



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

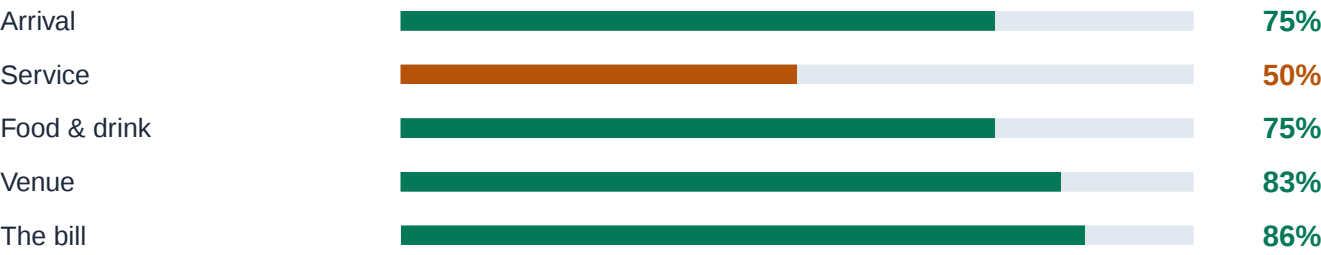
71% Good



OVERALL NPS

7 / 10

Performance by category



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

~~No~~ Yes

Seated at the booked time

~~No~~ 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."

Server introduction

Who looked after the table.

Server introduced themselves by name

~~No~~ 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

~~No~~ 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 overall NPS score. 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.
- NPS score (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 NPS 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 = $(100 + 75 + 100) / 3 = 91.67\%$.

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.