MASTERGUEST

SITE REVIEW REPORT

Borough

14 Stoney Street, London, United Kingdom

REVIEW
Harbour & Vine Borough — Thursday dinner

DATE
14 May 2026

BUDGET
£120.00

AMOUNT SPENT
£118.60

AVG. FOOD TIMING
27 min

AVG. DRINK TIMING
7 min

SERVER
Priya

OVERALL PERFORMANCE

71% Good

Poor | Below Avg. | Average | Good | Excellent

WOULD RECOMMEND

7 / 10

CATEGORY BREAKDOWN

Performance by category

ARRIVAL 75%

Greeting
How quickly the door noticed you.

Acknowledged within 2 minutes of arriving
No

Time to be greeted
4 minutes

How were you received?
“Host stand empty. A runner clocked us after four minutes and went to find someone; the host arrived apologetic and warm.”

Booking
Whether the reservation held up.

Reservation found on arrival
Yes

Seated at the booked time
Yes

Frontage
What the street sees.

Condition of the entrance and frontage
Excellent

What stood out, or let it down?
“Awning out, lights on, menu box showing tonight's menu. Looks cared for.”

SERVICE 50%

Server introduction
Who looked after the table.

Server introduced themselves by name
Yes

Warmth of the welcome at the table
Good

Server's name
Priya

Drinks order
The first thing to reach the table.

Water offered on seating
Yes

Time to first drink
7 minutes

Pace of the meal
How long each course took.

Pace of the meal
Below Average

Time to first course
27 minutes

Time between courses
21 minutes

Check back
Whether anyone came back once the food landed.

Checked back within two minutes of the first course
No

Attentiveness during the meal
Average

How did the team read the table?
“Priya was excellent when she was there, but she had eleven tables. Nobody checked back on the starters and the empty plates sat for eight minutes.”

Manager presence
Whether a manager reached the table.

Manager visited the table
No

What did the manager do?
“A manager was visible at the pass at 19:40 and again at 20:25 but did not come onto the floor either time.”

FOOD & DRINK 75%

Starter
The first course.

Quality of the starter
Excellent

Dish name
Burrata, blood orange, pistachio

Main course
The main.

Quality of the main
Average

Dish name
Monkfish, brown butter, capers

What stood out, or let it down?
“Cooked well but arrived lukewarm; the plate had clearly waited at the pass. The brown butter had split by the time it reached us.”

Cocktail
The first drink ordered.

Quality of the cocktail
Good

Drink name
Negroni sbagliato

Time to make the cocktail
9 minutes

Wine guidance
Whether the team steered the wine.

Wine recommendation offered
Yes

Quality of the recommendation
Good

Temperature and seasoning
The two things a kitchen cannot hide.

Temperature on arrival
Average

Seasoning
Good

VENUE 83%

Cleanliness
Dining room and restrooms.

Cleanliness of the dining room
Good

Restrooms clean and stocked
Yes

Atmosphere
Lighting, music, the feel of the room.

Lighting and music for the time of day
Good

How did the room feel?
“Warm, low, right for a Thursday. Music a notch loud once the room filled after nine.”

THE BILL 86%

Bill
The bill against what the meal felt worth.

Bill accurate
- Yes

Time to receive the bill
11 minutes

Total bill
£118.60

What the meal felt worth
£105.00

Farewell
How you were sent off.

Thanked and said goodbye on leaving
- Yes

Warmth of the farewell
Good

Recommendation
Would you send a friend?

Likelihood to recommend
7 / 10

The one thing you would change
“Put a manager on the floor. Everything that went wrong tonight was a floor problem, not a kitchen one.”

PHOTO DOCUMENTATION

HARBOUR & VINE
BOROUGH
14 STONEY STREET, LONDON SE1 9AD

Table 24	Covers 2
Server PRIYA	Date 14/05/26
Time 21:24	Check 0041782

2 NEGRONI SBAGLIATO	22.00
1 BURRATA, BLOOD ORANGE	12.50
1 DEVON CRAB CROQUETTES	10.50
1 MONKFISH, BROWN BUTTER	24.00
1 ROAST PLAICE, SEA VEG	20.00
2 PICPOUL DE PINET 175ML	16.40
SUBTOTAL	105.40
SERVICE CHARGE 12.5%	13.20
TOTAL GBP	**118.60**
CARD	VISA ****4417
AUTH	084912

VAT NO. 411 8823 06

THANK YOU – PLEASE COME AGAIN

APPENDIX

Reference Materials

The following pages contain supplementary information about how review scores are calculated.

Understanding Your Review Scores

Each review is scored on a 0–100% scale based on the answers given to Yes/No questions, performance ratings, and the 0–10 “would you recommend” answer. Other types of responses (comments, timings, photos, bill amounts, staff names) are recorded for context but do not affect the score.

What Counts Towards the Score?

Three types of answers feed into the score:

- Yes/No questions — “Yes” scores 100%, “No” scores 0%. “N/A” removes the question from the calculation entirely.
- Performance ratings (1–5) — each level is worth a fixed percentage; see the table below.
- Would you recommend (0–10) — mapped linearly to 0–100% (e.g. 9/10 = 90%).

The Rating Scale

Each performance rating is worth:

Excellent	100%
Good	75%
Average	50%
Below Average	25%
Poor	0%

How the Scores Are Calculated

- Each category score is the average of every Yes/No, rating, and recommend answer in that category. For example, a category with three answers at 100%, 75%, and 50% scores 75%.
- The overall score is the average across every scored answer in every category — categories with more questions naturally have a bigger influence on the overall number.
- “N/A” answers are removed from the count; they neither help nor hurt the score.

A Quick Example

> Imagine a “Service” category with 4 questions:
>
> 1. Was the greeting friendly? — Yes (100%)
> 2. Speed of service — Good (75%)
> 3. Was cutlery clean? — Yes (100%)
> 4. Wine knowledge — N/A (excluded)
>
> The category score = (100 + 75 + 100) / 3 = 91.67%.

A NOTE ON YOUR SCORES

We have moved to a new scoring system

MasterGuest has moved to a new platform, and with it a new rating scale. Your scores may read lower than in earlier reports even where nothing about the visit has changed. The questions, the reviewers and the answers are the same — the scale underneath them is new.

What Changed

Reviewers used to rate each point against expectations, on a scale where a fully-met visit sat at 83% and it was possible to score above 100%. Ratings are now a straightforward five-point quality scale, where 100% means excellent throughout.

How the Old Ratings Map Across

PREVIOUSLY	NOW CALLED	OLD SCORE	NEW SCORE
Exceeds Expectations	**Excellent**	100%	**100%**
Meets Expectations	**Good**	83%	**75%**
Below Expectations	**Average**	58%	**50%**
Well Below Expectations	**Below Average**	25%	**25%**
No Execution	**Poor**	0%	**0%**
Not Applicable	**N/A**	excluded	**excluded**

What This Means For Your Numbers

- A visit where everything met expectations scored 83% before and scores 75% now. Nothing about the visit changed.
- If your earlier reports were capped so that “Meets” and “Exceeds” both showed 100%, the shift will look larger — that same visit would have read 100%.
- Reports issued from now on are directly comparable with each other. Comparing one against a report issued before the move is not like-for-like.

A Worked Example

> The same four answers, scored under each system:
>
> Previously — Meets, Meets, Exceeds, Below Expectations
> (83 + 83 + 100 + 58) / 4 = 81%
>
> Now — Good, Good, Excellent, Average
> (75 + 75 + 100 + 50) / 4 = 75%
>
> The reviewer answered identically both times. The six-point difference is the scale, not the venue.