

SECRET SHOPPING ON-DEMAND™

POWERED BY ABOUTFACE-

www.secretshoppingondemand.com

Quick Service Restaurant Drive-Thru Experience

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:

Env/ Atm Total:

Cashier Total:

Cashier:

Order Presenter Total:

Order Presenter:

Food & Bev Total:

Mgmt Acct Total:

Bottom Line:

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' htmlother='onchange="fileUploadOnChange(this);" '>

ENVIRONMENT/ATMOSPHERE

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

EA

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
3. MENU BOARD: Was the menu board:
 - A. Clean and neat in appearance, with no stickers, decals or handwritten signs on it? NA Yes No
 - B. Complete, with no missing panels? NA Yes No
4. SPEAKER: Was the drive-thru speaker clear, audible and easy to understand? NA Yes No

Please explain this section's answers here:

CASHIER

This section assesses the job competencies of the associate who took your order and payment.

CA

Was the Cashier the same person as the Order Presenter? NA Yes No

Cashier's Name:

Cashier'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. GREETING: Did the cashier give you a pleasant greeting? NA Yes No
2. UPSELL: Did the cashier offer you a combo? NA Yes No
3. UPSIZE: Did the cashier offer to upsize your order? NA Yes No
4. ORDER CONFIRMATION: Did the cashier confirm your order? NA Yes No
5. TOTAL: Did the cashier:
 - A. Verbally quote your total? NA Yes No
 - B. Ask you to drive to the window? NA Yes No
6. RECEIPT: Did the cashier give you a receipt? NA Yes No
7. ACCURACY: Did the cashier give you correct change? NA Yes No
8. APPRECIATION: Did the cashier sincerely thank you or show appreciation in any way? NA Yes No

Please explain this section's answers here:

ORDER PRESENTER

This section assesses the job competencies of the associate who presented your order.

OP

Was the Cashier the same person as the Order Presenter?

NA Yes No

Order Presenter's Name:

Order Presenter'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. GREETING: Did the order presenter give you a pleasant greeting?

NA Yes No

2. CORRECT ORDER: Did you receive:

A. The exact food items you ordered?

NA Yes No

B. The exact drink you ordered?

NA Yes No

3. CONDIMENTS: Did you receive:

A. At least one napkin for each sandwich/entrée ordered?

NA Yes No

B. A straw or a stirrer for each beverage?

NA Yes No

C. The condiments you requested?

NA Yes No

4. PACKAGING: Was your order neatly assembled and packaged?

NA Yes No

5. APPRECIATION: Did the order presenter sincerely thank you or show appreciation in any way?

NA Yes No

Please explain this section's answers here:

FOOD & BEVERAGE

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

FB

1. ORDER: Please list the items you ordered:

A. Sandwich/Entrée #1:

B. Side Order #1:

C. Beverage #1:

D. Sandwich/Entrée #2:

E. Side order #2:

F. Beverage #2:

2. INGREDIENTS: Did the sandwich(es) you ordered contain the correct ingredients?

NA Yes No

3. TEMPERATURE: Were each of the following food items served at the proper temperature:

A. Sandwich(es)/Entrées?

NA Yes No

B. Side Orders?

NA Yes No

4. QUALITY: Did each of the following items taste fresh:

A. Sandwich(es)/Entrées?

NA Yes No

B. Side Orders?

NA Yes No

C. Beverages?

NA Yes No

Please explain this section's answers here:

Two small grey rectangular boxes for text input.

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. STAFFING: Were there enough staff members available for the number of customers in line? NA Yes No

2. TEAMWORK: Did the staff seem to be working well together, and did you notice any of them helping each other? NA Yes No

3. TIMELINESS: Considering the amount of customer traffic, did you receive your order in a timely manner? NA Yes No

Actual time it took to receive your order:

Please explain this section's answers here:

Two small grey rectangular boxes for text input.

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:

Large empty rectangular box for text input.

A. List Sandwich/Entrée #1:

Sandwich/Entrée #1 Charge: \$ _____

B. List Sandwich/Entrée #2:

Sandwich/Entrée #2 Charge: \$ _____

C. List Beverage #1:

Beverage #1 Charge: \$ _____

D. List Beverage #2:

Beverage #2 Charge: \$ _____

E. List Side #1 Item:

Side Item #1 Charge: \$ _____

F. List Side #2 Item:

Side Item #2 Charge: \$ _____

G. Sales Tax Amount:

\$ _____

H. Total Shopper Expenses:

\$ _____

I. 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