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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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