



clubs
queensland

Full Club Venue 18/19

Location: Brisbane Racing Club - Brisbane Racing Club - 230 Lancaster Road, 230 Lancaster Road, Ascot, QL 4007
Date: 2018-11-24
Time: 10:55

Survey Total: 100.00% (64 / 64)

General Club Survey Whole of Venue 2018/19

100.00% (64 / 64)

First impressions:-

100.00% (17 / 17)

1. How would you rate the work ethic of the staff you saw during your visit?

2/2

- All busy completing their duties and serving patrons** (2 pts)
 Some completing duties (1 pt)
 Majority did not appear to be working or serving customers (0 pts)

Comment: The staff members were focused on customer service and work duties. They all manifested a good work ethic.

2. Was there a receptionist, security guard or a doorman present?

1/1

- Yes** (1 pt)
 No (0 pts)

Comment: Donna greeted me upon entry to the Club.

3. Rate the overall cleanliness and the condition of the general areas of the club, including restrooms, exterior and the carpark.

8/8

- The carpark and entrance was clean, litter free with lighting working correctly** (1 pt)
 No damaged fixtures or fittings (1 pt)
 General areas of the club were free of litter and clutter (1 pt)
 Bar and dining tables were clean and presented well (1 pt)
 Flooring/paths were free from obvious spills or stains (1 pt)
 Restrooms were clean, odour free and well stocked, with no litter or rubbish? (1 pt)
 Air conditioning was operational (1 pt)
 Smoking area was clear of litter/no cigarette butts on floor (1 pt)

Comment: The general areas of the Club were clean and very well maintained. The restrooms were clean and they had good presentation. The floors were clean and in good condition. The bar area was clean and well-arranged. The dining area and tables had impeccable presentation. No rubbish was observed. All fixtures and fittings appeared to be working.

4. Please score your first impression of the greeting that you received today? Please tick N/A if no one was present. N/A 3/3

Genuine smile (1 pt)
 Eye contact (1 pt)
 Excellent greeting (warm, welcoming) (1 pt)
 No greeting (0 pts)

Comment: The staff member was genuine and friendly. She welcomed me with a warm greeting.

5. Were your credentials checked on sign in? Please tick N/A if no one was present. N/A 1/1

Yes (1 pt)
 No (0 pts)

Comment: This is a member-only club and I was only able to gain entry to the vicinity of the Club with a membership pass; it wasn't necessary to check my credentials nor undergo a sign-in process.

6. Please enquire about something a club member/visitor would ask and rate the response. 2/2

Provided all the information required (2 pts)
 The staff member was unsure but they offered to check the correct information and come back to me (1 pt)
 Offered no assistance (0 pts)

Comment: I enquired about the Tapas package. The staff member obtained a menu and showed me. She explained how it worked with the different courses and timing and the minimum numbers required and how a booking could be made.

Bar Areas	100.00% (14 / 14)
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7. Did the bar attendant greet you in a friendly and professional manner? 3/3

Smile and make eye contact (1 pt)
 Staff member appeared happy (1 pt)
 Polite and professional greeting (1 pt)
 No (0 pts)

Comment: The bar attendant was friendly and professional in manner. He smiled and greeted me politely.

8. Rate the promptness of the staff in taking your order. 2/2

Efficient service (2 pts)
 Good service, but could've been quicker (1 pt)
 Delayed and/or inefficient (0 pts)

Comment: My order was taken and presented without delay. The venue wasn't very busy at the time.

9. Rate the presentation of the staff member/s you encountered in the bar area. 3/3

Neatly groomed with hair pulled back (1 pt)
 Wearing a name tag (1 pt)
 Uniform cleaned, ironed and worn correctly (1 pt)

Comment: The staff member was well-presented. Uniform and a name tag were worn.

10. Please rate the service of staff member who presented the drinks order? 3/3

Was the correct drink served (1 pt)
 Was the glass clean (1 pt)
 Was the drink served at the correct temperature (1 pt)

Comment: The drink was served correctly and it was appropriately cold. The glass was clean.

11. Rate the cleanliness of the bar area. 3/3

Clean, staff were on top of things (3 pts)
 Mostly clean, staff were doing their best (2 pts)
 Mostly clean, staff could have been doing more (1 pt)
 Dirty and required attention (0 pts)

Comment: The bar areas were clean and well-presented. The back bar area was very neat and well-arranged. No spills or stickiness was present. Everything looked well stocked.

Dining Areas	100.00% (18 / 18)
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12. Were the menus readily available and in good condition?

2/2

- Yes, readily available and in good condition** (2 pts)
- Yes readily available but in poor condition** (1 pt)
- Couldn't find them, had to ask** (0 pts)

Comment: The menus were presented to the tables and I was presented with a menu without delay. The menu was clean and in good condition. The menu was free from incorrect grammar. A non-capitalised and list format was used.

13. Rate the presentation of the staff member/s you encountered in the dining area.

3/3

- Neatly groomed with hair pulled back** (1 pt)
- Wearing a name tag** (1 pt)
- Uniform clean, ironed and worn correctly** (1 pt)
- There were no staff in the dining area** (0 pts)

Comment: The staff members were well-presented and they wore clean and neat uniforms and name tags.

14. Rate the food presentation of the self-serve display. Tick N/A if the Club does not offer a self-serve buffet. YOU MUST ATTACH A PHOTO OF THE BUFFET IF THERE IS ONE. N/A

Comment: There wasn't a self-serve buffet.

15. For the outlet you chose, was the menu appealing, varied and offered dietary options?

3/3

- Good range of hot & cold options on offer** (1 pt)
- Dietary options marked on menu** (1 pt)
- Items appealing & accurately described** (1 pt)
- Limited choice, fairly basic** (0 pts)

Comment: This was only one dining option in the '10000 Room'. The venue only offered a snacks, mezze and tapas menu. With due consideration to this, there was a good range of hot and cold options available. Vegetarian and gluten-free options were marked on the menu. Some of the choices included, Artisan 'Salumeria', Fresh rice paper rolls and Madam Wong's spring rolls. The menu itself was a seasonal menu. The venue did not have a children's menu.

16. Rate the promptness of the staff in taking your order.

2/2

- Efficient service** (2 pts)
- Good service but could've been quicker** (1 pt)
- Delayed and inefficient** (0 pts)

Comment: The staff member attended the table within a good time to take the order. The venue was not very busy at the time and the timing was quite good.

17. Rate the service time after ordering

3/3

- Excellent-up to 25 minute wait** (3 pts)
- Good – 25 – 30 minute wait** (2 pts)
- Average – 30 – 35 minute wait** (1 pt)
- Poor – over 35 minutes** (0 pts)

Comment: The food order was presented to the table in less than 11 minutes. The venue was not very busy at the time and the timing was excellent.

18. Rate the presentation of your meal.

3/3

- Excellent** (3 pts)
- Good** (2 pts)
- Average** (1 pt)
- Poor** (0 pts)

Comment: The meal presentation was outstanding. The meals were colourful and artistically arranged on the plate. The Fresh rice paper rolls had good texture and they were fresh and tasty. The dish represented fair value at \$15 and I would order it again. The Madam Wong's spring rolls were crispy and they were cooked well and they were very tasty and complemented well with the accompanying sauce. There were five good-sized spring rolls and they represented great value for \$12 and I would definitely order them again.

19. As a general observation, rate the cleanliness of the dining area.

- Clean, litter and spill free** (2 pts)
 Mostly clean, litter and spill free (1 pt)
 Dirty and required attention (0 pts)

Comment: The dining area was quiet initially and it became busier as more patrons arrived. The staff members maintained the room very well throughout the visit and cleared dishes from tables in a timely fashion.

Gaming Areas

20. Did all the machines appear to be in good working order? Tick N/A if the Club does not have a gaming area.

N/A

Comment: The Club does not have a gaming area.

21. Rate the presentation of the staff member/s you encountered in the gaming area. Tick N/A if the Club does not have a gaming area. N/A

Comment: The Club does not have a gaming area.

22. Rate the cleanliness of the gaming area. Tick N/A if the club does not have a gaming area. N/A

Comment: The Club does not have a gaming area.

23. Rate the overall look, feel, comfort and ambience of the gaming area. Tick N/A if the club does not have a gaming area. N/A

Comment: The Club does not have a gaming area.

Overall site experience

100.00% (15 / 15)

24. How would you rate your overall experience in the club, on a scale of 1-5? 1 being poor and 5 being excellent?

4/4

- Poor** (0 pts)
 Below average (1 pt)
 Average (2 pts)
 Above average (3 pts)
 Excellent (4 pts)

Comment: The overall experience was excellent. The staff members were very professional and they were friendly and attentive. A very high level of service was offered in the Club and the staff members ensured that we were well cared-for and had our needs attended to in a timely manner. The food and beverages were of a very high standard and they made a positive impression during the visit.

25. Rate the overall environment in the bar, dining, gaming and lounge areas.

- No music playing OR music at a level appropriate for conversation (1 pt)
- No unacceptable noises (1 pt)
- Comfortable temperature (1 pt)
- No unpleasant smells (1 pt)
- Comfortable lighting (1 pt)
- Seating was available (1 pt)
- Venue staff friendly and welcoming (1 pt)

Comment: The environment in the bar and dining areas were very comfortable and enjoyable. The lighting and temperature was comfortable and the air quality was good. The music was appropriate and there wasn't any undue noise. There was plenty of comfortable seating available with nice decor and great atmosphere.

26. Would you recommend or revisit this venue?

Yes (4 pts) No (0 pts)

4/4

Comment: I would be very happy to revisit and recommend this venue. The staff members were very professional and they offered a high level of courteous and attentive service. The food and beverage experience was a highlight of the visit and the items ordered were thoroughly enjoyable.

27. Please attach photo's of the food, meal receipts, gaming areas and anything particularly outstanding or below standard, such as messy tables, broken fixtures, dirty toilets.

Comment: Images attached.

Survey Total: 100.00% (64 / 64)



Brisbane Racing Club - 230 Lancaster Road, Ascot, QL 4007

2018-11-24

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