



Quality in Tourism

Food Outlet Standard

The Royal Oak, Lasham

Lasham

Accredited

Pub / Inn

Assessor: Bill Dixon

Visit date: 13 Oct 2009

Visit type: Day

QiT No: 594662

Executive Summary

Summary

The Royal Oak at Lasham presents very well from all aspects both internally and externally and offers a very good standard of well cooked and presented pub food.

Attentive staff provide prompt and efficient service in a relaxed and comfortable traditional country pub environment whilst housekeeping standards throughout the property are maintained to very high standards and are to be commended.

The clearly written blackboard menu includes a range of interesting dishes including Roast Partridge and Venison and Wild Boar Burgers whilst value-for-money 3-course set menus and Sunday Lunches are also offered.

The dining area is well laid out and decorated and faces an attractive and well maintained garden which provides an ideal alternative dining area when weather permits.

Overall a very enjoyable meal.

Food items sampled

Prawn and Smoked Salmon Cocktail

Venison and Wild Boar Burger with French Fries and Onion Rings

Coffee

Minimum Entry Requirements

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

Quality Scores

	Score (%)
Overall	77
Exterior and Public Areas	66
Cleanliness	80
Bar and Restaurant	70
Hospitality	80
Service and Efficiency	85
Food	82

Visit Report

Exterior and Public Areas

(66%)

Exterior and public areas

Good

How well was the main entrance maintained	<i>Very Good</i>	Neat and tidy front entrance.
How well was the exterior painted	<i>Very Good</i>	Building and exterior paintwork in very good order.
How well was the car parking presented / maintained	<i>Very Good</i>	Gravel car park surface, well maintained.
How well were the grounds / gardens presented	<i>Very Good</i>	Outdoor seating area clean and in late summer/early autumn bloom.
How good was the ease of access	<i>Quite Good</i>	Generally quite good although gravel car park difficult to negotiated with restricted mobility.
Do the public areas meet the expectations of the property	<i>Very Good</i>	Entirely appropriate to the style of the property.
How well were the toilet facilities maintained	<i>Very Good</i>	Clean and fresh in very good condition.
Were the public toilets accessible or had separate provision been made	<i>Quite Good</i>	
How well have environmental policies been considered, internally and externally	<i>Quite Good</i>	

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>	Bar and public areas well maintained.
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>	Neat and well presented.
Were tables clean and tidy	<i>Very Good</i>	
How well were the toilet areas kept	<i>Very Good</i>	
How well were efforts made to enhance the overall appearance	<i>Very Good</i>	

Bar and Restaurant**(70%)****Bar area****Good**

How well was the bar presented	<i>Very Good</i>	Well stocked, clean and tidy.
Were the tables well spaced for ease of service and accessibility	<i>Good</i>	Generally well laid out although access could perhaps be restricted when busy.
Was the bar accessible	<i>Quite Good</i>	
How well were the fixtures, fittings and flooring maintained	<i>Good</i>	Hard wearing carpet and well maintained fittings in very good condition although some cobwebs present on wall light shades.
Was the decoration and soft furnishings in good order	<i>Good</i>	
Were there comfortable ambient levels of heat, light and ventilation	<i>Very Good</i>	

Restaurant / eating area**Very Good**

Was the decoration and soft furnishing in good order	<i>Very Good</i>	Decorated to a very good standard.
Were the table well spaced for ease of service and accessibility	<i>Good</i>	
Were the fixtures, fittings and floorings well maintained	<i>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>	Well suited to the style of operation.
How well maintained was the tableware including menus	<i>Very Good</i>	All in very good condition.
Was the menu presentation appropriate	<i>Very Good</i>	Clearly written blackboard menu and printed menus, all very well presented.
How accessible was the menu	<i>Very Good</i>	Generally easy to read although quite small print on the wine list.

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

Were positive efforts made by staff to acknowledge you on arrival	<i>Very Good</i>	A warm and cheery welcome on arrival.
Were positive efforts made while being served at the bar	<i>Very Good</i>	Very friendly service with a daily newspaper offered to the customer.
Were you offered a choice of places to eat	<i>Very Good</i>	
How friendly and positive was the service during the meal	<i>Very Good</i>	Attentive and very courteous service.
Were you asked if you enjoyed your meal while dining	<i>Very Good</i>	Satisfaction checks throughout the meal.
Did staff generally make conversation	<i>Very Good</i>	
How well was departure handled	<i>Very Good</i>	

Service and Efficiency**(85%)****Beverage service****Excellent**

Was the bar service received attentive	<i>Excellent</i>	Immediate service on arrival.
Was your drink appropriately served	<i>Excellent</i>	Ice offered and served in appropriate glass.
Was the availability of food promoted	<i>Excellent</i>	Menus very well explained.

Food service**Very Good**

Were tables set appropriately	<i>Very Good</i>	Tables well set as required.
Were used items cleared during the meal	<i>Very Good</i>	All tables cleared and used items removed as necessary.
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>	
Was the check out process efficient	<i>Very Good</i>	Efficient bill preparation and payment processing.
Was your bill correct	<i>Excellent</i>	

Other areas**Very Good**

Were staff in the property neatly presented and appropriately dressed	<i>Very Good</i>	Well groomed staff, dressed smartly in black.
Was there evidence of effective management / supervision throughout the property	<i>Very Good</i>	Management supervision throughout the meal period.
Were special requests handled positively	<i>Very Good</i>	

Food**(82%)****Food****Very Good**

Was the food as described on the menus an accurate description and did it meet expectations	<i>Excellent</i>	All dishes were an accurate reflection of the menu descriptions.
Was the food well presented	<i>Very Good</i>	Very well presented.
What was the overall quality of the food	<i>Very Good</i>	High quality dishes, well prepared and presented.
Were good culinary skills demonstrated	<i>Very Good</i>	
Was the food served at the correct temperature	<i>Excellent</i>	Both dishes served at appropriate temperatures.
How good was the range of vegetarian / dietary options	<i>Good</i>	
Was local produce used	<i>Very Good</i>	Local fresh vegetables and salads used as well as several meat items.
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 for the style of the operation.
Was the range and quality of cheeses appropriate to the establishment	<i>Very Good</i>	A range of local and British cheeses available.