# A visit to Sheffield's Water Works Company: reality versus reviews



The Sheffield Water Works Company, a Wetherspoons pub located on Division Street, has garnered a poor reputation recently, with numerous reviews describing the dining experience as subpar. The pub sits conveniently around the corner from another Wetherspoons establishment, The Benjamin Huntsman, and just a short distance down Fargate from The Banker's Draft. It has been identified as one of the worst-rated pubs in the city for food.

Many recent reviews on Tripadvisor reflect this negativity. A particularly scathing review from February warns potential customers to "avoid for food," claiming that the establishment offers “possibly the worst place in Sheffield to eat.” The reviewer detailed their experience of receiving cold, greasy onion rings, an unsatisfactory gourmet burger, and chips they likened to a “dentist's best friend.” This review was famously awarded one star. Another review detailed a disappointing breakfast experience, stating, "Very little effort put into my breakfast. Thrown on the plate with burnt food."

Critiques of service were also prevalent. One customer described their experience as "service with a scowl," noting that the waitress not only delivered their drinks in a haphazard manner but was also "impolite, rude and abrupt." They finished with a strong recommendation against visiting the pub again.

In response to these poor reviews, a journalist decided to personally visit the pub to assess the situation for themselves. They arrived at the Water Works at approximately 12:30 PM on a Thursday afternoon, noticing the vibrant atmosphere outside, which was bustling with patrons enjoying the sunny weather. Inside, the establishment was filled with a mix of large groups and individuals seeking a quick lunch.

Unable to find outdoor seating, the journalist opted for a quieter corner inside and ordered their meal through the app, a decision that had drawn criticism in some of the reviews due to issues with service speed. After placing an order for a boneless chicken basket with chips and a cup of tea, the journalist noted that a waitress brought over an empty mug for self-service tea around 12 minutes later, explaining the process with a rather blunt tone.

The food appeared at 1:09 PM, presented on a clean plate, accompanied by barbeque sauce, coleslaw, and a portion of hot chips. Upon tasting the meal, the journalist found the chips to be crispy and satisfying, though the chicken was somewhat dry, and the barbeque sauce overly sweet. Despite the criticisms, they completed the meal, noting its overall decent quality for the price of £8.98.

In conclusion, while the reviews may suggest a dismal experience, the personal visit yielded a more moderate assessment. Although the food did not reach a high standard, it met certain expectations associated with the Wetherspoons brand, particularly regarding affordability and convenience in a city centre location.

Source: [Noah Wire Services](https://www.noahwire.com)

## References

* <https://www.tripadvisor.co.uk/Attraction_Review-g186364-d5916408-Reviews-Sheffield_Waterworks_Company_Lloyds_no_1-Sheffield_South_Yorkshire_England.html> - This URL supports the claim that the Sheffield Water Works Company has received negative reviews, including complaints about food quality and service on Tripadvisor.
* <https://www.jdwetherspoon.com/pub-menus/sheffield-water-works-company-sheffield/> - This URL confirms the location and menu offerings of the Sheffield Water Works Company, a Wetherspoons pub in Sheffield.
* <https://www.noahwire.com> - This URL is the source of the article mentioning the Sheffield Water Works Company and its reputation.
* <https://uk.indeed.com/cmp/J-D-Wetherspoon-PLC/reviews?fcountry=GB&floc=Barnsley&fjobtitle=Bar+Staff> - This URL provides insights into the general working environment and customer service expectations at Wetherspoons, indirectly supporting claims about service quality.
* <https://en.wikipedia.org/wiki/Wetherspoons> - This URL explains the Wetherspoons brand, including its focus on affordability and convenience, which aligns with the article's conclusion about the Sheffield Water Works Company.