beer pumps polished and, those with lights, turned on?

1/1

Yes

26. Was the overall appearance of the bar neat, tidy and free from unsightly, unnecessary clutter?

1/1

Yes

27. Did the carpets / floors look as if they had been cleaned and/or vacuumed that morning?

1/1

Yes

28. Were the tables & chairs in \*reasonable\* repair?

1/1

Yes

29. Were the interior walls & paintwork \*clean\* in the main seating areas?

1/1

Yes

30. Did any pictures or/and decorative items appear clean & dust free?

1/1

Yes

31. Did the windows appear that they are cleaned regularly?

1/1

Yes

32. Did any window dressings (curtains, blinds) appear clean, hung neatly and in good condition?

1/1

Yes

33. Please summarise your impression of how the pub is \*kept\* by the tenants?

Comment: This pub is clearly kept clean and tidy as a matter of pride. The bar was immaculate, the seating and tables were spotless on top, the decorations dust-free and the windows and sills clean. There were no messy corners or old stains in the public areas.

There was chewing gum stuck beneath our table in a spot that could have damaged the clothing of a diner. This is to be expected in a public place but nevertheless it had clearly been there for a while as it was dried hard.

Overall the clutter-free and well cleaned public areas gave an impressive image of a pub where the staff take pride in cleanliness and care about the opinion of their customers.

## Toilets

88.89% (8 / 9)

34. Were the toilet door locks working?

1/1

Yes

1/1

35. Were the loos free from lingering, unpleasant smells?

Yes

36. Were the toilet bins clean & not overflowing?

1/1

Yes

37. Were the toilet walls, flooring, paintwork & tiles all \*clean\*?

1/1

Yes

38. Were the loos a comfortable temperature?

1/1

Yes

39. Was there plenty of loo roll & handsoap?

1/1

Yes

40. Were the hand-dryers working or/and disposable handtowels available?

1/1

Yes

41. Were the loos or/and urinals, hand basin and taps free from staining, mildew & limescale and appear that they had been cleaned that day?

1/1

Yes

42. Was there hot water available to wash your hands?

0/1

No

**Comment:** The ladies loo had a prompt supply of hot water but I left both taps running in the gents for over a minute and it remained cold.

43. What was your overall impression of the toilets?

**Comment:** The loos are adequate and comfortable, well cleaned and the 'no frills' style suits the pub. Both showed signs that they were due for refurbishment, but apart from the gents having one stall being apparently out of order and a lack of hot water, there were no problems.

## Staff appearance

100.00% (1 / 1)

44. Were the staff and managers dressed appropriately for the style of pub?

1/1

Yes

45. Please add further comment about staff appearance if prudent:

**Comment:** All staff we saw were neat and dressed appropriately for the pub. Their appearance was fresh and professional, and added to the good vibes of the pub by displaying pride in their grooming.

## Table settings & menus

80.00% (4 / 5)

1/1

46. Where any \*chalk board\* menus written neatly & clearly?

Yes

Comment: The chalk boards we saw were well written and easy to read but were promoting the pub or the tapas menu. We did not notice any that had 'Today's Specials'.

47. Were any \*paper / table\* menus clean, in good order and appropriately presented for the style of pub?

0/1

No

Comment: The folding menus brought to the table were impressive and attractive but one had a drink stain prominently across its front. Apart from this the attractive folding menus gave a very good feeling of quality and raised the expectations of the food to come.

48. Was your cutlery, crockery and any table wine glasses all clean shiny and in good condition?

1/1

Yes

49. Were any condiments clean and in good condition?

1/1

Yes

50. Were the table tops clean and set appropriately for the style of the pub?

1/1

Yes

Comment: The table tops and visible parts of the seating were spotless, and this was very noticeable in a dining area with a lot of bare wood exposed: a very positive point.

51. Please summarise your overall impressions of the \*menus\* and \*table settings\* in context of the style of pub

Comment: The settings are exactly what works best with informal dining on small tabletops: uncluttered, no frills and each item of good quality. The napkins, for example, were generous in size and had a good texture that added to the feeling of quality. The folders holding the food menus were very pleasant to hold and helped sell the food items inside as being of a high standard. The menu selection was great and offered enough information to create interest in the items and stimulate appetites. I hope these all remain as they are because the spotless dining tables, well chosen settings and carefully presented menus add to the promise of good food.

## Drink / Ale Quality

100.00% (7 / 7)

52. Were your drinks served in the appropriate glasses?

1/1

Yes

Comment: The ale was in a plain unbranded glass.

53. Were your glasses clean?

1/1

Yes

54. Were your glasses in excellent condition? (Not scratched/dull from wear)

1/1

Yes

55. Were your drinks served as appropriate? (Ice & a slice / head on the beer etc.)

1/1

Yes

56. Was your ale clear and bright in appearance the glass?

1/1

Yes

57. Did your ale have a clean flavour and a fresh aroma?

1/1

Yes

58. Were your drink/s served at correct temperature?

1/1

Yes

59. What did you drink?

Comment: One half of Harvey's Golden Bier and a Fevertree tonic. The bier was fresh tasting and had great colour.

## Tasty food

100.00% (5 / 5)

60. What was the average cost of your main meal/s?

£10 - £13

61. Did your main meal/s look visually appetising?

1/1

Yes

62. Did your main meal/s have a good balance of flavours or/and textures?

1/1

Yes

63. Did your main meal/s match the description on the menu?

1/1

Yes

64. Were your main meal/s cooked, heated or chilled as appropriate?

1/1

Yes

65. Was the overall quality of your food appropriate to the price point of the menu and style of pub?

1/1

Yes

Comment: Extremely good value.

66. What did you eat? What did you enjoy about your food?

Comment: We had one roasted vegetable and butter bean cassoulet and one Philly cheese steak sandwich, plus a sticky toffee pudding. Each item was served in an attractive manner and was pleasing to the eye. The Philly steak sandwich was good and the coleslaw and rocket with it were excellent. The jus served in a small jug was a nice surprise and certainly added to the meal. The vegetable cassoulet was the star of the show: it was full of flavour and the garlic bread was the perfect accompaniment. The sticky toffee pudding was nicely presented and the ice cream on top was excellent.

This meal was far better than the standard pub fare for this price range and we would return again and again to try other things on the menu.

## Efficient Service

91.67% (11 / 12)

1/1

67. Once the staff were aware that you were eating were menus made available to you or the food ordering process explained to you?

Yes

**Comment:** We were offered menus immediately when we arrived and told in a friendly fashion we could order from the bar or the table, whichever suited us best. We were also informed of the soup and catch of the day. It was a good and helpful explanation which left us clear on the process and feeling welcome.

68. Was the person who took your \*DRINK\* order able to demonstrate reasonable product knowledge when asked a question about the WINE or/and ALE? 1/1

Yes

**Comment:** A very useful and helpful description of the ales was followed with the offer of a tasting. She offered to discuss the wines and seemed knowledgeable on which were available by the glass.

69. Were you offered your first drink within a \*reasonable\* time of either approaching the bar or taking a seat at your table? 1/1

Yes

70. Was your first drink served promptly after ordering? 1/1

Yes

71. Was the person who took your \*FOOD\* order able to demonstrate reasonable product knowledge when asked a question about the menu/s? 1/1

Yes

**Comment:** We were given information about both our chosen mains and the answers were clear, enthusiastic and useful.

72. Were your drinks and meals presented to you with care and consideration? 1/1

Yes

73. Was your food served within a reasonable time after ordering? 1/1

Yes

74. IF applicable, were condiments offered or available on your table? 1/1

Yes

75. Were you asked if your food was 'OK' after a few minutes of it being served? 1/1

Yes

76. Were empty glasses being cleared promptly? 1/1

Yes

77. Were your plates cleared promptly and professionally after you finished? 1/1

Yes

0/1

**78. Were you charged correctly and was the paying process quick & easy?**

No

**Comment:** The process was quick and easy at the bar but not having a bill delivered to the table prevented me from seeing an error until after the transaction was complete. I did not notice until we had left and I was outside in good light that the bill showed a salt beef sandwich at £7.50 instead of the correct Philly steak sandwich at £9.50.

**79. Please summarise your \*service\* experience: Was the level of service appropriate to the style of pub and price point?**

**Comment:** The service was first rate from the time we arrived until the moment we left. We were greeted warmly, fussed over, indulged as we pondered drinks, smiled at as we debated mains and made to feel thoroughly welcome. The three staff we interacted with were outgoing and attentive, checking our progress as they circulated. Around us we saw other tables receiving similar attention and happy diners lapping it up. Once we were seated we were offered each course and follow on drinks without having to queue at the bar.

**Warmth and engagement**

**100.00% (5 / 5)**

**80. Were you acknowledged as soon as you entered the pub / approached the bar?**

1/1

Yes

**81. Once you had been approached by a team member were you then greeted and given a warm verbal welcome and with eye contact and a genuine smile?**

1/1

Yes

**82. During your visit, was at least one member of the team able to engage in appropriate conversation, friendly banter or, if very busy, a quick jovial exchange?**

1/1

Yes

**Comment:** Two of the three staff we interacted with engaged in friendly conversation and it seemed a genuine attempt to show hospitality. This is very welcome to new visitors and seemed perfectly natural to them.

**83. Was your leaving acknowledged with a genuine & warm 'goodbye'?**

1/1

Yes

**84. Did any of the team go above and beyond the call of duty or really impress you in some way?**

1/1

Yes (I was really impressed with at least one member of the team)

**Comment:** The person who was our main server, taking both the drinks order and then the food order, was Charlotte. She was friendly, outgoing, enthusiastic and thoroughly professional and had a lot to do with the very positive impression we took away of our visit to this pub.

**85. Please summarise how you felt the team \*communicated\* with you during your visit and how \*welcomed\* you were made to \*feel\*?**

**Comment:** All members of the team we met were first rate at making us feel welcome and valued. Small talk, information about the menu and mid-meal checks; all were spontaneous and came without prompting and without being intrusive. The friendly manner was consistent regardless of how busy the dining area became. After the mains arrived, we were asked if everything was good with our meal and when we complimented the cassoulet a brief but enthusiastic response included some background to the preparation of this dish. There were several other occasions when the reply received to a simple question demonstrated that the server had a sense of involvement in the process and cared about the diners enjoyment.

## Relevant recommendations

100.00% (3 / 3)

86. If appropriate, were you offered second drinks?

1/1

Yes

87. Were you offered desserts?

1/1

Yes

88. Were you offered tea or coffee?

1/1

Yes

89. What, if anything, could you have been tempted to order extra had it been suggested?

**Comment:** There was nothing further that we could comfortably have eaten or drunk: at the appropriate times we were offered everything from 'while-you-wait' snacks to coffees and felt that no opportunities were missed to up-sell. Good work by the team.

## Internal marketing

60.00% (3 / 5)

90. Were WINE / DRINK menus either handed to you, visible on the bar, on chalk boards or on the tables?

1/1

Yes

91. Were any special \*events / evenings\* promoted inside or outside of the pub?

0/1

No

**Comment:** I saw no events advertised on the A boards, on the tables, in the hall to and from the toilets or where we stood at the bar.

92. Was there anything printed on menus, table cards, posters or on blackboards to alert you to the pubs \*newsletter\*, \*Facebook\*, \*Twitter\* or Instagram?

1/1

Yes

**Comment:** There were references pointing us to social media on the menus and in the windows.

93. Was there anything on the tables, menus or walls encouraging you to give your \*feedback\*?

0/1

No

**Comment:** Feedback was not mentioned directly, but we were given the social media prompts.

94. Was there free WIFI in this pub? (tick N/A if you didn't check)

1/1

Yes

95. What promotional opportunities could this pub take advantage of?

**Comment:** The great location in a good shopping street and the close proximity to the court and museum guarantees a steady flow of people coming to this part of Lewes for day-trips and who need a safe and welcoming place to have a meal and relax. Some social media posts mentioning these types of days-out could get hits on Google. The secluded feel of the dining area at the back may be exploited further as a regular meeting place for clubs and societies in the region, some of which prefer not to conduct their business in the middle of a pub but would welcome a sheltered section of one.

## Overall Impressions

90.00% (18 / 20)

96. How did you rate your overall experience for \*value for money\*?

10/10

- Excellent value for money (10 pts)
- As I expected (very good) (8 pts)
- A little on the pricey side for what is being offered (6 pts)
- Poor value for money (4 pts)

**Comment:** This meal was absolutely superb value for money and I would treat this as my 'go-to' pub when in the town.

97. How closely did this pub meet your \*expectations\*?

8/10

- It greatly exceeded my expectations (10 pts)
- It slightly exceeded my expectations OR met my already high expectations (8 pts)
- It met my expectations but I wouldn't highly recommend it (6 pts)
- Unfortunately this venue did not meet my expectations on this occasion (4 pts)

**Comment:** I expected good food and service and got both. It was great value for money as I had been told on social media and trip advisor and the team did a good job of living up to these high expectations.

98. Please summarise your \*overall\* experience / impressions

**Comment:** My overall impressions were extremely positive and I found no negative subjects or episodes. The service was first rate, with one member of staff standing out and all doing very well. The food was great and marvellous value for money; the choices of food and drink were excellent. The atmosphere was friendly and the standards of housekeeping and attention to detail elevated this visit to a traditional pub to a memorable experience that would cause people to want to come back.

99. What are the \*three\* best \*attributes\* of this pub?

**Comment:** The service, the food and the atmosphere. The service left us feeling we had connected with the individual members of the team and wanting to come back for more. The food was good and prepared to a high standard which encourages diners to return to try other items. This pub had a busy and happy atmosphere on a Saturday lunchtime and the warm welcome and personal touches from the staff ensured that any new people venturing in were made welcome.

100. What age group do you belong to?

61 - 70 years

## Bill & Reimbursement

-

101. How many guests were on your table / went to this pub in total?

**Comment:** Two of us had lunch here. As described earlier there was an error in the bill and the process of generating the bill at the time of paying prevented the mistake from being visible before the payment was made. The outstanding ability of the staff to work as a team to engage the customers must be emphasised one last time.



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 111486



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