

Operational Excellence Evaluation



Breakfast



Conducted By:



I entered the restaurant at 7:55 AM and seated myself at the large table facing the big-screen TV. At the time of arrival, there were three other patrons present, and the environment was quiet and relaxed. I

Ashley, our server, approached the table promptly and greeted me with a friendly and outgoing attitude. I had reviewed the menu in advance and was ready to place my order immediately. Ashley took the order efficiently and with a smile.

I ordered The “Big Boy” Breakfast, which exceeded expectations. It was one of the best breakfast experiences I’ve had at a club restaurant. The portion size was generous, with four strips of bacon cooked to the perfect level of crispness. I had requested that a large milk be delivered with the meal rather than ahead of it, and Ashley followed those instructions exactly — a detail that is often overlooked by servers but was handled perfectly here.

Midway through the meal, I requested a to-go order for my wife. Ashley responded quickly and professionally. The takeout meal and beverages were prepared promptly, and she neatly packaged everything for easy transport back to our room.

The biscuits and gravy in the takeout order were flavorful, and the portion size was generous, with plenty of gravy. The parfait was fresh, tasty, and presented in a portion size that offered good value



Main Item #1 ordered	Big Boy Breakfast
Did Main Item #1 appear fresh?	Yes
Was it attractively plated?	Yes
Hot food was hot & cold food was cold	Yes
How did Main item #1 taste	5
Beverage brand	Milk
Correct Temperature	Yes

	To Go
Main Item #2 ordered?	Biscuits & Gravy
Did Main Item #2 appear fresh?	Yes
Was it attractively plated?	Yes
Hot food was hot & cold food was cold	Yes
How did Main item #2 taste	5

Side Item #2 ordered?	Granola Parfait
Did Side Item #2 appear fresh?	Yes
Was it attractively plated?	Yes
Hot food was hot & cold food was cold	Yes
How did Side item #2 taste	5

Beverage brand	Tea & Coffee
Correct Temperature	Yes

5 - Excellent 3 - Average 1 - Unacceptable



Cleanliness & Facility Conditions

The restaurant was well-maintained and clean throughout the visit. All tables were properly bused and wiped down, and the floors appeared recently vacuumed with no visible debris or litter. The overall appearance of the dining area was orderly and inviting.

I conducted a check of the men’s restroom, which was clean, stocked, and in good working condition. All stalls were supplied with toilet paper, the paper towel dispensers were functional and filled, and the liquid soap dispensers were operational. These details reflect a strong attention to basic facility standards. My wife reviewed the ladies room and was impressed with how clean and accommodating it was.

Overall Meal Experience. Our breakfast was very enjoyable. The food was served hot, fresh, and flavorful, and the service was efficient and friendly from start to finish. The portion sizes were generous, and the overall meal offered excellent value for both quality and cost.

		Ashley	
Time Seated	7:56	Apperance	5
Time server arrives	7:57	Attitude	5
Time Menu Presented	At Table	Efficiency	5
Did server give name or have a name tag?	No	Knowledgable	5
Time food order was taken	7:57	Did you feeel appreciated	Yes
Recommended any upsell items?	No	Closes with "good Bye & Thank You"	Yes
Was the staff enthusiastic and friendly	Yes	Register transaction #	421907070006
Employees clean uniforms/well groomed	Yes	Check Amount	\$30.16
Time First Course Delivered	8:08	Payment Made	\$50.00
Ordered To Go Meal	8:15	Change	\$19.84
Time To Go food items delivered	8:30	Tip	\$6.00
Was the order entire corrrrect?	Yes	Total Anount	\$36.16
Time check Requested	8:30		
Time server presebted the check	8:32		
Time server collected payment	8:32		
Time change made	8:35		
Was Change correct?	Yes		
# of Other Patrons	3 - 5		

Cleanleness of the following Items:

Tables and chairs	5
Floors	5
Lights	5
Waste containers	5
Condiment trays Full & Clean	5
Would you have another meal at the Veranda?	Yes
Would you recommend the Veranda restaurant?	Yes

Overall Rating **5**

5 - Excellent 3 - Average 1 - Unacceptable



Operational Excellence Evaluation



Lunch



Conducted By:



Bushwood Golf & Resort Evaluation:

The Pub Restaurant

Following our round, we entered The Pub, which immediately presented itself as a relaxed, comfortable venue ideal for unwinding with a drink, sharing a meal, and engaging in conversation with fellow golfers, members, or tournament participants. At the time of entry, the restaurant had three other patrons, and we selected a circular table near the bar to enjoy the large-screen TV.

We were promptly greeted by Crystal, who approached our table with a warm, enthusiastic demeanor. Her welcoming attitude clearly conveyed a commitment to guest satisfaction. Crystal took our drink order immediately and returned very quickly with our beverages.

She then inquired if we were ready to order and offered a helpful recommendation when asked to choose between the cheesesteak and the hamburger. She confidently suggested the cheesesteak, which proved to be a great choice.

My dining companion opted for the Crispy Burger with coleslaw. The side salad accompanying the Crispy Burger was delivered promptly. My companion noted it was crisp, fresh, and flavorful. Crystal followed up shortly afterward to ensure our drinks were refreshed, demonstrating attentiveness without being intrusive. A few minutes later, our entrees arrived.

Both dishes were served hot, well-prepared, and generously portioned. The overall food quality was excellent, and the service remained efficient throughout the meal.

To conclude the experience, Crystal delivered the check and returned with change promptly, completing the transaction smoothly and professionally.



Main Item #1 ordered	Champion Cheesesteak
Did Main Item #1 appear fresh?	Yes
Was it attractively plated?	Yes
Hot food was hot & cold food was cold	Yes
How did Main item #1 taste	5
Side Item #1 ordered	Bogey Fries
Did Side Item #1 appear fresh?	Yes
Was it attractively plated?	Yes
Hot food was hot & cold food was cold	Yes
How did Side item #1 taste	5
Beverage brand	Coke
Correct Temperature	Yes

Main Item #2 ordered?	Crispy Burger
Did Main Item #2 appear fresh?	Yes
Was it attractively plated?	Yes
Hot food was hot & cold food was cold	Yes
How did Main item #2 taste	5
Side Item #2 ordered?	Cole Slaw
Did Side Item #2 appear fresh?	Yes
Was it attractively plated?	Yes
Hot food was hot & cold food was cold	Yes
How did Side item #2 taste	5
Beverage brand	Ginger Ale
Correct Temperature	Yes

5 - Excellent 3 - Average 1 - Unacceptable



Throughout our lunch, the atmosphere at The Pub remained welcoming and relaxed. Members, friends, and families casually moved in and out of the bar area, creating a lively yet laid-back environment. At one point, a staff member named Kobe passed by our table and took the time to ask if we had enjoyed our round of golf — a thoughtful gesture that added to the sense of genuine hospitality.

Staff across the board appeared engaged and positive. Interactions felt authentic, with everyone demonstrating a clear willingness to contribute to an enjoyable guest experience.

The restaurant itself was clean and well-maintained. All tables were promptly bused and wiped down. Floors appeared recently vacuumed with no visible debris, and the overall environment was tidy and organized. The bar area was clean, fully stocked, and ready for incoming guests.

Special mention goes to Crystal, who was quick to offer water refills for players' cups without hesitation. Her attitude remained upbeat throughout, and no request was treated as an inconvenience — a valuable trait for any staff in a golf course setting.

Time Seated	3:29
Time from seating until server arrives	3:29
Time Menu Presented	At Table
Did server state their name or have a name tag?	No
Time drink order taken	3:29
Time drinks were served	3:31
Time food order was taken	3:33
Recommended any upsell items?	No
Was the staff enthusiastic and friendly	Yes
All employees had clean uniforms and well groomed	Yes
Time First Course Delivered	3:42
Server refilled soda	3:48
Time remainder of food items delivered	3:50
Was the order correct?	Yes
Time server checked back at table	4:02
Time server presented the check	4:06
Time server collected payment	4:07
Time change made	4:09
Was Change correct?	Yes
# of Other Patrons	3 - 10

Crystal	
Appearance	5
Attitude	5
Efficiency	5
Knowledgeable	5
Did you feel appreciated	Yes
Closes with "good Bye & Thank You"	Yes
Register transaction #	591907060089
Check Amount	\$31.25
Payment Made	\$40.00
Change	\$8.75
Tip	\$6.00
Total Amount	\$37.25

Cleanliness of the following items:

Tables and chairs	5
Floors	5
Lights	5
Waste containers	5
Condiment trays Full & Clean	5
Would you have another meal at the Veranda?	Yes
Would you recommend the Veranda restaurant?	Yes

Overall, our lunch experience at The Pub was highly enjoyable. The atmosphere was welcoming, the food was served hot and flavorful, and the service was prompt and friendly. The quality of both the meal and service exceeded expectations, especially considering the reasonable pricing, making it a strong value proposition. Given the high quality of the food and overall experience, The Pub could easily be marketed as a stand-alone lunch destination — appealing not only to golfers but also to local residents or visitors with no immediate plans to play. Promoting daily specials more visibly and considering the introduction of a lunch loyalty program (e.g., a punch card that earns golf points redeemable in the Pro Shop) could drive repeat business and introduce new patrons to both the restaurant and the broader golf facility.

Overall Rating

5

5 - Excellent 3 - Average 1 - Unacceptable

