

Taste Assessment Form



Result

Highest Quality Assured

Name of Business: The Old Barn Restaurant Cafe at Wroxham Barns

Designator: Restaurant

Address: Tunstead Road

QiT No: 565131

Website Address: www.wroxham-barns.co.uk

Tel No: 01603 783762

Name of Person Seen: Telephone conversation with Mr Ian Russell.

Assessor Name: Julian Wooldridge

Assessment date: 12 Dec 2013

Assessment

	Dining Experience	Score
1	First impressions: Exterior decoration, signage, lighting and menu displays	4 - Very Good
2	Quality & maintenance of interior areas	4 - Very Good
3	General cleanliness: Bar, restaurant & WC's	5 - Excellent
4	Presentation: Table appointment	4 - Very Good
5	Ambience	5 - Excellent
6	Hospitality: Bar	Not Applicable
7	Hospitality: Food service	5 - Excellent
8	Hospitality: Restaurant drinks service	5 - Excellent
9	Hospitality: Arrival & departure	5 - Excellent
10	Service: Bar	Not Applicable
11	Service: Food	4 - Very Good
12	Service: Restaurant drinks service	4 - Very Good
13	Service: Arrival & departure	5 - Excellent
	Food	Score
1	Menu: Choice & balance	5 - Excellent
2	Menu: Food served matching menu descriptio	5 - Excellent
3	Food: Presentation of dish 1	5 - Excellent
4	Food: Quality of dish 1	5 - Excellent
5	Food: Presentation of dish 2	5 - Excellent
6	Food: Quality of dish 2	5 - Excellent
7	Food: Presentation of dish 3	Not Applicable
8	Food: Quality of dish 3	Not Applicable
TOTAL SCORE		80

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.

94%

Local Produce

	Are local ingredients identified?	Response
1	Meat	Yes
2	Dairy	Yes
3	Fish	Yes
4	Fruit & vegetables	Yes
5	Beverages	Yes
6	Other	Not Applicable
	Are local suppliers identified?	Response
1	Retailers	Yes
2	Farms	Yes
3	Specialist suppliers	Yes
4	Breweries	Yes
5	Vineyards	Not Applicable
6	Other	Not Applicable
	Staff knowledge of local produce/suppliers?	Response
1	Staff knowledge of local produce/suppliers?	Good

Local Produce - Additional Comments

The Old Barn Restaurant Cafe at Wroxham Barns is extremely supportive of the use of local produce. Menus and further information clearly mention the provision of local and home produce items. The sourcing of local produce is an essential part of the operation of Wroxham Barns whilst team members are very knowledgeable about the produce.

Assessment Report

First Impressions Exterior

Externally the restaurant presents very well indeed with very clear signage noted. Extensive car parking is provided with the surface being very well maintained. A rustic style is noted to the complex with other businesses promoting themselves very well. Ample lighting provision and clear signage provided.

Quality, Maintenance, Cleanliness & Ambience of Interior Areas

Internally the restaurant presents very well with the timbers, brickwork and panelling adding to the character of the building. The tiled flooring is most appropriate for the area. All aspects being well maintained.

Excellent cleanliness noted to all of the areas including the toilet facilities.

Tables and table presentation is appropriate for the style of the dining location and are presenting well. The display unit by the entrance presents very well and very well utilised in displaying some very pleasing to the eye cakes and produce. A most pleasant atmosphere provided in this location.

Very good use of the chalk boards with the menus and specials clearly shown and menus brought to the table. Some slight wear to the edge of some of the menus.

Hospitality

A very friendly welcome received upon arrival from Jo being shown to the table and menus provided.

Very good level of conversation noted between the team and a large number of guests.

Very friendly manner also experienced at the time of food service.

Paula was extremely extrovert having a very good conversation with guests and especially so upon departure creating a very good final memorable experience.

Service

Most attentive service experienced with acknowledgement upon arrival and being taken to the table.

Food and drinks order was well taken. Service was efficient throughout with no excessive delays experienced. Continuous table clearance, cleaning and resetting noted.

Check for guest satisfaction made.

Consideration could be given to giving the guest an option to order the dessert once having completed the main course rather than having to ordering at the same time.

Very well handled departure noted with guest questionnaire also noted whilst also providing a facility to provide further marketing to the guests.

Food Quality

Ox Cheek with mash, carrots and peas chosen.

A delightful Winter meal with the Cheek being extremely tender and flavoursome, Gravy of a very good consistency and meal itself of a very good portion size.

Apple Pie chosen for the dessert.

Very good filling for the Pie with a well cooked and crisp pastry. Flavoursome ice cream and very good plate presentation.

Norfolk Apple Juice (Ashill) chosen with appropriate glass and ice provided.

Display cabinet was very well presented with the deep cakes taking centre stage and the scones upon the top looking very tempting.

Website Feedback

The web site presents very well offering comprehensive information about the whole complex. A very easy to navigate site. The food aspect is very well presented and most informative with downloadable menus provided whilst given very good information of the source of the produce utilised.

Photographs provided represent the offering experienced very well.

Overall Summary

The Old Barn Restaurant and Cafe provides a most enjoyable dining location set within the Wroxham Barns complex.

Guests can benefit from all that the complex has to offer for a very varied market whilst the Restaurant and Cafe offer a most pleasant location for a drink though to a light snack to a full dining experience. This experience is further enhanced with use of excellent quality provisions with the location and names of suppliers being provided.

The display of home made cakes at the entrance creating an excellent first impression and providing a feast for the eyes!!

Disclaimer

Information for Proprietors/Managers

Under Section 15 of the Tourist Act 1975 you have the right to appeal the rating achieved by your property within fourteen days of receipt of notice of the rating, in accordance with Section 2 of the Act.