

LAC FACTOR Grading Sheet

Business Name: AYCE (Palms Casino) – Las Vegas

L For almost all the food, nothing has any allergen labels. Allergen /ingredient list is not available on website and is not available in the buffet. Only option was to ask server to check with kitchen for non-dairy confirmation and this was challenging to say the least. We asked several people, and they could not get me a straight answer. We went with foods that were safe to us. It is also worth mentioning that they do have a miniscule vegan section that has four offerings, and they are labeled vegan.

4 /10

A Bathrooms are accessed through the casino and it's quite a walk. Since the buffet is located inside the casino, we would say one of the best amenities at the Palms is the free parking. In terms of amenities provided at the buffet, it would be limited to the included beverages with your meal purchase.

5 /10

C Cleanliness was on point for sure. The aesthetic is open and airy to the casino floor. They were so clean it can become obtrusive at times, but we were unscathed. Literally every 2 minutes someone was walking by to take away dirty dishes and clean tables. We visited on a Friday for brunch and there was a constant flow of traffic but not overly busy. Since there is no bathroom located inside the restaurant, we have to rate the cleanliness of the bathroom closest in the casino, and it was rough to put it mildly. There were no paper towels, debris all over the floor, trash overflowing, and a strong stench. So even though the restaurant was immaculate, they lose points for this bathroom.

7 /10

F On the whole everything was just ok. We would compare to a cruise buffet, but honestly cruise buffets lately have improved significantly and we think they have better flavor. Nothing was overly terrible or wonderful. To put it simply we couldn't taste any love in the food.

6 /10

A The beverage server to our table was lovely and smiled a lot. Very outgoing and a great personality. The host who sat us was ok, but not incredibly warm and fuzzy. The

issues started when we had to start asking about dairy allergy questions. The attitude was simply that nobody wanted to deal with us. They would give answers of “I don’t know”, and we would ask, well who do you think we should speak to for help? And they would direct us to someone else who would do their best to brush us off. Most of the other staff members who were working were doing their jobs but there were no infectious smiles going around. Overall, the vibe was dismal but not terrible.

11 /20

C This is a premium Las Vegas buffet and you will pay a good price to enter. Brunch and Lunch will vary between \$42-\$46. There are some buy one get one coupons through certain companies but the cost to get this can exceed that price. Now I know you might have heard AYCE has Lobsters on their buffet on Wednesday and Thursday nights for a cost of \$79.00. We did not attend those nights because although we like lobster, we could not see ourselves justifying that price. You need to make a reservation if you plan on attending the lobster buffet, as it is extremely busy. So busy in fact that they must turn people away often. Now for the question of “is it worth it” for \$46 for a lunch buffet? Sure, you can eat all you want, but sadly for us with a dairy allergy, we do not see the value in the price with their limited offerings for us and the difficulty in attempting to figure out what we can eat, coupled with the stress of trying to not get sick.

5 /10

T We did not have to wait in line, perhaps because it was a Friday. The horror stories online of the line at the lobster buffet would turn me away from those days. But again, reserve ahead of time and you’ll most likely be fine. Food is already prepared, and all food was ready without any waiting. Drinks were served fast, and tables were cleaned at lightning speed.

10 /10

O Sadly, the options here were very limited. In good faith we have to say that there is a possibility of having more options, but we just did not know. We asked many people for help at trying to figure out what had dairy and what didn’t but like we said they were unable to tell us. We do appreciate that they have a vegan section, but there were only 4 options – vegan meatloaf, pasta with red sauce, and 2 vegetables. We would like to see more creativity and love in this section. For being a premium Vegas buffet, we have the expectation of more. The saddest part of options is that for desserts, there is none. The only thing available was fruit. And you know my opinion when it comes to fruit (it’s not dessert!)

4 /10

R You enter through the casino and the ACYE buffet will be inside. There are cashiers at the entrance who you must pay for entry and then a host will take you to your table. The cashiers and hosts were just basic and not overly friendly. We have to give points here though because who did receive us so well was our beverage server. She was so nice and her smile would make anyone's day – and it certainly made ours 😊.

8 / 10

Total Score 60 /100

Grade: D

Evaluation Comments

- Thanks again for our awesome beverage server who made us so happy!
- Update menu (or post easily online) food allergens for ALL your products
- Enhance flavors in the foods. Presentation was nice, but flavors were basic.
- Add dairy-alternatives to your menu, especially desserts