	MYSTERY SHOPPERS QUESTIONNAIRE	
1	Date of Visit:	20/01/2020
2	Day of the week:	Monday
3	Time In:	07:30:00 PM
4	Time Out:	10:00:00 PM
5	Weather:	Rainy
6	Approximately, how many tables were occupied in the restaurant:	95% inside and 0% outside
7	Waiter's Name or Description:	Tommy
8	Manager's Name or Description:	Blond Caucasian female
9	Bill Amount (excl tip):	R 584.00

	FINAL SUMMARY	MAX SCORE	ACTUAL SCORE	%
A.	Arrival and Seating	15	15	100%
B.	Service	38	33	87%
C.	Food & Beverage Quality	12	11	92%
D.	Management	17	17	100%
E.	Ambience and General Upkeep	14	14	100%
	Total Score	96	90	94%

Total Percentage of Visit **94%**

A	ARRIVAL AND SEATING	Pts	YES	NO
3	Was the exterior of the restaurant clean & litter-free?	1	x	
4	Were you acknowledged promptly?	2	x	
5	Were you greeted with enthusiasm, a smile, eye contact & verbally?	2	x	
6	Where you asked if you are or would like to join the loyalty program?	5	x	
7	Were you escourted to your seats by a staff member?	2	x	
8	Was your table clean?	2	x	
9	Were you presented with menus promptly?	1	x	
	Score	15	15	0
	Percentage		100%	
	General comments & explain all 'no' answers: The diners were welcomed at the entrance and taken to an available table. NO mention was made of the loyalty program at any point during the diners' visit.			

B	Service		YES	NO
1	After being seated, were you greeted by your waiter within 60 seconds?	1		x
2	Was he/she neat and well-groomed?	1	x	
3	Was he/she wearing a name badge?	1	x	
4	Was your drinks order taken promptly?	1	x	
5	Were your drinks brought promptly?	1	x	
6	Were all your drinks & food choices available? If not,which items:	1	x	
7	If not available, were you offered a replacement?	0	n/a	
8	Did your waiter inform you of any 'no stocks' before placing your order?	0	n/a	
9	Was your food order taken promptly?	1	x	
10	On enquiry, were appropriate menu suggestions made?	1	x	
11	Did your waiter up sell any menu items or offer any specials?	1	x	
12	Did your waiter have good menu knowledge?	2	x	
13	Was your waiter able to answer any questions regarding the menu?	2	x	
14	If applic, did your waiter accommodate any reasonable off menu requests?	1	x	
15	Was your order repeated back to you?	1	x	
16	Did your food arrive timeously?	2	x	
17	If applicable, were you offered condiments or accompaniments with the meal?	1	x	
18	Were the dishes announced before being placed in front of you?	1	x	
19	Did everyone at the table receive their meals at the same time?	1	x	
20	Did the waiter follow up on your food 3 or 4 bites into your meal?	2		x
21	Did your waiter check on you during your meal?	2		x
22	Was your waiter focused/attentive & meet your needs throughout your visit?	2	x	
23	Were your plates cleared promptly?	1	x	
24	Were you offered desserts & coffees?	1	x	
25	Were all your orders correct and complete?	2	x	
26	Did the bill arrive promptly in a clean folder with a pen?	1	x	
27	Was the bill correct?	1	x	
28	Did your waiter process the bill and payment timeously?	2	x	
29	On payment, were you thanked?	1	x	
30	On leaving, were you bid farewell by a staff member?	1	x	
	Wine			
1	If ordered wine,was it opened at table & were you offered to taste it?	1	x	
2	If applicable, was an ice bucket brought to the table?	0	n/a	
3	If applicable, was your wine glass topped up?	1	x	
	Score	38	33	5
	Percentage		87%	
	General comments & explain all 'no' answers: The waiter was very attentive and the patrons felt well looked after. The only mistakes the waiter made were not greeting the patrons within 60 seconds and not following up a few bites or throughout the meal. Off menu requests were accomodated in a friendly manner. The patrons could see that the waiter was very busy but he was in control of all of his tables at all times and remained friendly. The waiter kept a high level of service, was very friiendly and brought orders promptly.			

C	FOOD AND BEVERAGE QUALITY		YES	NO
	Name of Beverage: Durbanville Merlot			
1	Did your beverage look appealing?	1	x	
2	Did your beverage resemble their description from the menu?	1	x	
3	Was the taste of the product satisfactory?	1	x	
4	Were the beverages hot/cold, served at the appropriate temperature?	1	x	
	Name of Starter: Zucchini Fritters and Beer Battered Prawns			
1	Did the food look appealing-well presented?	1	x	
2	Did the food resemble its description from the menu?	1	x	
4	Was the taste of the product satisfactory?	1	x	
5	Was it served at the appropriate temperature?	1	x	
	Name of Main Meal: Chicken special and Pollo al Forno			
1	Did the food look appealing-well presented?	1	x	
2	Did the food resemble its description from the menu?	1	x	
4	Was the taste of the product satisfactory?	1		x
5	Was it served at the appropriate temperature?	1	x	
	Name of Dessert/Cake: None taken			
1	Did the dessert/cake look appealing-well presented?	0		
3	Was the taste of the product satisfactory?	0		
4	Was it served at the appropriate temperature?	0		
	Score	**12**	**11**	**1**
	Percentage		**92%**	
	General comments & explain all 'no' answers: The patrons decided to follow the waiters suggestion and order Zucchini fritters. This is not something the patrons would normally order. The patrons were pleasantly surprised by the fritters and would definitely order it again. The beer battered prawns were also extremely tasty. The chicken special was chicken breast prepared with mozarella on a bed of spagetti. It was extremely tasty. The Pollo al Forno was a disappointment. The patrons felt that this was not restaurant quality chicken and rather something that they would expect to get from the supermarket deli.			

D	MANAGEMENT		YES	NO
1	Was there an easily recognisable manager visible on the floor?	3	x	
2	Was he/she neat and well-groomed?	2	x	
3	Did he/she come across as friendly, helpful and approachable?	3	x	
4	Was he/she interactive with and directive to employees?	2	x	
5	Did he/she visit your table?	3	x	
6	Did he/she have a professional approach?	2	x	
7	Did he/she appear to have the operation of the restaurant under control?	2	x	
8	If applicable, were any complaints handled professionally by the manager?	0	n/a	
	Score	**17**	**17**	**0**
	Percentage		**100%**	
	General comments & explain all 'no' answers: The manager was very friendly and even served the main meal to the patrons. Except for this the manager never asked the patrons if their meal is satisfactory or if they are enjoying the evening which is why the manager was marked negatively for visiting the table, even though the manager actually did visit the table to serve the dishes.			

E	AMBIENCE AND GENERAL UPKEEP		YES	NO
1	Was the music selection and volume suitable?	1	x	
2	Was the temperature in the restaurant comfortable?	1	x	
3	Was the level of lighting suitable?	1	x	
4	Was there a comfortable ambience in general?	1	x	
5	Were the table talkers and menus clean and in a good condition?	1	x	
6	If applicable, were the ashtrays clean and available & replaced when needed?	0	n/a	
7	Was your table stable?	1	x	
8	Were the salt and peppers on the table, clean and full?	1	x	
9	If applicable, was there ample white,brown sugar and sweetner?	0	n/a	
10	If applic, were the condiments clean, ie Olive oils, tomato sauce bottles/lids?	1	x	
11	Were plates,glassware and cutlery, clean & in good condition?	1	x	
12	Were the windows clean and smear-free?	1	x	
13	Were the tables & chairs clean and dust-free?	1	x	
14	Were empty tables clean and free from dirty glasses and dishes?	1	x	
15	Was the overall appearance of the restaurant clean,tidy & well maintained?	2	x	
	Score	**14**	**14**	**0**
	Percentage		**100%**	
	General comments & explain all 'no' answers: The restaurant was in order and everything was neat and tidy and in good working order			

G	OVERALL FEEDBACK:		YES	NO
1	Would you revisit this restaurant?	0	x	
2	Would you recommend this restaurant?	0	x	
3	Did you find the meal experience value for money?	0	x	
4	Did you enjoy your meal?	0		x
5	Did you have an overall pleasant dining experience?	0	x	
6	Choose 1 word to describe your experience: Pleasant			
	Overall comments and recommendations: The patrons has an overall good dining experience with the only real negative taken from the evening being the tasteless Pollo al Forno.			