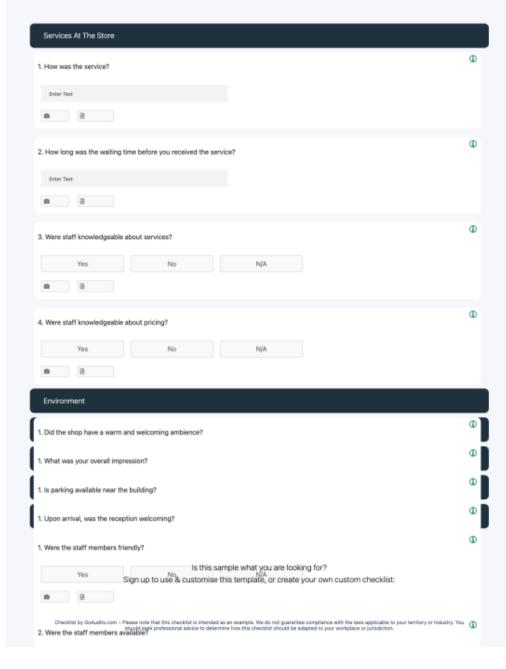
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## Generic Mystery Shopper Checklist





## SECRET SHOPPER SURVEY FORM - RESTAURANT

Restau	rrant Name	Address					_
Day & Date of Visit			Time of Visit				
Vame	or Description of Host/Hostess						
Vame	or Description of Server						
	urant Appearance						
1.	Was the restaurant's outside appearance attractive	e —	1	2	3	4	5
	Did the restaurant have curb appeal?		Needs Imp.		Good		Excellent
2.	Did the outside appear to be clean - clear sidewal	ks,	1	2	3	4	5
	clean windows and doors, etc.?		Needs Imp.		Good		Excellent
			1	2	3	4	5
3.	Was the restaurant clean and attractive inside?		Needs Imp.	2	Good	4	Excellent
		_	1	2	3	4	5
4.	Was the host/hostess area attractive and spacious	?	Needs Imp.	2	Good	4	Excellent
_			7.000 xmp.		0000		Z.II.
5.	How did you feel about the overall appearance of the	the	1	2	3	4	5
	restaurant?		Needs Imp.		Good		Excellent
							_
Resta	urant Staff		1	2	3	4	5
1.	Were you promptly greeted by the host/hostess?		Needs Imp.		Good		Excellent
2.	Was the greeting friendly & professional?		1	2	3	4	5
			Needs Imp.		Good		Excellent
3.	Were you seated promptly?		1	2	3	4	5
			Needs Imp.		Good		Excellent
4.	If not immediately seated, was the host/hostess						
	a. on the phone						
	b. talking with staff						
	c. on the computer						
	d. helping another customer						
	e. no one present						