

Taste Assessment Form



Result

ACCREDITED

| | |
|----------------------|---|
| Name of Business: | The Royal Oak, Lasham |
| Scheme: | Taste - Pub/Inn |
| Designator: | Food Outlet - Pub/Inn |
| Address: | Lasham, Hampshire, GU34 5SJ |
| QiT Id: | 594662 |
| Website Address: | www.royaloaklasham@btinternet.com |
| Tel no: | 0125 638 1213 |
| Name of Person Seen: | Dionne Calder |
| Assessor Name: | Jerry Ogilvie |
| Assessment Date: | 10/12/2010 |

Taste Assessment Results

| | Score Awarded |
|--|--------------------------|
| Dining Experience | |
| First impressions: Exterior decoration, signage, lighting and menu displays. | 4 |
| Quality & maintenance of interior areas. | 4 |
| General cleanliness: Bar, restaurant & WC's | 4 |
| Presentation: Table appointment. | 3 |
| Ambience. | 4 |
| Hospitality: Bar. | 4 |
| Hospitality: Food service. | 5 |
| Hospitality: Restaurant drinks service. | N/A |
| Hospitality: Arrival & departure. | 4 |
| Service: Bar. | 4 |
| Service: Food. | 4 |
| Service: Restaurant drinks service. | N/A |
| Service: Arrival & departure. | 4 |
| Food | |
| Menu: Choice & balance. | 4 |
| Menu: Food served matching menu description. | 4 |
| Food: Presentation of Dish 1. | 4 |
| Food: Quality of Dish 1. | 4 |
| Food: Presentation of Dish 2. | 5 |
| Food: Quality of Dish 2. | 5 |
| Food: Presentation of Dish 3. | 4 |
| Food: Quality of Dish 3. | 4 |
| | 78 |

All marks awarded are out of a maximum of five.

1 = Acceptable quality.

2 = Quite good quality.

3 = Good quality.

4 = Very good quality.

5 = Excellent quality.

The total score achieved is divided by the maximum score achievable for the sections that are scored one to five which gives your overall percentage figure.

82%

Local Produce

| | |
|--|------|
| Are local ingredients identified? | |
| Meat | No |
| Dairy | No |
| Fish | No |
| Fruit & vegetables | No |
| Beverages | No |
| Other | No |
| Are local suppliers identified? | |
| Retailers | No |
| Farms | No |
| Specialist suppliers | No |
| Breweries | No |
| Vineyards | No |
| Other | No |
| Staff knowledge of local produce/suppliers? | None |

Additional Comments:

Not used as a marketing or sales tool no mention of local produce.

Assessment Report

First Impressions Exterior:

Very well maintained clear and easy to see both during the day and at night. Good size car park well maintained and well lit. Appears inviting.

Quality, Maintenance, Cleanliness & Ambience of Interior Areas:

Very well maintained with very comfortable bar furniture, open log fires help produce a very good and welcoming ambience. Cleanliness in all areas is very well maintained.

Hospitality:

A very good level of hospitality experienced during the visit, all guests being made to feel welcome

Service:

Welcomed and directed to the only available table given menu and directed to the specials board. Very pleasing to note the specials were "special" and not just the usual bar dishes. Order taken at the bar and read back, place setting and cutlery delivered to table, food delivered in a timely manner and with good satisfaction checks during and at the end of the main course, order for the sweet taken when clearing the main course. Easy and practiced manner with the billing and credit card procedure and good check on overall satisfaction.

Food Quality:

Baked avocado and prawns wrapped in bacon - peeled half avocado with prawns wrapped in bacon and baked and then with mayonaise added, a very good dish with the contrast in textures and temperature with the smoothness of the avocado contrasted with the saltiness of the bacon married with the prawns and mayonaise. Rump steak wrapped in bacon with a creamy mushroom sauce with onion rings and grilled tomatoes and peas with potato wedges - Rump steak cooked exactly to order contrasting with the bacon and with the mushroom sauce not overcooked and still with a bite, very good flavour in the steak the whole dish went well and each part added to the whole. A welcome change not to have chips with the dish. Crushed meringues with fresh strawberries sundae - A very nice take on an Eton Mess, could have had a few more strawberries but overall a very tasty sundae.

Overall Summary:

Exactly what one expects from a country pub " A welcoming ambiance with log fires, a good welcome, a friendly manner, very good food, well kept beer, and efficient service, what more could a person want?"

Disclaimer:

Notes for Proprietors/Managers:

The copy of our visit report provides information on our assessment of your services. The form may be amended from time to time if we discover that this information can be presented in ways that are more helpful. This report is provided in confidence and its contents may not be displayed in any printed material or via electronic media or indeed quoted verbally. This restriction also applies to any verbal comment made by the assessor at the time of the visit.