



Quality in Tourism

Food Outlet Standard

The Greyfriar

Chawton

**Highest Quality Assured
Pub / Inn**

Assessor: Bill Dixon

Visit date: 12 Oct 2009

Visit type: Day

QiT No: 580227

Executive Summary

Summary

The Greyfriar presents very well from all aspects both internally and externally and continues to offer a very good standard of well cooked and presented local produce.

Attentive service staff provide prompt and efficient service in a relaxed and comfortable traditional country pub environment.

The blackboard menu features a range of interesting dishes using primarily fresh local ingredients including lamb from Chawton Park Farm and award winning Tunworth cheese from Hyde Farm in Herriard whilst fresh seasonal vegetables are supplied daily by Chawton House.

Housekeeping standards throughout the property, including the well tended rear garden, are very high and are to be commended.

Overall a very enjoyable meal.

Food items sampled

Seared Strips of Tuna marinated in Thai Spices

Pork and Fennel Sausages with Cider Sauce and Mashed Potatoes

Minimum Entry Requirements

Standard: Food Outlet
Designator: Pub / Inn
Rating: Higher Accredited
Specialities:

Quality Scores

	Score (%)
Overall	81
Exterior and Public Areas	80
Cleanliness	80
Bar and Restaurant	77
Hospitality	80
Service and Efficiency	80
Food	94

Visit Report

Exterior and Public Areas

(80%)

Exterior and public areas

Very Good

How well was the main entrance maintained	<i>Very Good</i>	Neat and tidy, well maintained.
How well was the exterior painted	<i>Very Good</i>	All paintwork in very good order.
How well were the grounds / gardens presented	<i>Very Good</i>	Rear garden well tended and in late summer bloom.
How good was the ease of access	<i>Very Good</i>	
Do the public areas meet the expectations of the property	<i>Very Good</i>	Entirely appropriate and well maintained.
How well were the toilet facilities maintained	<i>Very Good</i>	Clean and fresh, housekeeping to a very good standard.
Were the public toilets accessible or had separate provision been made	<i>Very Good</i>	No separate provision but fairly accessible all on one level.
How well have environmental policies been considered, internally and externally	<i>Very Good</i>	Evidence of very good environmental policies in place.

Cleanliness

(80%)

Cleanliness

Very Good

How well presented were the external areas, first impression	<i>Very Good</i>	
How well were the public area kept	<i>Very Good</i>	Cleaned and maintained to a very high standard.
How well was the bar area kept	<i>Very Good</i>	
Was used glassware removed and tables tidied	<i>Very Good</i>	All tables cleared as required.
Was the eating area clean and tidy	<i>Very Good</i>	
Were tables clean and tidy	<i>Very Good</i>	Very well presented tables and dining area.
How well were the toilet areas kept	<i>Very Good</i>	Clean and fresh, well presented toilets.
How well were efforts made to enhance the overall appearance	<i>Very Good</i>	

Bar and Restaurant**(77%)****Bar area****Very Good**

How well was the bar presented	<i>Very Good</i>	Clean, tidy and fully stocked.
Were the tables well spaced for ease of service and accessibility	<i>Very Good</i>	Generally well spaced out for ease of use and access.
Was the bar accessible	<i>Quite Good</i>	
How well were the fixtures, fittings and flooring maintained	<i>Very Good</i>	All in very good order.
Was the decoration and soft furnishings in good order	<i>Very Good</i>	
Were there comfortable ambient levels of heat, light and ventilation	<i>Very Good</i>	Very comfortable with an open fire providing added comfort and ambiance.

Restaurant / eating area**Very Good**

Was the decoration and soft furnishing in good order	<i>Very Good</i>	
Were the table well spaced for ease of service and accessibility	<i>Very Good</i>	Generally well spaced out dining area.
Were the fixtures, fittings and floorings well maintained	<i>Very Good</i>	
Were there comfortable ambient levels of heat, light and ventilation	<i>Very Good</i>	
How well does the tableware reflect the style of operation	<i>Very Good</i>	Entirely appropriate to the style and standard of operation.
How well maintained was the tableware including menus	<i>Very Good</i>	
Was the menu presentation appropriate	<i>Very Good</i>	Blackboard menu, easily seen and read.
How accessible was the menu	<i>Very Good</i>	

Hospitality**(80%)****Hospitality****Very Good**

Were positive efforts made by staff to acknowledge you on arrival	<i>Very Good</i>	Immediate acknowledgement and offer of service.
Were positive efforts made while being served at the bar	<i>Very Good</i>	
Were you offered a choice of places to eat	<i>Very Good</i>	Dining options throughout all public areas.
How friendly and positive was the service during the meal	<i>Very Good</i>	Courteous and attentive service from friendly staff.
Were you asked if you enjoyed your meal while dining	<i>Very Good</i>	
Did staff generally make conversation	<i>Very Good</i>	
How well was departure handled	<i>Very Good</i>	Prompt and efficient processing of bill.

Service and Efficiency**(80%)****Beverage service****Very Good**

Was the bar service received attentive	<i>Very Good</i>	Attentive and efficient service.
Was the bar person able to correctly describe the house wine and local beers	<i>Very Good</i>	
Was your drink appropriately served	<i>Very Good</i>	Elderberry Spritzer well served and presented.
Was the availability of food promoted	<i>Very Good</i>	Bar menu on the bar counter. Main menu on blackboards.

Food service**Very Good**

How well were you greeted on your arrival	<i>Very Good</i>	
Were staff knowledgeable about menus	<i>Very Good</i>	Order placed at the bar.
When menus were offered were special dishes mentioned, local produce promoted	<i>Very Good</i>	No specials or additional local dishes offered although the majority of dishes on the menu feature local produce.
Were tables set appropriately	<i>Very Good</i>	Well set tables with high quality cutlery and paper napkins.
Were used items cleared during the meal	<i>Very Good</i>	All dishes served and cleared as appropriate.
Were service / technical skills evident	<i>Very Good</i>	
Was the meal served at a comfortable pace	<i>Very Good</i>	
Were additional drinks offered	<i>Very Good</i>	
Was tea / coffee offered	<i>Very Good</i>	High quality coffee served.
Was the check out process efficient	<i>Very Good</i>	
Was your bill correct	<i>Very Good</i>	Correctly prepared and well presented.

Other areas**Very Good**

Were staff in the property neatly presented and appropriately dressed	<i>Very Good</i>	Well groomed staff smartly dressed in black uniforms.
Was there evidence of effective management / supervision throughout the property	<i>Very Good</i>	Management supervision evident throughout the service period.

Food**(94%)****Food****Excellent**

Was the food as described on the menus an accurate description and did it meet expectations	<i>Excellent</i>	Food served was an accurate reflection of the dishes described on the menu.
Was the food well presented	<i>Excellent</i>	Very well presented. Clean and simple.
What was the overall quality of the food	<i>Excellent</i>	High quality ingredients prepared with skill and care.
Were good culinary skills demonstrated	<i>Excellent</i>	
Was the food served at the correct temperature	<i>Excellent</i>	All served at appropriate temperatures.
How good was the range of vegetarian / dietary options	<i>Very Good</i>	Interesting vegetarian options available.
Was local produce used	<i>Excellent</i>	Local produce used throughout the menu wherever possible.
Was there evidence of fresh food commodities	<i>Very Good</i>	
Was the range and quality of desserts appropriate to the establishment	<i>Very Good</i>	Entirely appropriate to the style of restaurant and cuisine served.
Was the range and quality of cheeses appropriate to the establishment	<i>Excellent</i>	A range of award winning Hampshire cheeses offered and served.

Local Produce		Score %	Level
Property Name	The Greyfriar	Overall	80%
			Pass
How many of the menu items listed as being from local produce	Very Good	The blackboard menu features a range of interesting dishes using primarily fresh local ingredients including lamb from Chawton Park Farm and award winning Tunworth cheese from Hyde Farm in Herriard whilst fresh seasonal vegetables are supplied daily by Chawton House.	
How many different local producers or farms are listed in the menu description	Very Good		
How many locally produced beverages were available	Very Good	A range of local beers and other locally produced beverages are served including Elderflower wine.	
Staff knowledge of local produce	Very Good	Very knowledgeable staff.	
Local / seasonal menus	Very Good	The Chef's special menu changes daily using products in season.	
Variety of local produce	Very Good	The promotion of local produce is clearly evident with fresh fruit and vegetables, local meats and poultry all on the daily Chef's special menu.	
Quality of items sampled	Very Good	Very well prepared and of very good quality.	
Items sampled		Seared Strips of Tuna marinated in Thai Spices Pork and Fennel Sausages with Cider Sauce and Mashed Potatoes	