

Business Name: **Bagelmania – Las Vegas**

L All food in to-go case is labeled, but nothing has any allergen labels. Allergen /ingredient list is not available on website and is not available in store. Only option was to ask server to check with kitchen for non-dairy confirmation.

3 /10

A Bathrooms are easily accessible and are very clean. There is a dine-in café with a fully stocked bar, as well as an entire other side of the store which is for take-out only. There is also outdoor seating for the 'to-go' order customers. There is live music on the weekends, along with complimentary valet parking. Upon seating, free water is brought to the table, and there are full condiments on the table – sugar, cream, etc.

10 /10

C Restaurant was incredibly clean, especially for being so busy. All tables seated with +/- 50 people waiting, and 30 people in line for take-out. Bathrooms clean. Nicely updated restaurant with nice décor.

10 /10

F Bagels were sublime! Nice and crunchy outside and soft and chewy inside. Eggs cooked to perfection, and gooey vegan veggie cream cheese. Coffee was great and bought a vegan donut to go.

10 /10

A The vibe of the place is 'busy' for sure, and everyone is extremely attentive. In the dining room their positive attitude certainly shows through. There could be a few more smiles that could shine through, but overall the staff seems to work well together and there seems to be a manager floating around making sure everyone has what they need. The host station does look a bit flustered at times trying to deal with the large crowds. The attitude from the servers in the dining room versus the employees at the 'to-go' counter vary greatly. The 'to-go' folks are more robotic in nature, and not overly friendly.

17 /20

C This is a premium Las Vegas bagel shop, and it comes with premium prices. A bagel breakfast sandwich runs about \$12-\$15. Sadly, I have to pay extra because I need the vegan cream cheese option. Expect upwards of \$40-\$45 for two people to have breakfast here with bagels and coffee. And if dine-in, there is gratuity as well. But on an overall cost/value for what

you receive, this place is great. Service is good, food is extremely tasty, and the location is worth the visit alone. If you know what bagel shops are “supposed” to look like – then you need to see this place – it will blow you away!

9 /10

T I have visited Bagelmania probably about six times now. Almost every time I go it’s packed with a line out the door and a 20-30 minute wait for seating. That being said, with the volume, service and food delivery is pretty much always really quick. I did have an issue on one visit with a newer server and food took over 45 minutes to arrive, but again that was only once that happened. Sadly on that day, I brought people who had never been there before with me, and I had to convince them that it’s usually pretty efficient – they just unfortunately did not get lucky.

8 /10

O Bagels for the most part are always dairy free (with exception of a few like chocolate chip, asiago, etc.) Siegel’s has not one but TWO vegan cream cheeses! Yay! A plain and a vegetable. I recommend the veggie – it is delicious and it’s also an orange “ish” color (from the carrots). I like this because I can be sure they gave me the vegan cc, as it is the only one with that color. Having a white vegan cc is too risky for me, because it’s so delicious, I could think they made a mistake gave me real cream cheese. They also have pink box donuts here, and pink box has 2-3 varying vegan options which are quite tasty. That being said, there are plenty of other options on the menu that are dairy free, but you need to inquire with the server and be sure that day they have not changed the recipes. They don’t sadly have any dairy free pancakes in the restaurant, and nor do they have any dairy-free milk alternatives for coffee or espresso beverages.

6 /10

R The reception would start when you enter the parking lot, and if you’re driving, they have free valet on the weekends. The attendants are nice and always have a pleasant smile. When you come in, you can feel the vibe of the place, and of course feel “how busy it is”. You can become overwhelmed when you enter as there is the large take-out side which has a line, and naturally you would want to enter. But then to the left there is a host stand, which you need to walk over to and put your name on the list to be seated. This is not very clear if you haven’t been here before. They should have someone to direct traffic and welcome you, especially on busy days. It can also be a challenge to hear your name called amidst all the chaos of live singing, people buying take out, and a full restaurant of noise. They do their best to yell loudly, but texting or paging would be a better option. My servers have always been very welcoming – and a **shout out to Jerry!** I’ve had the pleasure of having him as a server three times, and he is always friendly, efficient, and knowledgeable of the menu. He will also never hesitate to check if something can be made dairy free for me (even though I always order the same thing! Haha!) Thanks to all the staff and management that make this a tremendous bagel shop worth visiting!

8 /10

Total Score 81 /100

Grade: B

Evaluation Comments

- Thanks to all the staff and management that make this a tremendous bagel shop worth visiting! 😊
- Update menu (or post easily online) food allergens for ALL your products
- Implement texting/paging for when tables are ready, and think about adding a greeter, or better signage for where to check-in for dine-in service.
- Add dairy-alternatives to your menu