

SECRET SHOPPING ON-DEMAND™

POWERED BY ABOUTFACE

www.secretshoppingondemand.com

Casual Dining

Business Name: [pick](#) Location Name: Address: Telephone:
Shift: Website:
Date of Shop: [pick](#) Time In: [pick](#) Time Out: [pick](#)
Month: [Choose one] Quarter: Year: [Choose one]
Date Ordered: Drop Dead Date: Order Timeline:

Telephone Exp Total:

Env/ Atm Total:

FD Hosp Total:

Server Total:

Food & Bev Total:

Bartender Total:

Mgmt Acct Total:

The Bottom Line:

Telephone Rep:

Host/Hostess:

Server:

Bartender:

Manager:

Exp:

Return:

VISIT TOTAL:

WWW.SECRETSHOPPINGONDEMAND.COM

To log back in to Secret Shopping On-Demand™ to review your account or place another order, simply go to www.secretshoppingondemand.com and click the "Back for More?" button. You will be prompted to enter your email address and the password you set up when you created your account.

SCORING CRITERIA

Yes = 10, No = 0

Yes = 5, No = 0

N/A = Both the actual and the possible points are thrown out, so as not to adversely affect the total score.

ATTACHMENTS

Please scan your receipt(s) and attach to the shop or fax to the number provided on the Shopper Directions, along with your name, date, store and time of purchase on it. If you are doing more than one shop, you must fax the receipts in on separate faxes. Please write legibly. The shop will not be accepted without a receipt.

<Your file attachment control will be placed here. ID='Q_0201' htmlolther='onchange="fileUploadOnChange(this);" '>

TELEPHONE EXPERIENCE

This section assesses the manner in which the telephone representative handled your call.

TE

Telephone Representative's Name:

1. URGENCY: Was your call answered within three rings? NA Yes No
2. GREETING: Did you receive an enthusiastic, friendly greeting? NA Yes No

Please explain this section's answers here:

ENVIRONMENT/ATMOSPHERE

This section assesses the condition of the restaurant's exterior and interior areas.

Exterior

1. PARKING: Was the parking lot safe, well lit and easy to access? NA Yes No
2. SIGNAGE: Did the exterior signage:
- A. Look professional and appealing? NA Yes No
- B. Make it easy for you to locate the restaurant? NA Yes No

Please explain this section's answers here:

Interior

1. FOYER: Was the foyer/lobby area clean and inviting? NA Yes No
2. DINING AREA: Were the dining areas clean and free of litter? NA Yes No
3. BAR: Was the bar/lounge area clean and inviting? NA Yes No
4. RESTROOMS: When you visited the restrooms:
- A. Did they appear clean and routinely cared for? NA Yes No
- B. Were there adequate supplies? NA Yes No
5. FURNISHINGS: Were ledges, walls, decorations and air vents clean and free of dust? NA Yes No
6. COMFORT: Was the overall environment comfortable in terms of:
- A. Temperature? NA Yes No
- B. Music selection and volume? NA Yes No
- C. Lighting? NA Yes No

Please explain this section's answers here:

FRONT DOOR HOSPITALITY

This section assesses the job competencies demonstrated by the host/hostess who assisted you.

FDH

Was a host/hostess on duty? NA Yes No

Host/Hostess's Name:

Host/Hostess's Description:

A. Gender: [Choose one]

B. Height: [Choose one]

C. Hair Length:

[Choose one]

D. Hair Color:

[Choose one]

E. Glasses?

NA Yes No

F. Other Descriptor:

1. ENTHUSIASM: Did the host/hostess give you an enthusiastic welcome?

NA Yes No

2. COURTESY: Was the host/hostess courteous, and did he/she present a pleasant demeanor?

NA Yes No

3. ACCOMMODATION: If you had any special requests, did the host/hostess graciously attempt to accommodate you?

NA Yes No

4. WAIT TIME: If there was a wait for seating:

A. How long was the wait?

[Choose one]

B. Did the host/hostess keep you informed about the wait time?

NA Yes No

5. MENUS: When the host/hostess seated you at your table, did he/she:

A. Open the drink menu?

NA Yes No

B. Place food menus on the table?

NA Yes No

6. APPRECIATION: When you left, did the host/hostess give you a sincere farewell and invite you to come back?

NA Yes No

Please explain this section's answers here:

SERVER

This section assesses the job competencies demonstrated by the server who assisted you.

Attitude

Server's Name:

Server's Description:

A. Gender:

[Choose one]

B. Height:

[Choose one]

C. Hair Length:

[Choose one]

D. Hair Color:

[Choose one]

E. Glasses?

NA Yes No

F. Other Descriptor:

1. URGENCY: After you were seated, were you greeted by your server within 60 seconds?

NA Yes No

2. ENTHUSIASM: Did the server introduce him/herself in an enthusiastic manner?

NA Yes No

3. FOCUS: Was the server focused and attentive, and did he/she thoroughly meet your needs throughout your visit?

NA Yes No

4. APPRECIATION: Did the server sincerely thank you (or show appreciation to you for coming) and invite you to return?

NA Yes No

Please explain this section's answers here:

Professionalism

1. ID CHECK: Did the server ask for your ID when you ordered an alcoholic

NA Yes No

beverage?

2. ACCURACY: Did everyone in your party receive their correct order? NA Yes No
3. DISHES: Did the server remove the soiled dishes in a timely manner? NA Yes No
4. CHECK: Was the check:
- A. Presented in a timely manner? NA Yes No
- B. Correct? Did it accurately reflect your order? NA Yes No

Please explain this section's answers here:

Knowledge

1. UNDERSTANDING: Was the server knowledgeable about:
- A. Menu items? NA Yes No
- B. How items were prepared? NA Yes No
- C. The restaurant? NA Yes No
2. CONFIDENCE: Did the server seem confident? NA Yes No

Please explain this section's answers here:

Salesmanship

1. UPSELLING: When you ordered:
- A. Water, did the server suggest another beverage (such as bottled water, soft drink, tea, coffee or a drink from the bar)? NA Yes No
- B. A generic alcoholic beverage, did the server suggest a high-end brand? NA Yes No
2. SUGGESTIVE SELLING: Did the server suggest a specific soup, salad, starter/appetizer or dessert? NA Yes No

Please explain this section's answers here:

FOOD & BEVERAGE

This section assesses the quality of your food and beverage selections.

Presentation

1. TABLE ITEMS: Were plates, silverware, glassware, napkins and condiment holder clean and in good condition? NA Yes No
2. FOOD ITEMS: When the following items were presented, were they appealing on the plate:
- A. Starters/Appetizers? NA Yes No
- B. Entrées? NA Yes No
- C. Desserts? NA Yes No

Please explain this section's answers here:

Timeliness

1. BEVERAGES: Was your beverage order delivered within four minutes after ordering? NA Yes No
2. STARTERS/APPETIZERS: Were starters/appetizers delivered within seven minutes after ordering? NA Yes No
3. ENTRÉES: Were entrées delivered within 15 minutes after ordering? NA Yes No
4. DESSERTS: Were desserts delivered within seven minutes after ordering? NA Yes No

Please explain this section's answers here:

Quality

1. BEVERAGES: Did your beverage taste good? NA Yes No
2. FOOD: Were each of these food items tasty and of good quality:
 - A. Starters/Appetizers? NA Yes No
 - B. Entrées? NA Yes No
 - C. Desserts? NA Yes No

Please explain this section's answers here:

BARTENDER

This section assesses the job competencies demonstrated by the bartender who assisted you.

Attitude

Bartender's Name:

Bartender's Description:

A. Gender:

[Choose one]

B. Height:

[Choose one]

C. Hair Length:

[Choose one]

D. Hair Color:

[Choose one]

E. Glasses?

NA Yes No

F. Other Descriptor:

1. URGENCY: Did the bartender acknowledge you within one minute? NA Yes No
2. ENTHUSIASM: Did the bartender introduce him/herself in an enthusiastic manner? NA Yes No
3. ACCOMMODATION: If you had any special requests, did the bartender graciously attempt to accommodate you? NA Yes No
4. RAPPORT: Did the bartender build rapport with you while you were at the bar? NA Yes No

NOTE: In business, "rapport" means mentioning something other than the sale in order to connect with you on a personal level (i.e., the weather, traffic, etc.).

5. APPRECIATION: When you got up to leave, did the bartender acknowledge you in any way? NA Yes No

Please explain this section's answers here:

Professionalism

1. ID CHECK: Did the server/bartender ask for your ID when you ordered an alcoholic beverage? NA Yes No
 2. ASHTRAYS: If there were ashtrays, were they emptied frequently? NA Yes No
 3. GARNISHMENT: If appropriate, were your beverages garnished? NA Yes No
- Please explain this section's answers here:

Salesmanship

1. UPSELLING: When you ordered:
 - A. Water, did the bartender suggest another beverage (such as bottled water, soft drink, tea, coffee or a drink from the bar)? NA Yes No
 - B. A generic alcoholic beverage, did the bartender suggest a high-end brand? NA Yes No
- Please explain this section's answers here:

Accuracy

1. ORDER: When you ordered a beverage from the bartender:
 - A. What did you order?
 - B. What were you charged for it? \$
 2. LOSS-PREVENTION: As you observed the bartender taking orders and payments, did he/she:
 - A. Record transactions at the time of service? NA Yes No
 - B. Close the cash drawer after each transaction? NA Yes No
 3. INTEGRITY: Did you observe any dishonesty on the bartender's part during your visit? NA Yes No
- Please explain this section's answers here:

MANAGEMENT ACCOUNTABILITY

This section includes questions that are directly attributed to managers. It is management's responsibility to set the team up to win.

MA

Manager's Name:

Manager's Description:

A. Gender: [Choose one]

B. Height: [Choose one]

C. Hair Length: [Choose one]

D. Hair Color: [Choose one]

E. Glasses? NA Yes No

F. Other Descriptor:

1. GROOMING: Was the manager neatly and professionally groomed? NA Yes No

2. GUEST RELATIONS: Did the manager:
- A. Circulate among guest tables? NA Yes No
- B. Visit your table? NA Yes No
3. TEAM RELATIONS: Was the manager interactive with and directive to employees? NA Yes No
4. EFFICIENCY: Did the restaurant appear to be running smoothly and under control? NA Yes No

Please explain this section's answers here:



SHOPPER EXPENSES

The section contains a listing of all expenses incurred during this shop. Please note that you will be reimbursed only up to the reimbursement amount stated in the Shopper Directions regardless of the amount you actually spent.

SE

Please explain here any extenuating circumstances related to shopper expenses:

- A. List Appetizer:
- Appetizer Charge: \$
- B. List Alcoholic Drink:
- Alcoholic Drink Charge: \$
- C. List Non-Alcoholic Drink #1:
- Non-Alcoholic Drink #1 Charge: \$
- D. List Non-Alcoholic Drink #2:
- Non-Alcoholic Drink #2 Charge: \$
- E. List Entrée #1:
- Entrée #1 Charge: \$
- F. List Entrée #2:
- Entrée #2 Charge: \$
- G. List Dessert:
- Dessert Charge: \$
- H. Bartender/Server Tips: \$
- I. Sales Tax Amount: \$
- J. Total Shopper Expenses:
- K. Reimbursement Amount: \$

BOTTOM LINE

The Bottom Line is a qualitative category, which sums up the customer's experience.

BL

1. Choose one word to describe your experience:

2. Would you return to this location? NA Yes No
3. What would have made your visit more enjoyable? What was missing?

CUSTOM QUESTIONS

CQ

Please answer Custom Question #1 here:

2. CUSTOM QUESTION #2: Was a Custom Question #2 listed for this shop at the above website? NA Yes No

Please answer Custom Question #2 here:

3. CUSTOM QUESTION #3: Was a Custom Question #3 listed for this shop at the above website? NA Yes No

Please answer Custom Question #3 here:

4. CUSTOM QUESTION #4: Was a Custom Question #4 listed for this shop at the above website? NA Yes No

Please answer Custom Question #4 here:

5. CUSTOM QUESTION #5: Was a Custom Question #5 listed for this shop at the above website? NA Yes No

Please answer Custom Question #5 here:

Additional Comments and Narrative

We have only asked specific service-oriented questions on this shop. If you have any additional information concerning this visit, you may tell us below. It can be on anything the client/partner would want to know to assist them in maintaining the best service in the industry.

Shopper

- Since you are judging someone else's performance in this report, how was your performance?
- Did you do the best job you are capable of doing?
- Would you be proud to sign your name to this job, as an example of your workmanship?
- If you have any questions, concerning making this shop the best, please e-mail your question / concern to qualitycontrol@aboutfacecorp.com.
- Before you hit SUBMIT, please make this your best, most descriptive work. Our clients deserve it, and you deserve to be paid our highest performance pay on every project.

Internal Information

