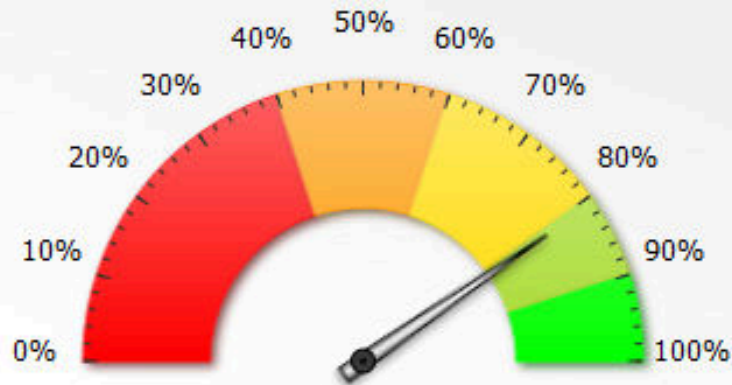


Survey Score



80.9%

Section Summary

		Current	Previous	Diff.
Property and Presentatio...		80.0%	-	-
Host/Hostess		91.7%	-	-
Bar Service and Sales		76.5%	-	-
Bar Procedure		66.7%	-	-
Server		73.7%	-	-
Busser/Food Runner		100.0%	-	-
Food and Beverage		100.0%	-	-
Management		80.0%	-	-
Overall Impressions		100.0%	-	-
TOTAL		80.9%	-	-

Scored Missing

Previous: [Previous Survey](#)

Advanced Feedback Customized Sales & Service Inspections



Full Service Restaurant - Mystery Shopper Evaluation

Location: RG-01 - Monroe - 5555 Monroe St., Toledo, OH 43604

Date: Friday, March 04, 2016

Time: 6:15 PM

Survey Total: 80.90% (72 / 89)

Shop Details

	Age	Gender	Ethnicity
Customer Profile:	48	Male	Caucasian
	Arrival	Departure	
Times:	18:15:00	19:50:00	
Day of the Week	Friday		
Meal	Dinner		
Level of business:	Busy		

Summary

In this space the shopper will summarize their entire experience in an objective, narrative style approach. Here is an example of an actual shop narrative.

My guest, Jason (25 years old), and I arrived at the restaurant at 7:10. Upon walking in from the parking lot, I noticed the outdoor lights were beginning to come on as the sun began to go down. There was one area on the pathway (sidewalk) where it appeared that some dirt from the garden had gotten kicked onto the sidewalk, but other than that, the exterior of the building looked neat and tidy.

Upon walking in, we were immediately greeted by three hostesses, all of whom were smiling and friendly in nature. We informed them that we wanted to grab a drink at the bar before eating and they very politely and indicated where the bar was (to the right of the hostess stand) and warmly stated to enjoy our meal. We were unable to catch their names.

We grabbed two seats at the center bar and within 30 seconds, a female bartender, Dani, greeted us. She gave us each a bar napkin and asked us what she could get for us. I asked for a drink menu, and she handed me one and apologized that it wasn't in better condition (it was a little worn, but was the only available one as all others were being utilized). She also handed us a food menu. While we looked over the menu, Dani continued to help other guests and engaged in small talk with those she was serving. As she closed out the couple sitting next to us, she came back to us (approximately 2 minutes from handing over the menus) and asked if we were ready to order. I ordered the Stoli Raspberry lemonade and Jason ordered a sweet water 420 beer. She asked to see our ID's and inspected them as we handed them over. She complimented us on our ID photo, engaging in small talk and continued to be amicable.

Within a minute she dropped off Jason's beer and proceeded to make my drink. The lemonade was dropped off within two minutes of ordering. Around 5 minutes after our drinks were dropped off, she stopped by to ask us if we had any questions about the menu and proceeded to inform us of the daily specials. We thanked her and said we weren't ready to order just yet; and she very politely said, "no problem...I'll check back in with you in a little bit!"

While drinking our drinks, we observed the bartenders. All were very attentive to their guests. There appeared to be 2 - 3 bartenders behind the bar (1 may have been a bus boy or bar back). None were fraternizing or being inattentive and all appeared to be doing something for a guest.

Around 5 minutes later, as she was walking near us, we asked to cash out, and she promptly delivered our bill within less than a minute. We paid all cash (our bill was \$13), and she brought back our change within a minute. We left a tip (\$7) and proceeded back to the hostess stand to get a table. Upon going back to the hostess stand, this time there wasn't anyone behind the stand. After lingering for around 30 seconds, a server, Ryan asked if he could help. We stated we'd like to get a table, and he swiftly escorted us to a table on the left side of the restaurant. Immediately upon sitting down, he greeted us and said that he would be taking care of us for the evening. He then wrote his name upside down on the table and asked if he could get us some drinks. We both ordered waters.

Ryan returned within a minute with our drinks. He then asked if we wanted to start with anything. We ordered the spinach dip as an appetizer. Ryan then left and said he'd go put that in for us while we perused the menu. He returned to the table within a minute and dropped off some napkins, sanitizer wipes and appetizer plates. Within less than 6 minutes, the appetizer was out and Ryan delivered it to our table. We began to eat. Around 2 minutes after beginning the appetizer, Ryan returned to see how everything was. We informed him that it was good, and he then asked if we were ready to order. I asked him if the BBQ shrimp was good, and he said it was delicious and that the seafood is great. I decided to order the BBQ shrimp and asked if he had a side recommendation. He suggested the corn grits, and I agreed to order that. I also asked to add a garden salad before my meal. My guest, Jason, ordered a 1/2 stack of ribs with the carrot soufflé and the corn grits. Ryan repeated our orders back to us and then left to go put it in the system.

We continued to enjoy our spinach dip, and around 1 minute after ordering, Ryan returned with my salad. Within 7 minutes our food was ready, and Ryan had returned to deliver our plates. Upon arriving he asked if we were finished with the spinach dip before removing the plate from the table. He presented me with my BBQ shrimp first and then continued to serve Jason his ribs. Before leaving, he let us know about the BBQ sauces and told us to enjoy.

... (narrative continued)

Property and Presentation

80.00% (8 / 10)

1. All outside lighting and signs in good working condition (full perimeter check).

Yes

1/1

Advanced Feedback surveys may be completely customized to reflect your location or operational objectives. You can start with one of our standards or we can program your unique questionnaire into the database.

2. Walkways, parking, and landscape areas maintained and litter free.

Yes

1/1

You can add any number of sections and questions to your custom report. Please be mindful of the overall length as the level of accuracy and detail may decline with shopper fatigue.

3. Inside floors and windows outside/inside kept clean.

Yes

1/1

We can construct nearly any type of question and answer scale. However objective and accurate mystery shopping is best accomplished using questions that can be answered with Yes, No or N/A.

4. Floor plan in place, vacant bar stools and table chairs pushed in.	Yes	1/1
We recommend that all questions have a N/A option. Either the shopper, staff or events may unfold in such a way that renders a question not applicable. If this is the case, the shopper should be given the option to not impact the score and explain why a question is not applicable.		
5. Bar top, tables, and chairs clean with no gum on underside.	Yes	1/1
Every question has a location to enter comments. We have found it is best to give shoppers the opportunity to comment while completing a survey rather than expect them to remember which questions need further comments in a summary at the end of a section.		
6. All bulbs/fixtures functioning, lighting consistent with theme and dimming as sun goes down.	N/A	
Most question comment fields are optional unless the shopper selects the negative response (usually No) or N/A, then it is mandatory.		
7. Room temperature maintained at a comfortable level, fresh air or pleasant scents.	No	0/1
Comments to negative responses give the feedback more validity and weight.		
8. Music/audio appropriate and loud enough you don't hear others conversations in indoor dining areas.	Yes	1/1
We also encourage comments with positive responses. You can expect approximately half of all questions to have some comments.		
9. Were there multiple sports stations on the televisions?	Yes	1/1
10. Check was presented in a timely manner and all items totaled correctly.	Yes	1/1
11. RESTROOM Was the restroom clean, odor free and well stocked (toilet paper, paper towels, soap)?	No	0/1
Comment required		
At the end of each section there is an optional additional comment field. This is an excellent location to point out something that management forgot to ask or to draw attention to a job well done. This is usually the only area in our mystery shopping reports where we allow or encourage the shopper to provide their personal perspective, otherwise the reports are to be an objective inspection of service and sales procedures.		



RG-01 - 5555 Monroe St., Toledo, OH 43604

2016-03-04

105935

Host/Hostess

91.67% (11 / 12)

Hostess Name: Sandra

Description if needed: N/A

If the shopper cannot obtain a name they will provide a physical description immediately below the name field.

1. Upon entering you were acknowledged with eye contact and a smile. Yes 1/1

2. Host greeted you warmly as soon as he/she was available. Yes 1/1

3. Host able to handle a crowd (communicate well with groups). Yes 1/1

4. Host attire was appropriate for the venue and professional. No 0/1

Comment required

5. If there was a wait, were you put on a wait-list and quoted a wait-time? N/A
This is an example where N/A is often a required option

6. If there was a wait, did the host invite you to the bar? N/A
There was no wait.

7. Did the host or server ask if you were celebrating a special occasion? Yes 1/1

8. Did the host engage in any dialogue with you? (enjoy your meal, have a good evening, etc.) Yes 1/1

9. Host escorted you to your table at a comfortable pace, and along an attractive and clear route. Yes 1/1

10. Host announced server's name as you were being seated. No 0/1

Comment required