

## Generic Mystery Shopper Checklist

## Services At The Store

1. How was the service?



Enter Text



2. How long was the waiting time before you received the service?



Enter Text



3. Were staff knowledgeable about services?



Yes

No

N/A



4. Were staff knowledgeable about pricing?



Yes

No

N/A



## Environment

1. Did the shop have a warm and welcoming ambience?



1. What was your overall impression?



1. Is parking available near the building?



1. Upon arrival, was the reception welcoming?



1. Were the staff members friendly?



Yes

No

N/A

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Checklist by GoAudits.com – Please note that this checklist is intended as an example. We do not guarantee compliance with the laws applicable to your territory or industry. You should seek professional advice to determine how this checklist should be adapted to your workplace or jurisdiction.

2. Were the staff members available?



## SECRET SHOPPER SURVEY FORM – RESTAURANT

Restaurant Name \_\_\_\_\_ Address \_\_\_\_\_

Day &amp; Date of Visit \_\_\_\_\_ Time of Visit \_\_\_\_\_

Name or Description of Host/Hostess \_\_\_\_\_

Name or Description of Server \_\_\_\_\_

## Restaurant Appearance

1. Was the restaurant's outside appearance attractive –  
Did the restaurant have curb appeal?

1	2	3	4	5
Needs Imp.		Good		Excellent

2. Did the outside appear to be clean – clear sidewalks,  
clean windows and doors, etc.?

1	2	3	4	5
Needs Imp.		Good		Excellent

3. Was the restaurant clean and attractive inside?

1	2	3	4	5
Needs Imp.		Good		Excellent

4. Was the host/hostess area attractive and spacious?

1	2	3	4	5
Needs Imp.		Good		Excellent

5. How did you feel about the overall appearance of the  
restaurant?

1	2	3	4	5
Needs Imp.		Good		Excellent

Comments:

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## Restaurant Staff

1. Were you promptly greeted by the host/hostess?

1	2	3	4	5
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 \_\_\_\_\_