

Secret Shopper Guidelines:

Atmosphere:

Was the Parking lot free of dirt, trash, and debris?

Were the entrance doors clean?

Was the lobby, waiting area, & host stand organized?

Were bathrooms sanitized and clean? Were paper towels, soaps, disinfectants & toilet paper available?

Was the dining room floor free from spillage and dirt?

Was the ambiance relaxing and comfortable?

Was the music at an acceptable level?

Were tables and chairs organized and free from damages?

Were high chairs available and safe for young guests?

Was the ventilation system adequate to support the whole establishment?

Food Service & Accommodation:

Was the host personable and kind upon entry?

Did the host bring you to your table or point to said table?

Did the staff greet you immediately upon arrival?

Was it with a smile or friendly manner?

Did the server introduce himself/herself to you? What was their name?

Did the server accommodate you well?

Was the menu in good condition?

Did the server have enough knowledge about the menu?

Did the server offer bestsellers or an appetizer to you?

Were the beverages delivered within 4 minutes?

Were the orders given correctly and on time?

Is the food visually appealing?

Are the items on the right temperature?

Did the server remove empty plates or glasses?

Did the server refill water or non alcoholic beverages automatically?

Did the server offer desserts?

Did the server show professionalism?

Restaurant Staff:

Do all of the staff wear clean aprons and unwrinkled uniforms?

Do they all observe proper hygiene practices?

Are they all professional and welcoming?

Do employees acknowledge when they see you?

Do employees show teamwork?

Were the tables cleaned and sanitized after guests left the restaurant?

Management:

Did you notice the manager?

Did the manager visit your table?

Were managers providing directions to the crew?

Was the manager accommodating and professional?