

## Caveau (Wollongong)

Reporting Period: July 2011  
Total Reviews: 149 (25 this month)  
Issued To: Peter Sheppard  
Dimmi Account Manager: Pat Sullivan  
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### Dimmi Product Type

Express

Gold

Pro

Upgrade today. Find out more at:  
[www.dimmi.com.au/upgrade](http://www.dimmi.com.au/upgrade)

#### Recommend

9.0

8.9 competitive set  
(refer to graph 1)

#### Food & Drink

9.2

9.2 competitive set  
(refer to graph 2)

#### Service

8.9

8.8 competitive set  
(refer to graph 3)

#### Atmosphere

8.2

8.2 competitive set  
(refer to graph 4)

#### Value

8.2

8.2 competitive set  
(refer to graph 5)

#### Best For

1. Fine Dining
  2. Special occasion
  3. Degustation
- (refer to graph 6)

## Dimmi Score Overview

The Dimmi Score is designed to help you continually improve customer satisfaction levels by providing you with insightful, powerful & discreet feedback direct from your diners. When a customer makes an online booking with Dimmi they now have the opportunity to complete a post-dining survey which we then collate into a report that is discreetly shared with you on monthly basis. The Dimmi Score includes reviews from real diners only as only customers who have booked & dined at your restaurant are invited to share their feedback.

For more information visit [www.dimmi.com.au/dimmiscore](http://www.dimmi.com.au/dimmiscore)

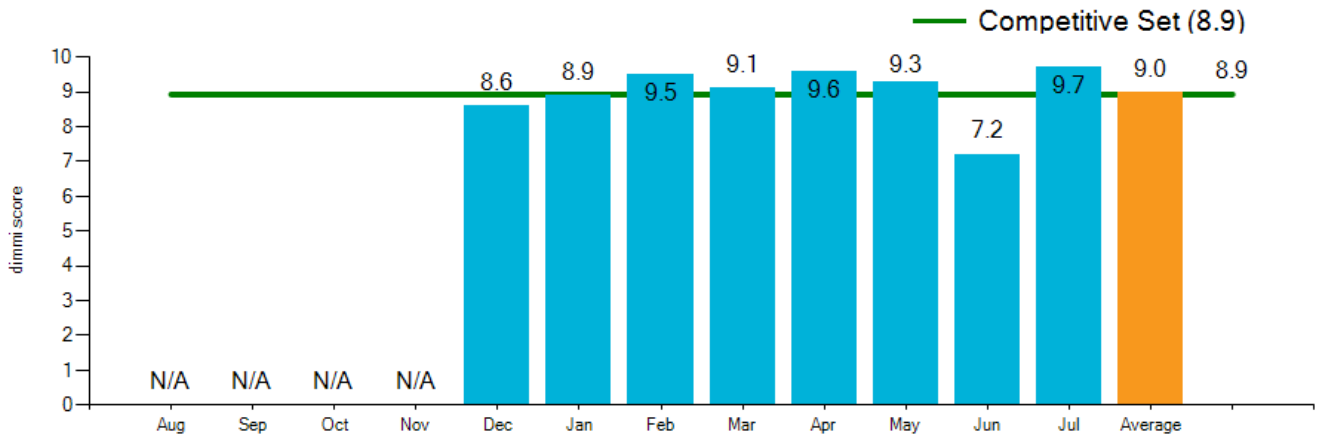
**LISTEN** to customers | **ANALYSE** ratings | **IDENTIFY** gaps | **MEASURE** changes | **IMPROVE** results

Having trouble viewing the report? Ensure you have the latest version of Adobe Acrobat Reader  
<http://get.adobe.com/reader>

## 1. How likely are you to recommend a friend? / ▲2.5 on last month /

Word-of-mouth is one of the most powerful ways of attracting new & repeat clientele. This question measures how likely your customers are to tell their friends.

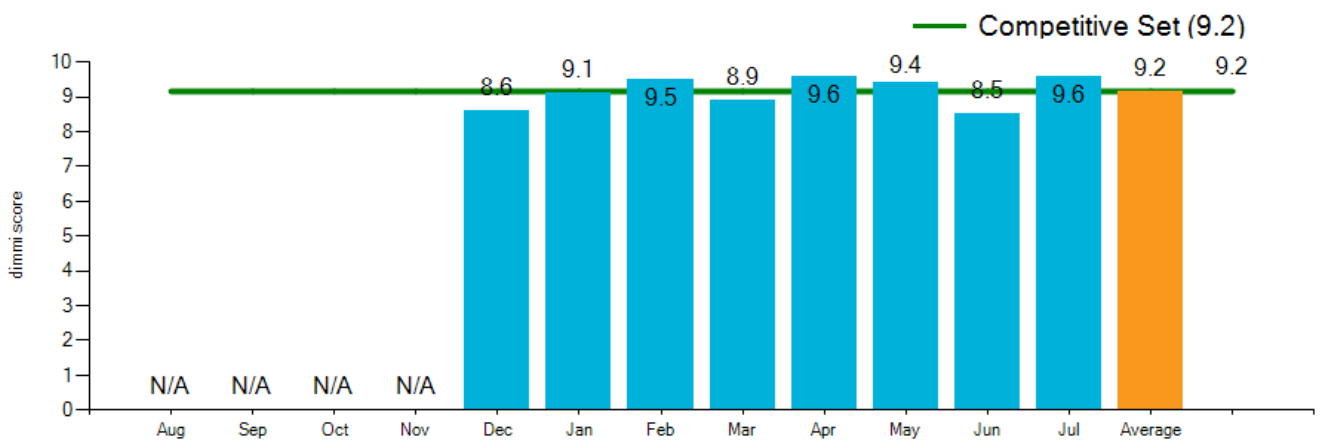
Rating Guide 0 = Not at all 5 = Neutral 10 = Absolutely



## 2. How do you rate the Food & Drink? / ▲1.1 on last month /

Clearly one of the most important considerations for your diners, this question gauges what your diners think of what they are eating & drinking.

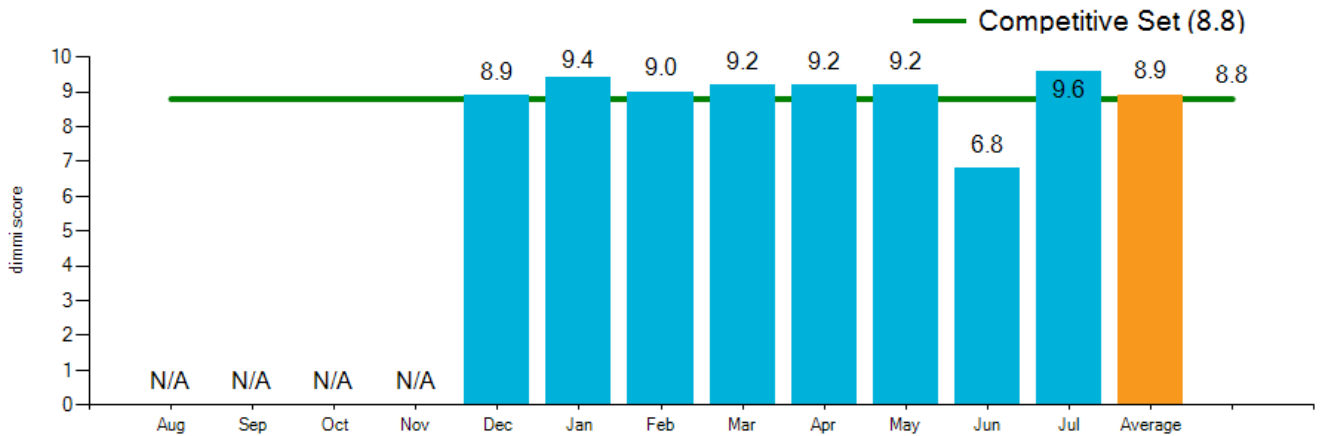
Rating Guide 0 = Not at all 5 = Neutral 10 = Absolutely



### 3. How do you rate the **Service?** / ▲2.8 on last month /

Every interaction between your staff & diners leaves a lasting impression. This question helps you determine how well you are connecting with your diners.

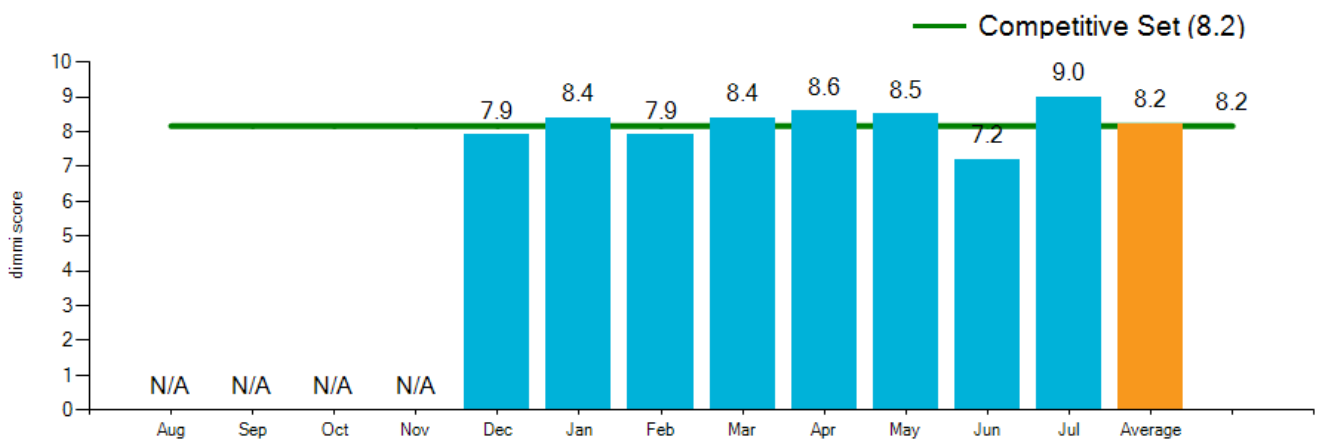
Rating Guide 0 = Not at all 5 = Neutral 10 = Absolutely



### 4. How do you rate the **Atmosphere?** / ▲1.8 on last month /

Creating the right mood in your restaurant is key to an enjoyable dining experience. This question measures how you are tracking against this key indicator.

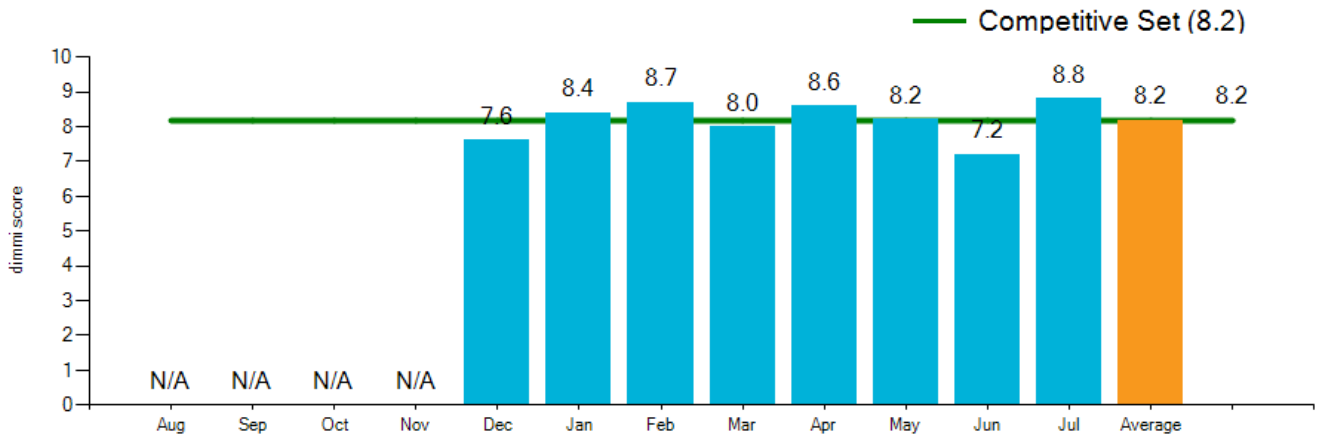
Rating Guide 0 = Not at all 5 = Neutral 10 = Absolutely



## 5. How do you rate the Value? / ▲1.6 on last month /

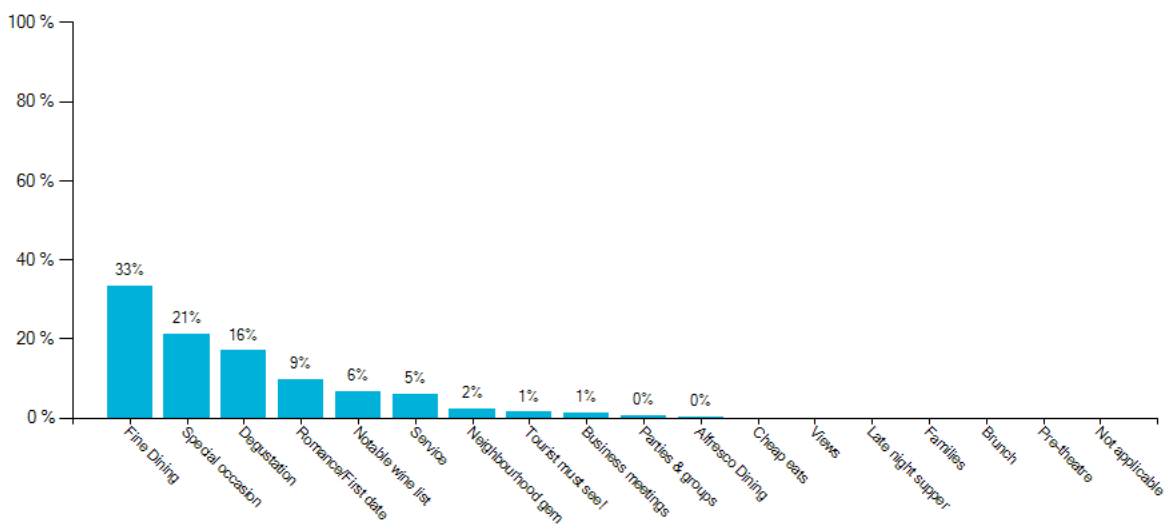
The absolute bottom line for many diners, this question helps provide insight into the perceived value for money in the eyes of your diners.

Rating Guide 0 = Not at all 5 = Neutral 10 = Absolutely



## 6. What would you consider this restaurant best for?

A simple yet accurate indication of what diners believe your overall best qualities are. Are you considered most suitable for business meetings or a romantic night out?



## Real Reviews from Real Diners

Listen to real feedback from real diners. Only customers who have actually dined in the restaurant are invited to share their feedback which is then consolidated and discreetly shared with you on a monthly basis

fantastic experience. the staff and the food made this a special night for the both of us!!

*matthew dined on Sat 11 Jun 2011 at 8:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	9/10	8/10	9/10

A great night out, a must for a special occasion a Wollongong Wonder,we will return.

*David McIntosh dined on Sat 18 Jun 2011 at 8:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	9/10	9/10	9/10	10/10

We had the degustation menu and was very happy with it. I had never been to this restaurant and had heard that it was pricey and that you don't get much on the plate, but we were very happy with the price and size of the meal. I think it's the best feed I've had in wollongong hands down. Highly recommend.

*Travis McMaugh dined on Tue 21 Jun 2011 at 7:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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The best restaurant in Wollongong by a mile. Creative and unique menu, well priced wine list, and a perfectly timed 7 course degustation. Perfect!

*Elle Gibson dined on Fri 24 Jun 2011 at 8:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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just delicious!

*Mark dined on Sat 25 Jun 2011 at 6:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
9/10	9/10	9/10	9/10	7/10

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Obvious why they have a hat. Best service in Wollongong. Best food in Wollongong. Expect to pay for it and you will be a very happy customer. Having lived overseas with access to fine dining it is awesome to be able to return home and have a restaurant like this available to us.

*Anonymous dined on Sat 25 Jun 2011 at 7:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	9/10

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The food was outstanding in the degustation menu. We thoroughly enjoyed the quiet atmosphere, the unobtrusive but well chosen music, and the polite, friendly and knowledgeable service. It is a place to which I will certainly be returning.

*Rie Natalenko dined on Thu 14 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	9/10

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There was not a single dish which i did not wish to have more of. My advice is simple, make a reservation, NOW!

*Steven Do dined on Fri 15 Jul 2011 at 6:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	8/10	8/10	10/10

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We went for the degustation. were unsure what to expect. Were extremely surprised. Food, service, wine, all of the highest qqualty. Will certainly go there again. Can highly recommend this restaurant

*Anonymous dined on Fri 15 Jul 2011 at 6:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	9/10	3/10

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Excellent service. Beautiful food. Great experience.

*Jeff dined on Sat 16 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	8/10

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This is a fine dining restaurant with menu options that you are not likely to cook at home. The menu suggests matching wines, which makes it easy to choose and then you can have something different for each course. The portion sizes were perfect for enjoying a 3 course meal, but not feeling bloated. The service was unobtrusive, but excellent. The mood was quiet (despite our loud talking) and is perfect for a couple or small groups. The degustation menu looks interesting if that is your thing. Thoroughly recommend it. The changing menu will keep me going back. Well done for having this in Wollongong.

*Rosemary dined on Sat 16 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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Great atmosphere with superbly attentive staff. Our water glasses were never below half full. The lack of a somellier was not an issue as the wait staff were equipped with a good knowledge of the wines on offer. The only negative for the evening was that our mains took too long to come out (~40 mins), however a complementary glass of wine was issued, and I must say the main of a Winter Truffle Risotto was well worth the wait. All up a very solid 1-hat establishment and one that I'll be back to for the degustation menu.

*Anonymous dined on Sat 16 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
8/10	9/10	10/10	9/10	8/10

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Brilliant food. Great staff - professional but comfortable service. great wine list. We could not fault a thing. Have already recommended it to others and will come back when next overnighting in Wollongong

*Imelda dined on Sat 16 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	9/10	10/10

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amazing food

*Anonymous dined on Sat 16 Jul 2011 at 7:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	9/10	9/10	9/10	7/10

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The food was fantastic, the service was superb, I would definitely recommend for everyone in the Illawarra region to dine there.

*Jessica Hughes dined on Wed 20 Jul 2011 at 6:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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We had the 7 course degustation meal and it was fantastic. Every course was a thrill to the taste buds. Thanks Peter.

*Nino Ferraro dined on Thu 21 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	8/10	8/10

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Degustation menu was fabulous. Our tastebuds went on a culinary trip for one night. Fabulous!!

*Anonymous dined on Fri 22 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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Excellent night. Thank you for the use of the function room.

*Fernando San Gil dined on Sat 23 Jul 2011 at 6:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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The Service was great - the girls could not have been more accomadating to our time schedule - and the food was superb! Thank you

*Renee Cross dined on Sat 23 Jul 2011 at 7:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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Staff were very attentive and service excellent, but could have had a little more personality. Entree very meagre in size. Flavours interesting and cooked to perfection. A memorable evening.

*Anonymous dined on Wed 27 Jul 2011 at 7:00 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
7/10	7/10	7/10	3/10	5/10

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Wonderful and knowledgeable service and perfect atmosphere, the degustation was absolutely fantastic with attention to detail. Definitely the restaurant to go to for a special occasion or a great appreciation for food.

*Anonymous dined on Wed 27 Jul 2011 at 7:30 PM*

Recommend	Food & Drink	Service	Atmosphere	Value
10/10	10/10	10/10	10/10	10/10

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# Frequently Asked Questions

## What is the Dimmi Dining Survey?

The Dimmi Score provides you with insights & real feedback from your diners to help you continually improve customer satisfaction . When a customer books with Dimmi they are invited to complete a post-dining survey which we collate into a monthly report for you.

## What is the difference between Dimmi reviews and other traditional customer reviews?

A lot! Dimmi reviews are real reviews provided by actual diners - only diners who have booked and honoured a reservation through Dimmi can provide a ratings / review so they are not open to the general public or your competitors!

## When do customers receive the Dimmi Dining Survey?

The survey is integrated into the online booking experience & is issued to customers 3 hours after they dine at the restaurant.

## I don't seem to be getting many reviews. How do I get more feedback from my diners?

The key to getting more reviews is to ensure that as many customers as possible are receiving the review (ie. booking online with Dimmi.) Contact your Account Manager and they will share with you a couple of handy tips.

## What should I do if I get a negative review?

Negative reviews are an unfortunate, but entirely normal part of every restaurant so don't be surprised to receive the occasional negative review. Its important to look for patterns in your reviews (the bread is stale, the same employee is repeatedly described as rude), & whilst its important to consider each individual review, the most benefit will be derived from looking at Overall Ratings, trends & patterns.

## Where can I access more information about the Dimmi Score?

More information is available at: <http://www.dimmi.com.au/dimmiscore>

## How is my Competitive Set determined?

Your Competitive Set helps you compare your results against your competitors. Your Competitive Set includes all Dimmi restaurants within your a) Geographic Area & b) Price Point. For example other restaurants in Melbourne CBD & with an average spend of \$50-\$80 per person.

Collect more reviews & improve your Dimmi Score. Contact your Account Manager Pat Sullivan (0423 214 071) for a couple of helpful tips...



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