

# SECRET SHOPPING ON-DEMAND™

POWERED BY ABOUTFACE

www.secretshoppingondemand.com

## Food & Beverage Critique

Business Name: <input type="text"/> <a href="#">pick</a>	Location Name:	Address:	Telephone:
Store Hours: Open	Close:	Shift: <input type="text"/> [Choose one] <input type="checkbox"/>	Website:
Date of Shop: <input type="text"/> <a href="#">pick</a>	Time In: <input type="text"/> <a href="#">pick</a>	Time Out: <input type="text"/> <a href="#">pick</a>	Reimbursement Amt:
Month: <input type="text"/> [Choose one] <input type="checkbox"/>	Quarter:	Year: <input type="text"/> [Choose one] <input type="checkbox"/>	
Date Ordered:	Drop Dead Date:	Order Timeline:	Reimbursement Tier:

**Food Total:**

Appetizer Total:	Appetizer Choice:
Entrée #1 Total:	Entrée #1:
Entrée #2 Total:	Entrée #2:
Dessert #1 Total:	Dessert #1:
Dessert #2 Total:	Dessert #2:

**Beverage Total:**

Specialty Drink #1 Total:	Specialty Drink #1:
Specialty Drink #2 Total:	Specialty Drink #2:

**Wine Total:**

Knowledge Total:	Bartender Total:	Sommelier Total:
Server Total:		
Recommendations Total:		
Host Total:	Server Total:	Bartender Total:
		Sommelier Total:



C. Tasty?  NA  Yes  No

D. Of good quality?  NA  Yes  No

E. An appropriate portion size?  NA  Yes  No

4. PREPARATION: Was your item prepared the way you specifically ordered it?  NA  Yes  No

5. COMPARISON: Did your item:

A. Match the description on the menu?  NA  Yes  No

B. Surpass similar dishes you've ordered?  NA  Yes  No

6. VALUE: Do you consider this item a value?  NA  Yes  No

7. TIMELINESS: Were appetizers served within 8 minutes?  NA  Yes  No

Please note exactly how long it took to receive your appetizer.

Please explain this section's answers here:

**Entrée #1 (F)**

1. VARIETY: Was the menu variety/selection appealing to your palette?  NA  Yes  No

2. ORDER: Which ENTREE menu item did you order?

3. QUALITY: Was the entrée:

A. Appealing on the plate?  NA  Yes  No

B. The appropriate temperature?  NA  Yes  No

C. Tasty?  NA  Yes  No

D. Of good quality?  NA  Yes  No

E. An appropriate portion size?  NA  Yes  No

4. PREPARATION: Was your item prepared the way you specifically ordered it?  NA  Yes  No

5. COMPARISON: Did your item:

A. Match the description on the menu?  NA  Yes  No

B. Surpass similar dishes you've ordered?  NA  Yes  No

6. VALUE: Do you consider this item a value?  NA  Yes  No

7. TIMELINESS: Was the entrée served within 18 minutes?  NA  Yes  No

Please note exactly how long it took to receive your entrée.

Please explain this section's answers here:

**Entrée #2 (F)**

1. VARIETY: Was the menu variety/selection appealing to your palette?  NA  Yes  No

2. ORDER: Which ENTREE menu item did you order?

3. QUALITY: Was the entrée:

A. Appealing on the plate?  NA  Yes  No

B. The appropriate temperature?  NA  Yes  No

C. Tasty?  NA  Yes  No

D. Of good quality?  NA  Yes  No

E. An appropriate portion size?  NA  Yes  No

4. PREPARATION: Was your item prepared the way you specifically ordered it?  NA  Yes  No

5. COMPARISON: Did your item:

A. Match the description on the menu?  NA  Yes  No

B. Surpass similar dishes you've ordered?  NA  Yes  No

6. VALUE: Do you consider this item a value?  NA  Yes  No

7. TIMELINESS: Was the entrée served within 18 minutes?  
Please note exactly how long it took to receive your entrée.

Please explain this section's answers here:

**Dessert #1 (F)**

1. VARIETY: Was the menu variety/selection appealing to your palette?  NA  Yes  No

2. ORDER: Which DESSERT menu item did you order?

3. QUALITY: Was the dessert:

A. Appealing on the plate?  NA  Yes  No

B. The appropriate temperature?  NA  Yes  No

C. Tasty?  NA  Yes  No

D. Of good quality?  NA  Yes  No

E. An appropriate portion size?  NA  Yes  No

4. COMPARISON: Did your item:

A. Match the description on the menu?  NA  Yes  No

B. Surpass similar dishes you've ordered?  NA  Yes  No

5. VALUE: Do you consider this item a value?  NA  Yes  No

6. TIMELINESS: Was the dessert served within 5 minutes?  
Please note exactly how long it took to receive your dessert.

Please explain this section's answers here:

**Dessert #2 (F)**

1. VARIETY: Was the menu variety/selection appealing to your palette?  NA  Yes  No

2. ORDER: Which DESSERT menu item did you order?

3. QUALITY: Was the dessert:

A. Appealing on the plate?  NA  Yes  No

B. The appropriate temperature?  NA  Yes  No

C. Tasty?  NA  Yes  No

D. Of good quality?  NA  Yes  No

E. An appropriate portion size?  NA  Yes  No

4. COMPARISON: Did your item:

A. Match the description on the menu?  NA  Yes  No

B. Surpass similar dishes you've ordered?  NA  Yes  No

5. VALUE: Do you consider this item a value?  NA  Yes  No

6. TIMELINESS: Was the dessert served within 5 minutes?  NA  Yes  No

Please note exactly how long it took to receive your dessert.

Please explain this section's answers here:

**BEVERAGE**

This section evaluates the specialty drinks you ordered.

**Specialty Drink #1 (F)**

1. VARIETY: Was the menu variety/selection appealing to your palette?  NA  Yes  No

2. ORDER: Which SPECIALTY DRINK menu item did you order?

3. QUALITY: Was the specialty drink:

A. Appealing and garnished appropriately?  NA  Yes  No

B. The appropriate temperature?  NA  Yes  No

C. Tasty?  NA  Yes  No

D. Of good quality?  NA  Yes  No

E. An appropriate portion size?  NA  Yes  No

4. COMPARISON: Did your item:

A. Match the description on the menu?  NA  Yes  No

B. Surpass similar drinks you've ordered?  NA  Yes  No

5. VALUE: Do you consider this item a value?  NA  Yes  No

6. TIMELINESS: Was the drink served within 3 minutes?  NA  Yes  No

Please note exactly how long it took to receive your drink.

Please explain this section's answers here:

**Specialty Drink #2 (F)**

1. VARIETY: Was the menu variety/selection appealing to your palette?  NA  Yes  No

2. ORDER: Which SPECIALTY DRINK menu item did you order?

3. QUALITY: Was the specialty drink:

A. Appealing and garnished appropriately?  NA  Yes  No

B. The appropriate temperature?  NA  Yes  No

C. Tasty?  NA  Yes  No

D. Of good quality?  NA  Yes  No

E. An appropriate portion size?  NA  Yes  No

4. COMPARISON: Did your item:

A. Match the description on the menu?  NA  Yes  No

B. Surpass similar drinks you've ordered?  NA  Yes  No

5. VALUE: Do you consider this item a value?  NA  Yes  No

6. TIMELINESS: Was the drink served within 3 minutes?  
Please note exactly how long it took to receive your drink.

Please explain this section's answers here:

**KNOWLEDGE**  
This section evaluates the server, bartender and sommelier's knowledge of menu and wine list items.

**Server (K)**

1. SERVER KNOWLEDGE: Was the server knowledgeable in the following areas:

A. Menu items?  NA  Yes  No

B. How items are prepared?  NA  Yes  No

Please explain this section's answers here:

**Bartender (K)**

1. BARTENDER KNOWLEDGE: Was the bartender knowledgeable in the following areas:

A. Menu items?  NA  Yes  No

B. How items are prepared?  NA  Yes  No

Please explain this section's answers here:

**RECOMMENDATIONS**  
This section evaluates the host, server, bartender and sommelier on the basis of the menu items they recommended.

**Host (R)**

1. PRESENT MENU: While being seated, did the host present the menu with the drink pages open?  NA  Yes  No

Please explain:

**Server (R)**

1. SERVER RECOMMENDATIONS: Did the server recommend a specific:

A. Appetizer?  NA  Yes  No  
If so, what?

B. Entrée?  NA  Yes  No  
If so, what?

C. Dessert?  NA  Yes  No

If so, what?

D. Specialty drink?

NA  Yes  No

If so, what?

Please explain this section's answers here:

**Bartender (R)**

1. BARTENDER RECOMMENDATIONS: Did the bartender recommend a specific specialty drink?

NA  Yes  No

If so, what?

Please explain:

**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**

1. PRESENCE: Did you notice management on the floor, actively assisting team members or guests?

NA  Yes  No

2. TEAMWORK: Did management contribute to a team-oriented environment?

NA  Yes  No

3. EFFICIENCY: Were operations running smoothly?

NA  Yes  No

4. GUEST RELATIONS: Did management approach your table, or was management actively approaching guests during your visit?

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**

SHOPPER: If extenuating circumstances occurred that kept you from completing any of the line items below, please answer YES here and describe what happened in the comment box below:

Yes  No

Please explain here any extenuating circumstances related to shopper expenses:

A. List Appetizer:

Appetizer Charge:

\$

B. List Entrée #1:

Entrée #1 Charge:

\$

C. List Entrée #2:

Entrée #2 Charge: \$

D. List Dessert #1:

Dessert #1 Charge: \$

E. List Dessert #2:

Dessert #2 Charge: \$

F. List Specialty Drink #1:

Specialty Drink #1 Charge: \$

G. List Specialty Drink #2:

Specialty #2 Charge: \$

H. Server Tip: \$

I. List Wine:

Wine Charge: \$

J. Sommelier Tip: \$

K. Sales Tax Amount: \$

L. Total Shopper Expenses:

M. Reimbursement Amount: \$

EDITOR: In the Reimbursement Amount box (item M above), place either the reimbursement amount allowed for this shop OR the amount shown on line L above, whichever is smaller.

**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. Choose the high point of your visit: [Choose one]

3. Choose the low point of your visit: [Choose one]

4. Based solely on the food at this restaurant would you return as a regular customer?  NA  Yes  No

5. Based solely on the wine at this restaurant would you return as a regular customer?  NA  Yes  No

6. Based solely on the drinks at this restaurant would you return as a regular customer?  NA  Yes  No

7. What would have made your visit more enjoyable?

**CUSTOM QUESTIONS**

This section contains questions that are unique to this shop.

**CQ**

1. CUSTOM QUESTION #1: Was a Custom Question #1 listed for this shop at the above website?  NA  Yes  No

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](mailto: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**

1. Wow - Choose YES if the service at this location stood out as so exemplary that someone high-up must be told about it.


Briefly describe why here:

2. Risk - Check this box if something so off the wall happened that someone high-up must be told about it.

Briefly describe why here:


3. Unusual Circumstances - Check this box if something odd happened with

scheduling that needs to be understood by the AboutFace team:


[Choose] 

Briefly describe why here:

A. Scheduling:

[Choose] 

B. Payments:

[Choose] 

i. Bonus Pay?

\$

ii. Payment Split:

[Choose] 

1. How Much?

\$

2. With Whom?

a. Shopper's Name:


b. Shopper's Email:

iii. Deduction:

\$


Briefly describe why here:

iv. Typing:

[Choose one] 

a. Typist's Initials:

C. Editing:

[Choose] 

Briefly explain why here.