



Queen Elizabeth Bars Standards

Carinthia Lounge

Chart Room

Commodore Club

Golden Lion

Grill Suites Lounge

Lido Bar

Midship Bar

Pavillion Pool Bar

Queens Room

Wellness Cafe



Commodore Club

Venue Standards

Service Standards

Readiness Checklists

Audit Checklists



Commodore Club Venue Standards

General Bar Venue Standards

Commodore Club-Specific Standards

General Bar Venue Standards

- The bar and lounge are clean, tidy, and free from visible hazards.
- Lighting is set appropriately for the time of day and ambiance.
- Background music is playing at an appropriate volume and style.
- All tables and chairs are aligned and spaced evenly.
- Bar stools are facing the bar, straight, and evenly positioned.
- Bar menus are clean, damage-free, and placed centrally on tables (logo facing entrance/bar counter).
- Throw pillows are puffed and positioned on each corner and centre of sofas, with zips at the bottom.
- Carpets, surfaces, flower vases, menus, windows, and curtains are clean.
- All light bulbs are working.
- The floor is clean and free from debris.
- The room has a pleasant smell.
- Flowers are fresh, in clean vases, and present on every table.
- Litter bins are concealed from guests' sight.
- Service stations are clean, tidy, and free from debris and litter.
- Glassware, cutlery, and crockery are clean, polished, and free from chips or smears.
- POS devices and printers are clean, charged, and free from dust and dirt.
- Sufficient check folders and bill presenters are stacked, with Cunard logo pens.
- Completed guest checks are stored neatly in an appropriate receptacle.
- The bar counter is tidy, organised, and well-presented, with menus placed evenly and parallel to the edge (logo facing outwards).
- Bar counter candles are lit and changed at the same time as those in the lounge (evening).
- Tea lights and candle holders are placed on tables in the evening and replaced as they burn out.
- Satellite stations (if present) are clean, stocked, and set up for efficient service.



Commodore Club-Specific Standards

- The bar is open according to posted operating hours (09:00–late on sea days, 16:00–late on port days), with closing time adjusted based on demand and business flow.
- The bar manager or supervisor is visible and actively assessing crowd and business conditions to determine closing time.
- The bartender consults with a supervisor before making the final call on closing time.
- The supervisor considers safety, customer satisfaction, and working hours when deciding on closing time.
- The bartender gives a polite last call to guests, allowing a reasonable window for final orders.
- As closing time approaches, the bar team begins cleaning and organising the premises for a seamless transition to closing.
- There are no reservation signs or systems in use for this venue.
- Staffing levels are visibly adjusted based on guest flow, with floating team members present during peak times and moved as needed.
- Team members are cross-trained and move between bars as needed, with communication between bar staff and supervisors visible and effective.
- The floating team is available during critical times and scheduled events, with staggered shifts as required.
- Batch cocktails (if used) are labelled, dated, and stored properly.
- Satellite stations (if used) are set up in high-traffic areas for efficient service.
- The bar layout is optimised for efficient movement and service, with multiple workstations set up for different tasks where possible.
- POS tablets are handled gently, stored securely, charged during off-hours, and kept clean.
- Any malfunctioning POS tablets are removed from service and reported promptly.
- Refresher training sessions are held on port days (can be confirmed by posted schedules or staff presence).
- Drink quality and presentation are consistent and meet company standards.
- Teamwork and communication among staff are visible during service.
- Legal and responsible service is observed (e.g., staff check IDs, refuse service to intoxicated guests).



Commodore Club Service Standards

Greeting & Seating

Service

Beverage Service

Food Service

During Service

End of Service



Greeting & Seating

- ☒ Guests are greeted promptly with a warm, genuine welcome upon entering the venue.
- ☒ The appropriate greeting for the time of day is used.
- ☒ Guests are offered assistance with seating, including pulling out and gently pushing in chairs.
- ☒ Guests are given the opportunity to choose their preferred seat.
- ☒ Menus are presented promptly, opened to the first page, and introduced with a brief explanation of the menu or signature cocktails.
- ☒ If guests are waiting, they are invited to take a seat or shown to an available table.
- ☒ Seating is managed on a first-come, first-served basis, with no reservations.

Service

- ☒ Crew introduce themselves in a friendly and professional manner.
- ☒ Crew maintain a visible presence in the bar and lounge, making themselves available to guests without hovering.
- ☒ Service is attentive, efficient, and never rushed or intrusive.
- ☒ Teamwork and communication are visible, with staff assisting each other and floating team members deployed as needed during busy periods.
- ☒ The supervisor or bar manager is visible and actively monitoring guest flow and service quality.



Beverage Service

- ☒ Orders for drinks are taken within 2 minutes of guests being seated.
- ☒ Guests are asked whether they would like iced water or bottled water with their beverage order.
- ☒ Drinks are delivered within 5 minutes of the order being taken.
- ☒ Drinks are served from the guest's right-hand side, in the order of children, ladies, then gentlemen, finishing with the host.
- ☒ Glasses are handled by the base or handle, never by the rim.
- ☒ Bottles are presented with the label facing the guest and poured only after permission is given.
- ☒ Beverages are replenished proactively when glasses are low.
- ☒ Batch cocktails (if used) are served quickly and presented attractively.
- ☒ Satellite stations (if present) are used to speed up service during peak periods.
- ☒ The bill is presented discreetly in a check folder with a Cunard logo pen.

Food Service

- ☒ Bar snacks are delivered with the first order of drinks and replenished as needed.
- ☒ Food orders (if applicable) are taken and delivered efficiently.
- ☒ Cutlery and crockery are appropriate for the food served and are clean and polished.



During Service

- ☒ Staff regularly walk the floor, visually checking on tables and guests' needs.
- ☒ Empty glasses and plates are cleared promptly, and tables are kept tidy throughout service.
- ☒ Staff avoid unnecessary noise and never reach across guests during service.
- ☒ Courtesy checks are performed visually (e.g., observing if guests look dissatisfied, have empty glasses, or are looking around).
- ☒ Any issues with guest satisfaction are addressed promptly, with escalation to a supervisor if needed.
- ☒ Team members communicate effectively, especially when guest flow changes or when additional support is needed from the floating team.
- ☒ The supervisor or bar manager adjusts staffing and closing time based on real-time guest flow and business needs.

End of Service

- ☒ As closing time approaches, the bar team begins cleaning and organising the premises for a seamless transition to closing.
- ☒ Guests are politely informed when last call is approaching and given a reasonable window for final orders.
- ☒ Guests are thanked warmly and wished a pleasant evening as they leave.
- ☒ Tables and bar areas are cleared and reset promptly for the next service period.
- ☒ POS tablets and other equipment are cleaned, stored securely, and charged for the next day.
- ☒ Any malfunctioning equipment is reported immediately for repair.



Commodore Club Venue Checklist

- ☒ The bar and lounge have been checked and are clean, tidy, and free from visible hazards.
- ☒ Lighting has been set appropriately for the time of day and ambiance.
- ☒ Background music is on and set to an appropriate volume and style.
- ☒ All tables and chairs have been aligned and spaced evenly.
- ☒ Bar stools have been positioned facing the bar, straight, and evenly spaced.
- ☒ Bar menus have been checked for cleanliness and damage, and are placed centrally on tables (logo facing entrance/bar counter).
- ☒ Throw pillows have been puffed and positioned on each corner and centre of sofas, with zips at the bottom.
- ☒ Carpets, surfaces, flower vases, menus, windows, and curtains have been cleaned.
- ☒ All light bulbs have been checked and are working.
- ☒ The floor has been cleaned and is free from debris.
- ☒ The room has been checked for a pleasant smell.
- ☒ Flowers are fresh, in clean vases, and present on every table.
- ☒ Litter bins are concealed from guests' sight.
- ☒ Service stations have been checked and are clean, tidy, and free from debris and litter.
- ☒ Glassware, cutlery, and crockery have been checked and are clean, polished, and free from chips or smears.
- ☒ POS devices and printers have been cleaned, charged, and are free from dust and dirt.



- ☒ Sufficient check folders and bill presenters have been stacked, with Cunard logos.
- ☒ Completed guest checks are stored neatly in an appropriate receptacle.
- ☒ The bar counter has been tidied, organised, and menus placed evenly and parallel to the edge (logo facing outwards).
- ☒ Bar counter candles have been lit and changed at the same time as those in the lounge (evening).
- ☒ Tea lights and candle holders have been placed on tables in the evening and are ready to be replaced as they burn out.
- ☒ Satellite stations (if present) have been checked, cleaned, stocked, and set up for efficient service.
- ☒ Batch cocktails (if used) have been labelled, dated, and stored properly.
- ☒ The bar is set to open according to posted operating hours (09:00–late on sea days, 16:00–late on port days), with closing time planning in place.
- ☒ Staffing levels have been set for expected guest flow, with floating team members available during peak times.
- ☒ POS tablets and other equipment have been handled gently, stored securely, and charged for service.
- ☒ Any malfunctioning equipment has been reported and removed from service.



Commodore Club Service Standards Checklist

- ☒ Greet guests promptly and warmly on arrival.
- ☒ Offer assistance with seating and allow guests to choose their seat.
- ☒ Present menus promptly and introduce signature cocktails.
- ☒ Take orders quickly and offer iced or bottled water with drinks.
- ☒ Deliver drinks and snacks efficiently, serving from the right where possible.
- ☒ Handle glasses by the base or handle, not the rim.
- ☒ Present bottles with the label facing the guest before pouring.
- ☒ Keep tables tidy; clear empty glasses and plates promptly.
- ☒ Circulate the floor regularly and check on guests visually.
- ☒ Top up drinks and replenish snacks proactively.
- ☒ Present the bill discreetly in a folder.
- ☒ Thank guests sincerely as they leave.
- ☒ Reset tables quickly for the next guests.
- ☒ Begin cleaning and closing procedures as last orders are called.



Audit Checklists

Commodore Club Venue Standards

- ☒ The bar and lounge are clean, tidy, and free from visible hazards.
- ☒ Lighting is set appropriately for the time of day and ambiance.
- ☒ Background music is playing at an appropriate volume and style.
- ☒ All tables and chairs are aligned and spaced evenly.
- ☒ Bar stools are facing the bar, straight, and evenly positioned.
- ☒ Bar menus are clean, damage-free, and placed centrally on tables (logo facing entrance/bar counter).
- ☒ Throw pillows are puffed and positioned on each corner and centre of sofas, with zips at the bottom.
- ☒ Carpets, surfaces, flower vases, menus, windows, and curtains are clean.
- ☒ All light bulbs are working.
- ☒ The floor is clean and free from debris.
- ☒ The room has a pleasant smell.
- ☒ Flowers are fresh, in clean vases, and present on every table.
- ☒ Litter bins are concealed from guests' sight.
- ☒ Service stations are clean, tidy, and free from debris and litter.
- ☒ Glassware, cutlery, and crockery are clean, polished, and free from chips or smears.
- ☒ POS devices and printers are clean, charged, and free from dust and dirt.
- ☒ Sufficient check folders and bill presenters are stacked, with Cunard logo pens.
- ☒ Completed guest checks are stored neatly in an appropriate receptacle.
- ☒ The bar counter is tidy, organised, and well-presented, with menus placed evenly and parallel to the edge (logo facing outwards).
- ☒ Bar counter candles are lit and changed at the same time as those in the lounge (evening).
- ☒ Tealights and candle holders are placed on tables in the evening and replaced as they burn out.



- ☒ Satellite stations (if present) are clean, stocked, and set up for efficient service.
- ☒ Batch cocktails (if used) are labelled, dated, and stored properly.
- ☒ The bar is open according to posted operating hours (09:00–late on sea days, 16:00–late on port days), with closing time planning in place.
- ☒ Staffing levels are set for expected guest flow, with floating team members available during peak times.
- ☒ POS tablets and other equipment are handled gently, stored securely, and charged for service.
- ☒ Any malfunctioning equipment is reported and removed from service.

Commodore Club Service Standards

- ☒ Staff are present, in correct uniform, and ready to greet guests at the entrance.
- ☒ Staff greet guests promptly and offer assistance with seating.
- ☒ Guests are given the opportunity to choose their preferred seat.
- ☒ Menus are presented promptly, opened to the first page, and introduced to guests.
- ☒ Staff introduce themselves in a friendly and professional manner.
- ☒ Drink orders are taken within 2 minutes of seating guests.
- ☒ Guests are asked if they would like iced water or bottled water with their beverage order.
- ☒ Drinks are delivered within 5 minutes of the order being taken.
- ☒ Drinks are served from the guest's right-hand side, in the order of children, ladies, then gentlemen, finishing with the host.
- ☒ Glasses are handled by the base or handle, never by the rim.
- ☒ Bottles are presented with the label facing the guest and poured only after permission is given.
- ☒ Beverages are replenished proactively when glasses are low.
- ☒ Bar snacks are delivered with the first order of drinks and replenished as needed.



- ☒ Empty glasses and plates are cleared promptly, and tables are kept tidy throughout service.
- ☒ Staff regularly walk the floor, visually checking on tables and guests' needs.
- ☒ Staff avoid unnecessary noise and never reach across guests during service.
- ☒ Courtesy checks are performed visually (e.g., observing if guests look dissatisfied, have empty glasses, or are looking around).

- ☒ The bill is presented discreetly in a check folder with a Cunard logo pen.
- ☒ Guests are thanked warmly and wished a pleasant evening as they leave.
- ☒ Tables and bar areas are cleared and reset promptly for the next service period.
- ☒ The team begins cleaning and organising the premises as closing time approaches.



Golden Lion

Venue Standards

Service Standards

Readiness Checklists

Audit Checklists



Golden Lion Venue Standards

General Bar Venue Standards

Golden Lion-Specific Standards

General Bar Venue Standards

- The bar and lounge are clean, tidy, and free from visible hazards.
- Lighting is set appropriately for the time of day and ambiance.
- Background music is playing at an appropriate volume and style.
- All tables and chairs are aligned and spaced evenly.
- Bar stools are facing the bar, straight, and evenly positioned.
- Bar menus are clean, damage-free, and placed centrally on tables (logo facing entrance/bar counter).
- Throw pillows are puffed and positioned on each corner and centre of sofas, with zips at the bottom.
- Carpets, surfaces, flower vases, menus, windows, and curtains are clean.
- All light bulbs are working.
- The floor is clean and free from debris.
- The room has a pleasant smell.
- Flowers are fresh, in clean vases, and present on every table.
- Litter bins are concealed from guests' sight.
- Service stations are clean, tidy, and free from debris and litter.
- Glassware, cutlery, and crockery are clean, polished, and free from chips or smears.
- POS devices and printers are clean, charged, and free from dust and dirt.
- Sufficient check folders and bill presenters are stacked, with Cunard logo pens.
- Completed guest checks are stored neatly in an appropriate receptacle.
- The bar counter is tidy, organised, and well-presented, with menus placed evenly and parallel to the edge (logo facing outwards).
- Bar counter candles are lit and changed at the same time as those in the lounge (evening).
- Tea lights and candle holders are placed on tables in the evening and replaced as they burn out.
- Satellite stations (if present) are clean, stocked, and set up for efficient service.



Golden Lion-Specific Standards

- The venue offers an informal yet refined British pub atmosphere, with smart attire as the dress code.
- The central stage is set up for entertainment, including quizzes, karaoke, and live music.
- Screens are set up for world sports and darts.
- The food menu is available for lunch and dinner, featuring traditional British pub fare and innovative dishes.
- The menu features a changing array of craft beers, including Cunard's own and local selections.
- Bloody Marys and classic cocktails are promoted, with garnishes visible at the bar counter.
- Cunard or Golden Lion branded beer tankards are used for Cunard Real Ale.
- Counter and table service are provided; no gueridon service is used.
- Food and drink service is provided by bar waiters.
- Seating is walk-in only; no reservations are accepted.
- The lounge is tidy, free from clutter, with chairs and cushions correctly aligned, and tables set to company standards.
- Hand gel stations are replenished prior to the start of service.
- Bar staff adhere to the company dress code, uniform, and appearance policy.
- All staff are aware of any unavailable items and substitutes.
- All bar staff are knowledgeable about daily activities, promotions, entertainment, and port information.
- The Daily Programme is available in the location.
- All bar staff are aware of any parties or special events from the bar department party schedule.
- All glassware is clean, in good condition, and not chipped.
- All equipment is in good working order.
- Service trays are clean and presentable, never worn out or dirty.
- Bar fruit garnishes are prepared to company standards.
- The venue opens five minutes before the published opening time.



- The back bar is well presented, with bottles facing the guest and speed pourers aligned (not used on premium spirits).
- The bar is sufficiently stocked to reflect the menu and concept.
- Behind the bar counters, ledges, and surfaces are not used to store excess stock items.
- Bartender working stations are set up as mirror images for efficiency.
- The bar area remains clean, safe, and in accordance with public health policies and procedures.
- The waiter station is kept clean and tidy, not overstocked, and only with required items.
- Bill folders are cleaned daily and during service if required.
- Bar menus are placed evenly across the bar, parallel to the edge, logo facing outwards.
- The lounge is maintained tidy at all times, as per Cunard standards.



Golden Lion Service Standards

Greeting & Seating

Service

Beverage Service

Food Service

During Service

End of Service



Greeting & Seating

- ☒ Greet guests within 30 seconds of entering, or no later than 3 minutes after arrival, using a warm and appropriate greeting for the time of day.
- ☒ Offer assistance with seating, allowing guests to choose their seat and helping with chairs as needed.
- ☒ Present menus promptly and introduce the menu or signature drinks.
- ☒ Introduce yourself to the table in a friendly and professional manner.

Service

- ☒ Maintain a visible presence in the lounge and bar, making yourself available to guests without hovering.
- ☒ Service is warm, sincere, friendly, and never rushed or over-familiar.
- ☒ Adhere to the company dress code, uniform, and appearance policy at all times.
- ☒ Be knowledgeable about daily activities, promotions, entertainment, and port information.
- ☒ Ensure all staff are aware of unavailable items, substitutes, and special events.
- ☒ Provide counter and table service; no gueridon service is used.
- ☒ Seating is walk-in only; no reservations are accepted.



Beverage Service

- ☒ Take drink orders within 2 minutes of guests being seated.
- ☒ Use suggestive selling techniques and offer recommendations when appropriate.
- ☒ Serve drinks from the guest's right-hand side where possible, in the order of children, ladies, then gentlemen, finishing with the host.
- ☒ Handle glasses by the base or handle, never by the rim.
- ☒ Present bottles with the label facing the guest before pouring.
- ☒ Deliver drinks before food.
- ☒ Serve peanuts and crisps after 5pm until 9pm, and on request after 9pm.
- ☒ Replenish beverages proactively and clear empty glasses promptly.
- ☒ Bar fruit garnishes are prepared and presented to company standards.



Food Service

- ☒ Ask if guests will be having lunch or dinner; if yes, present the food menu.
- ☒ Take food orders no later than 15 minutes after guests are seated.
- ☒ Confirm and note any dietary requirements or allergies in the POS system.
- ☒ Place food and drink orders in the POS system, charging food first.
- ☒ Ensure cutlery is placed on the table before food is served.
- ☒ Food is delivered by the food runner, following the order: children, ladies, gentlemen, then host.
- ☒ Deliver condiments (mustard, mayo, ketchup, peas) as required.
- ☒ Check that guests receive what they have ordered.
- ☒ Offer dessert after clearing main dishes, and place dessert spoon on the right-hand side of the guest.



During Service

- ☒ Regularly walk the floor, visually checking on tables and guests' needs.
- ☒ Perform visual courtesy checks 2–3 minutes after serving, looking for signs guests may need assistance.
- ☒ Keep tables tidy and free of clutter throughout service.
- ☒ Clear empty glasses and plates promptly.
- ☒ Avoid unnecessary noise and never reach across guests during service.
- ☒ Maintain a tidy lounge at all times, with chairs and cushions correctly aligned and tables set to company standards.

End of Service

- ☒ Present the bill discreetly in a folder with a Cunard-branded pen, confirming any supplement charges.
- ☒ Move away from the table while the guest signs the bill, but remain nearby in case of queries.
- ☒ Thank guests warmly and wish them a pleasant evening as they leave.
- ☒ Clear and reset tables promptly for the next guests.
- ☒ Begin cleaning and organising the premises as closing time approaches.



Golden Lion Venue Checklist

- ☒ The bar and lounge are clean, tidy, and free from visible hazards.
- ☒ Lighting is set appropriately for the time of day and ambiance.
- ☒ Background music is playing at an appropriate volume and style.
- ☒ All tables and chairs are aligned and spaced evenly.
- ☒ Bar stools are facing the bar, straight, and evenly positioned.
- ☒ Bar menus are clean, damage-free, and placed centrally on tables (logo facing entrance/bar counter).
- ☒ Throw pillows are puffed and positioned correctly, with zips at the bottom.
- ☒ Carpets, surfaces, flower vases, menus, windows, and curtains are clean.
- ☒ All light bulbs are working.
- ☒ The floor is clean and free from debris.
- ☒ The room has a pleasant smell.
- ☒ Flowers are fresh, in clean vases, and present on every table.
- ☒ Litter bins are concealed from guests' sight.
- ☒ Service stations are clean, tidy, and free from debris and litter.
- ☒ Glassware, cutlery, and crockery are clean, polished, and free from chips or smears.
- ☒ POS devices and printers are clean, charged, and free from dust and dirt.
- ☒ Sufficient check folders and bill presenters are stacked, with Cunard logo pens.
- ☒ Completed guest checks are stored neatly in an appropriate receptacle.
- ☒ The bar counter is tidy, organised, and well-presented, with menus placed evenly and parallel to the edge (logo facing outwards).
- ☒ Bar counter candles are lit and changed at the same time as those in the lounge (evening).



- ☒ Tealights and candle holders are placed on tables in the evening and replaced as they burn out.
- ☒ The central stage is set up for entertainment (quizzes, karaoke, live music).
- ☒ Screens are set up for world sports and darts.
- ☒ The food menu is available for lunch and dinner, featuring traditional and innovative British pub fare.
- ☒ The menu features a changing array of craft beers, including Cunard's own and local selections.
- ☒ Bloody Marys and classic cocktails are promoted, with garnishes visible at the bar counter.
- ☒ Cunard or Golden Lion branded beer tankards are used for Cunard Real Ale.
- ☒ Counter and table service are provided; no gueridon service is used.
- ☒ Food and drink service is provided by bar waiters.
- ☒ Seating is walk-in only; no reservations are accepted.
- ☒ Hand gel stations are replenished prior to the start of service.
- ☒ Bar staff adhere to the company dress code, uniform, and appearance policy.
- ☒ All staff are aware of any unavailable items and substitutes.
- ☒ All bar staff are knowledgeable about daily activities, promotions, entertainment, and port information.
- ☒ The Daily Programme is available in the location.
- ☒ All bar staff are aware of any parties or special events from the bar department party schedule.
- ☒ All equipment is in good working order.
- ☒ Service trays are clean and presentable, never worn out or dirty.



Golden Lion

- ☒ Bar fruit garnishes are prepared to company standards.
- ☒ The venue opens five minutes before the published opening time.
- ☒ The back bar is well presented, with bottles facing the guest and speed pourers aligned (not used on premium spirits).
- ☒ The bar is sufficiently stocked to reflect the menu and concept.
- ☒ Behind the bar counters, ledges, and surfaces are not used to store excess stock items.
- ☒ Bartender working stations are set up as mirror images for efficiency.
- ☒ The bar area remains clean, safe, and in accordance with public health policies and procedures.
- ☒ The waiter station is kept clean and tidy, not overstocked, and only with required items.
- ☒ Bill folders are cleaned daily and during service if required.



Golden Lion Service Standards Checklist

- ☒ Greet every guest promptly and warmly as they enter.
- ☒ Offer assistance with seating and let guests choose their seat.
- ☒ Present menus quickly and introduce signature drinks or specials.
- ☒ Introduce yourself to the table in a friendly, professional manner.
- ☒ Take drink orders within 2 minutes of seating guests.
- ☒ Use suggestive selling and offer recommendations when appropriate.
- ☒ Serve drinks from the right where possible, in the order: children, ladies, gentlemen, then host.
- ☒ Handle glasses by the base or handle, never by the rim.
- ☒ Present bottles with the label facing the guest before pouring.
- ☒ Deliver drinks before food and replenish beverages proactively.
- ☒ Serve peanuts and crisps after 5pm until 9pm, and on request after 9pm.
- ☒ Ask if guests will be having lunch or dinner; present the food menu if yes.
- ☒ Take food orders within 15 minutes of seating and confirm any dietary requirements or allergies.
- ☒ Place food and drink orders in the POS system, charging food first.
- ☒ Ensure cutlery is on the table before food is served.
- ☒ Deliver food in the correct order and check guests receive what they ordered.
- ☒ Offer condiments as required and offer dessert after clearing main dishes.
- ☒ Keep tables tidy and clear empty glasses and plates promptly.
- ☒ Regularly check on guests visually and respond quickly to any needs.
- ☒ Present the bill discreetly in a folder with a Cunard-branded pen.



Golden Lion

- ☒ Thank guests warmly as they leave and reset tables promptly for the next guests.
- ☒ Maintain a tidy lounge and bar area at all times.
- ☒ Begin cleaning and closing procedures as last orders are called.



Audit Checklists

Golden Lion Venue Standards

- ☒ The bar and lounge are clean, tidy, and free from visible hazards.
- ☒ Lighting is set appropriately for the time of day and ambiance.
- ☒ Background music is playing at an appropriate volume and style.
- ☒ All tables and chairs are aligned and spaced evenly.
- ☒ Bar stools are facing the bar, straight, and evenly positioned.
- ☒ Bar menus are clean, damage-free, and placed centrally on tables (logo facing entrance/bar counter).
- ☒ Throw pillows are puffed and positioned correctly, with zips at the bottom.
- ☒ Carpets, surfaces, flower vases, menus, windows, and curtains are clean.
- ☒ All light bulbs are working.
- ☒ The floor is clean and free from debris.
- ☒ The room has a pleasant smell.
- ☒ Flowers are fresh, in clean vases, and present on every table.
- ☒ Litter bins are concealed from guests' sight.
- ☒ Service stations are clean, tidy, and free from debris and litter.
- ☒ Glassware, cutlery, and crockery are clean, polished, and free from chips or smears.
- ☒ POS devices and printers are clean, charged, and free from dust and dirt.
- ☒ Sufficient check folders and bill presenters are stacked, with Cunard logo pens.
- ☒ Completed guest checks are stored neatly in an appropriate receptacle.
- ☒ The bar counter is tidy, organised, and well-presented, with menus placed evenly and parallel to the edge (logo facing outwards).
- ☒ Bar counter candles are lit and changed at the same time as those in the lounge (evening).



- ☒ Tealights and candle holders are placed on tables in the evening and replaced as they burn out.
- ☒ The central stage is set up for entertainment (quizzes, karaoke, live music).
- ☒ Screens are set up for world sports and darts.
- ☒ The food menu is available for lunch and dinner, featuring traditional and innovative British pub fare.
- ☒ The menu features a changing array of craft beers, including Cunard's own and local selections.
- ☒ Bloody Marys and classic cocktails are promoted, with garnishes visible at the bar counter.
- ☒ Cunard or Golden Lion branded beer tankards are used for Cunard Real Ale.
- ☒ Counter and table service are provided; no gueridon service is used.
- ☒ Food and drink service is provided by bar waiters.
- ☒ Seating is walk-in only; no reservations are accepted.
- ☒ Hand gel stations are replenished prior to the start of service.
- ☒ Bar staff adhere to the company dress code, uniform, and appearance policy.
- ☒ All staff are aware of any unavailable items and substitutes.
- ☒ All bar staff are knowledgeable about daily activities, promotions, entertainment, and port information.
- ☒ The Daily Programme is available in the location.
- ☒ All bar staff are aware of any parties or special events from the bar department party schedule.
- ☒ All equipment is in good working order.
- ☒ Service trays are clean and presentable, never worn out or dirty.
- ☒ Bar fruit garnishes are prepared to company standards.
- ☒ The venue opens five minutes before the published opening time.
- ☒ The back bar is well presented, with bottles facing the guest and speed pourers aligned (not used on premium spirits).
- ☒ The bar is sufficiently stocked to reflect the menu and concept.



- ☑ Behind the bar counters, ledges, and surfaces are not used to store excess stock items.

- ☑ Bartender working stations are set up as mirror images for efficiency.

Golden Lion Service Standards

- ☑ Guests are greeted promptly upon entering.
- ☑ Guests are offered assistance with seating and allowed to choose their seat.
- ☑ Menus are presented promptly and introduced to guests.
- ☑ Staff introduce themselves to the table in a friendly and professional manner.
- ☑ Staff maintain a visible presence in the lounge and bar, making themselves available to guests.
- ☑ Service is warm, sincere, friendly, and never rushed or over-familiar.
- ☑ Staff adhere to the company dress code, uniform, and appearance policy.
- ☑ Staff are knowledgeable about daily activities, promotions, entertainment, and port information.

- ☑ Counter and table service are provided; no gueridon service is used.
- ☑ Seating is walk-in only; no reservations are accepted.
- ☑ Drink orders are taken within 2 minutes of guests being seated.
- ☑ Staff use suggestive selling techniques and offer recommendations when appropriate.
- ☑ Drinks are served from the guest's right-hand side where possible, in the order of children, ladies, then gentlemen, finishing with the host.
- ☑ Glasses are handled by the base or handle, never by the rim.
- ☑ Bottles are presented with the label facing the guest before pouring.
- ☑ Drinks are delivered before food.



- ☑ Peanuts and crisps are served after 5pm until 9pm, and on request after 9pm.
- ☑ Beverages are replenished proactively and empty glasses are cleared promptly.
- ☑ Bar fruit garnishes are prepared and presented to company standards.
- ☑ Guests are asked if they will be having lunch or dinner; if yes, the food menu is presented.
- ☑ Food orders are taken no later than 15 minutes after guests are seated.
- ☑ Dietary requirements or allergies are confirmed and noted in the POS system.
- ☑ Food and drink orders are placed in the POS system, charging food first.
- ☑ Cutlery is placed on the table before food is served.
- ☑ Food is delivered by the food runner, following the order: children, ladies, gentlemen, then host.
- ☑ Condiments (mustard, mayo, ketchup, peas) are delivered as required.
- ☑ Staff check that guests receive what they have ordered.
- ☑ Dessert is offered after clearing main dishes, and dessert spoon is placed on the right-hand side of the guest.
- ☑ Staff regularly walk the floor, visually checking on tables and guests' needs.
- ☑ Visual courtesy checks are performed 2–3 minutes after serving.
- ☑ Tables are kept tidy and free of clutter throughout service.
- ☑ Empty glasses and plates are cleared promptly.
- ☑ Staff avoid unnecessary noise and never reach across guests during service.
- ☑ The lounge is maintained tidy at all times, with chairs and cushions correctly aligned and tables set to company standards.
- ☑ The bill is presented discreetly in a folder with a Cunard-branded pen, confirming any supplement charges.
- ☑ Staff move away from the table while the guest signs the bill, but remain nearby in case of queries.



Golden Lion

☒ Guests are thanked warmly and wished a pleasant evening as they leave.

☒ Tables are cleared and reset promptly for the next guests.

☒ Staff begin cleaning and organising the premises as closing time approaches.