



### Telephone Evaluation

Business Name:  [pick](#)      Location Name:       Address:       Telephone:

Shift:       Website:

Date of Shop:  [pick](#)      Time In:  [pick](#)      Time Out:  [pick](#)      Reimbursement Amt:

Month: [Choose one]       Quarter:       Year: [Choose one]

Date Ordered:       Drop Dead Date:       Order Timeline:       Reimbursement Tier:

**Telephone Total:**

Telephone Rep:

Prof:

Attitude:

Knowledge:

One-Word Exp:

Again:

**Bottom Line:**



**VISIT TOTAL:**

Shopper Name:       Shopper Ranking: [Choose one]       Link:

Jr. Editor:       Jr. Editor Ranking: [Choose one]       Sr. Editor:       Sr. Editor Ranking: [Choose one]



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#### 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 - C

If this was a recorded telephone call, please attach your call here.

#### Shopper Scenario Profile

This section contains information about the scenario you presented when you called the restaurant.

Scenario:

1. Were you calling for Call Ahead Seating or Reservations?  [Choose one]
2. When did you make your call?  [Choose one]

Please describe the details of the scenario you presented:

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**TELEPHONE**  
 This section assesses the manner in which your telephone call to the restaurant was handled.

**TE**  
 Telephone Representative's Name:

**Professionalism - T**

1. URGENCY: Was your call answered within three rings?  NA  Yes  No

2. GREETING COMPONENTS: Did the telephone representative:

A. Thank you for calling?  NA  Yes  No

B. Identify the restaurant?  NA  Yes  No

C. Identify him/herself by name?  NA  Yes  No

D. Ask how he/she could help you?  NA  Yes  No

3. FOCUS: Did he/she seem focused and give you personalized attention throughout the call?  NA  Yes  No

4. HOLD: If you were placed on hold, did the telephone representative:

A. Ask if you would hold before placing you on hold?  NA  Yes  No

B. Return from hold in a timely manner?  NA  Yes  No

Please explain your answers to questions 1 through 4 here:

5. CONFIRMATION: Did the telephone representative repeat the details of your request and ask you to confirm it?  NA  Yes  No

SHOPPER: You MUST call back and cancel your reservations. If you do not, your shop will be rejected, and you will not be paid.

6. SPECIAL OCCASION: If you called for reservations, did the telephone representative ask if you would be celebrating a special occasion (i.e., birthday, anniversary, etc.)?  NA  Yes  No

7. COMMUNICATION: Did he/she use professional, courteous language at all times?  NA  Yes  No

SHOPPER: Consider grammar, courteous phrases, verbal inflection and tone as you answer.

Please explain your answers to questions 5 through 7 here:

**Attitude - T**

1. GREETING: Did the telephone representative give you an enthusiastic, friendly greeting?  NA  Yes  No

2. APPRECIATION: Did he/she thank you or offer any remark of appreciation at the end of the call?  NA  Yes  No

SHOPPER: An example of a remark of appreciation would be, "We look forward to seeing you!"

Please explain this section's answers here:

**Knowledge - T**

1. PROFICIENCY: Did the telephone representative seem knowledgeable about the  NA  Yes  No

restaurant's policies and procedures?

2. FOLLOW-THROUGH: If the telephone representative did not know the answer to one or more of your questions, did he/she promptly and accurately locate the information for you?  NA  Yes  No

3. SPECIAL REQUEST: When you mentioned a special request, did the telephone representative know whether the restaurant could accommodate you?  NA  Yes  No

SHOPPER: Special requests could include a particular table, menu item, wheelchair accommodations, etc.

Please explain this section's answers here:

**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. Based on this experience, would you want to call this location again?  NA  Yes  No

3. What would have made your experience better?

**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:

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**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.

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**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**

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

Briefly describe why here:

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

Briefly describe why here:

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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:

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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:

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iv. Typing: [Choose one]

a. Typist's Initials:

C. Editing:

Briefly explain why here.

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