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| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| Mystery Shopper: |  |  |  |  |
| **Restaurant/coffee:** | **YES** | **NO** | **N/A** |  |
| **ATMOSPHERE** |  |  |  |  |
| Were the entrance doors clean? |  |  |  |  |
| Were you greeted immediately? |  |  |  |  |
| Did the staff provide good service throughout your dining experience? |  |  |  |  |
| Was it in a friendly manner? |  |  |  |  |
| Were bathrooms clean and equipped with paper towels, soaps and disinfectants? |  |  |  |  |
| Was the dining room floor free from spillage or any dirt? |  |  |  |  |
| Were tables and chairs organized and free from any damage? |  |  |  |  |
| Was the menu in good condition? |  |  |  |  |
| Was the general ambiance relaxing and comfortable? |  |  |  |  |
| Was the ventilation system adequate? |  |  |  |  |
| Was the background music at an acceptable level? |  |  |  |  |
| **FOOD SERVICE** |  |  |  |  |
| Did the server offer you bestsellers or appetizers? |  |  |  |  |
| Did the server offer any desserts? |  |  |  |  |
| Were your beverages delivered within 7 minutes? |  |  |  |  |
| Did you receive the correct order and on time? |  |  |  |  |
| Was the food visually appealing? |  |  |  |  |
| Was the server professional? |  |  |  |  |
| **STAFF** |  |  |  |  |
| Did all staff wear clean aprons and unwrinkled uniforms? |  |  |  |  |
| Did they follow proper hygiene practices? |  |  |  |  |
| Were they professional and welcoming? |  |  |  |  |
| Were all tables cleaned and sanitized after guests left the restaurant? |  |  |  |  |
| **OVERAL VISIT** |  |  |  |  |
| How would you rate your Restaurant experience on a scale of 1 to 10? |  |  |  |  |
|  |  |  |  |  |
| Notes of Restaurant Experience | | | |  |
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