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**Investigating I's**

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Inspect | Investigate | Inform

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| **Venue** | **Score out of 10** |
| **Q** | **Was the entry to the venue clean, tidy, well-lit and presented well?** |  |
| **A** | When I approached the venue, I could see that the area was clear from rubbish and well-lit. The area presented well with planter boxes near the entry.  | **10** |
| **Q** | **Did you visit the men’s or ladies’ toilets? Please describe the condition of the toilets?** |  |
| **A** | The toilets were clean, tidy and well stocked with toilet paper and towel. | **10** |
| **Café Presentation** |  |
| **Q** | **Was the cutlery, crockery and glassware in good order?** |  |
| **A** | The crockery and cutlery was in good order, not chipped and the glassware was in near new condition and clean. | **10** |
| **Q** | **Were menus available on the tables or did a staff member serve you?**  | **10** |
| **A** | There were menus located on the tables and at the counter where I ordered my meal. |  |
| **Q** | **Were the menus clean and in good order?** |  |
| **A** | The menus were generally in good order, a little frayed around the edges and most of them had food spills on them. | **0** |
| **Ordering and meals** |  |
| **Q** | **Did you order from the main menu or the specials menu?** |  |
| **A** | I ordered 2 meals from the main menu. There was a specials board available and it had 1 entrée and 2 main meals on it. | **10** |
| **Q** | **When ordering your meal did the staff member offer you any up sell – entrees or sides with your order?** |  |
| **A** | The staff member asked if I would like any bread with my order. | **10** |
| **Q** | **When your meals were delivered, were they hot and as described on the menu?** |  |
| **A** | Meal 1 Ribeye steak with salad was hot, tasty and cooked as ordered. Meal 2 Caesar salad with grilled chicken was over dressed with too much dressing. It was tasty and as described however hard to eat with so much dressing. | **5** |
|  | **Staff Presentation** |  |
| **Q** | **Were the staff presented well, clean and tidy and in line with the café’s brand story?** |  |
| **A** | The staff looked very presentable and although they had different styles of shirts on, they were all the same colour and in line with the venue and brand. All had the same long aprons on and looked professional. | **10** |
| **Q** | **Did the staff welcome you when you entered the venue and ask if you had a booking or would like a table?** |  |
| **A** | I was met at the entrance by Staff 1 who welcomed me and asked if I would like a table. I had not made a booking. I was directed to a table and presented with menu and water. | **10** |

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