## **Sample Restaurant Location**

Current and Report Peri							n refle	ects	1			
# Samples:				1	one evaluation				D	4*	- D	
	-	-								Prior		QTR
Evaluation #s Time of Day		_	9912-1	9912-2	9912-3				100	11-99	Chg	
Dates / # of Evaluations		-	7:42PM 12/4	11:38am	6:55 PN 12/15				3	3		9
Day / # of Periods					Wed				1	1	ł	3
Missed	#	%	Sat Brenda	Tue Sarah	Jeff		7.		Ave	Ave		Ave
To Manual content		- 100	94	Saran 90	95				93	89	4%	92
Total Score (Total)	-		93	75	95			-	88	83	5%	86
Service Score (Total)	4		93	1.5	93				00	0.5	370	00
Entering Restaurant - Hostess:  Open the door upon entering (If appl)?	1	33	_	X	THE .	SUA			67	67	0%	78
Greeted in a pleasing manner?	1	33		X.					67		0%	78
Convey feeling of a valued customer?	1	33		X	The	Come	ilatio	n Rep	ort o	orrolo	toc	+0
Seat courteously; delivered menus?	0	0			Tine	Comp	matio	ii nebi	on co	JITEI	nes	10
Ouoted wait within 10 min or less?	0	0						valuati				
Was host or hostess properly attired?	0	0	-		prov	ides a	n in c	depth a	analy	sis o	f ev	ery
After Being Seated - Server:		_						ano				1
Arrive within 1 to 2 minutes?	11	33		X								1
Extend warm greeting;introduce self?	0	0						g perio	)a - I	out a	SO	ı
Convey feeling of valued customer?	0	0			histo	rically	1.					ı
When Taking the Order - Server:					_							
** Suggest beverage or specialty drink?	0	0			Ouic	kly fo	cue ir	on st	rana	the a	nd	ı
** Suggest a loaf of onion rings?	1	33		X								1
Knowledgeable about menu items?	0	0			n •			and re				
Thankyou and indicate next step?	0	0			and	histor	ical s	cores	and i	trend	S	
A CONTRACT OF THE PARTY OF THE	0.000	_			-aue	stion	by au	estion				- 1
Preparation Of Entree - Server: Serve drinks in 3-6 minutes?	0	0			T 400		-, -					1
After App 2-3 min check back?	1	33		X	-			_				
Remain attentive throughout dining exp?	0	0						-	100	100	0%	100
Serve soup/salad within -7 minutes?	0	0							100	0	100%	67
Clear salads and dirty dishes?	0	- (							100	67	33%	89
When Entree Arrived - Server:	•											
Served within 12(am)/15(pm)minutes?	3	100	X	X	X				0		0%	0
Complete, correct, well prepared?	0	1							100		0%	
Offer bibs for BBQ items?	1	33	3		X				67	67	0%	67
Serve appropriate condiments?	0	(				An "X	" mea	ans the	9		0%	
Remain attentive during dining exp?	1	33	3	X		criteri	a was	s not m	net -	it	-33%	89
After 2-3 Minutes - Server:								an ex				
Check back?	1	33				repres	Seriis	allex			-33%	1000
Offer beverage refills (if needed)?	1	33	3	X					67	100	-33%	89
<b>Completion Of Entree - Server:</b>										1 100		100
Clear dishes (except beverages)?	0	(	)						100		0%	
** Mention dessert (am) Dessert tray (pm)?	1	33							67		34%	15000
Deliver check and cashing instructions?	0	(							100		0%	
Cash check, return change 4-7 min?	0	1		P 15	19				100		0% 0%	
If paying by check - ask for ID?	0	1			-				100		0%	
Thank and invite back again?	0		)						100	100	0%	100
Leaving Restaurant - Hostess:	1 0	_				1		1	100	100	0%	89
Thank and invite back again?	0	L'							100		33%	
Offer to open door (if applicable)?	0		0						100	07	3376	76
During Meal - Bussers:	LA	_	N .			_	_		100	100	0%	100
Neat & professional appearance?	0	-			-		-		100	17/10/2003	0%	
Busy & efficient in their work?	0		0	-		-			100		0%	
Tables bussed within 4 minutes?	0		4						J L 100	100	J 070	1_100
Regarding the Bar Area:	10	_	OI .		_	_	_		100	100	0%	100
Bartenders neat & professional?	0		0		-	-	-	-	100		0%	
Bartenders interact well with customers?	Τº		<u> </u>		1					100	J 076	1
Regarding the Manager:  Mgr intereacting & directing staff?	10	_	ol	1	1	_			100	67	33%	89
A LIVING THICKERCHING OF CHICCHING STRILL			<b>Y</b>	1	1				100000		10,350	
	n		0						100	) 67	33%	09
Was Mgr visiting tables?  Did the Mgr visit your table?	0	_	0	X		-			6		0%	

## **Sample Restaurant Location**

Current and Historical Compilation Report Report Period Evaluated: 12-99 # Samples: Reporting Periods Evaluation #s 9912-1 9912-2 9912-3 Chg 12-99 11-99 Time of Day 7:42PM 11:38an 6:55 PM Dates / # of Evaluations 12/15 12/4 12/7 Day / # of Periods Sat Tue Wed Missed Ref# Av Ave Av Ave Jeff Brenda Sarah Dining meet or exceed expectations? 0% Adequate employees to care for guests? Would you return as a paying customer? 0% Total Missed: Ambiance Score (Total) Service Staff: Well groomed & professional? The last 5 columns summarize the Uniforms neat & clean? 0% percentage scores for individual C Friendly; enjoying their work? questions and categories for the Restaurant: CURRENT, PRIOR, QUARTER (or Floors clean & liter free? past 3 reporting periods) and Tables and chairs set; orderly? 0% YEAR-To-DATE. The YTD C Noise level acceptable? 0% calculations can be reset at the Music volume & type appropriate? 0% beginning of a new fiscal year or can E Chairs and booths comfortable? 0% reflect a rolling average of the past Overall feeling positive & fun? 0% 12 months. Restaurant clean & orderly? 0% H Windows and other glass clean? China, glass, silver OK? The headings also indicate how 0% Condiments and center pieces OK? many evaluations are included for 0% K Lighting OK? the corresponding reporting Building & Surroundings: Restrooms clean, liter free floors? period(s). The % change column shows the change from the Prior B Paper towels & toilet paper stocked? 0% period to the Current period. Toilets, sinks clean - good condition? 34% 0% D Soap dispensers stocked, functional? Restrooms - clean & sanitary smell? 0% Walk ways, parking lots - maintained? 0% Overall facilities well maintained? 0% Signs visible, attractive, maintained? 0% Total Missed: Food Score (Total) Food Categories: Quality 7% 6% Temperature Appearance 3% Perceived Value Supplemental Categories Total Service 9% Hostess Busser 0% Server 2% Sugg Selling 

The above Supplemental Categories allow for the grouping, tracking and keeping separate scores for designated sets of questions. For example, the Hostess scores above are derived by selecting 8 questions that relate to the Host(ess) function. This powerful feature can work nicely with incentive and bonus programs aimed at focusing on important specifics(i.e. Suggestive Selling). Each of the Supplemental Categories are also graphed on the Summary Graph Report.

6B The server did not refill our drinks after we received our entrees, although we could have used refills at that point in time.

10A-B, We were not seated near the bar and were unable to view the bar area operations.

11C The manager did not stop by, acknowledge or visit us at our table.

12B It seemed that our server had quite a few tables that kept her too busy.

### What impressed you the MOST and the LEAST?

Most - The server gave me a diet coke with lemon and I didn't even have to ask for it. Ususally I have to ask for lemon and it was nice having it served that way. The server was very nice and polite and seemed to enjoy waiting tables.

Least - It seemed as though we had to wait a quite awhile on our appetizer and main dishes. Also, our drinks could have been refilled sooner.

Note that open-ended comment questions can be used in addition to the scored questions.

By now you have noticed that our reports are typed - making them legible and easy to read and reproduce. The memo fields will expand to accomodate additional comments. Reports are input by our evaluators through an online internet connection to our web site. Each report is subsequently "proofed" by a member of our staff to ensure the highest quality standards.

The sample report you are viewing is an actual report - with the client's name removed. It is indicative of the hundreds of evaluations we perform each month. This report was also printed from our web-site - in color! You will have the ability to print your own reports from our web site on your laser printer or in color if you have a color printer using a standard internet connection and a Microsoft Internet Explorer Browser.

# Sequence of Service TRS02-9912-2 Time, Event and Comment Log

Below fill out a brief chronological log of each interaction you had with the service staff or management. Include time, event and significant comments or actions.

Time Interaction or event - brief description

- 11:38 Arrived at the restaurant. There were some other people standing at the hostess booth waiting to be seated.
- 11:42 We were seated and given menus.
- 11:47 We ordered our drinks, an appetizer, and entrees. The server was very nice and she seemed to be rather busy, since it looked like she was assigned five or six tables.
- 11:49 Our drinks were served.
- 11:56 The appetizer was served.
- 12:06 Our drinks were refilled and the appetizer dishes were cleared. The server gave us a bread roll with butter.
- 12:10 Our entrees were served.
- 12:12 The server checked back to see if everything was o.k.
- 12:22 The server check back with us to see if we wanted some dessert.
- 12:25 The server cleared our dishes.
- 12:27 The server presented us with the check and cashing out instructions.
- 12:29 I got my receipt back and credit card and left the restaurant.

The time log gives you a "snap shop" in time of the entire dining experience. Each significant interaction with the service staff is documented. The time log is used to determine if the timing standards and criteria are met during the "sequence of service"

#### Sample Restaurant Evaluation TRS02-9912-2

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Food Section

TRS02-9912-2

List each item purchased (beverage, appetizer, side dish, entree, and dessert) and rate them according to the five quality headings listed below. Score them as follows: "0"= Did not meet your expectations, "1" = Met or exceeded your expectations.

	Food Item Purchased	Taste	Quality	Temp .	Appear	Value	Total	2
1.	Diet Coke	1	1	1	1	1	5	Each food
2.	French fries	1	1	1	1	1	5	item is listed
3.	Cole slaw	1	1	1	1	1	5	and evaluat
4.	Potato skins	1	1	1	1	1	5	Taste, Qual
5.	Cheese steak	1	1	1	1	1	5	Temperatur
6.	Smokin Blue Ridge Burger	1	1	1	1	1	5	Appearance
7.								and Value.
8.					14. 16			This allows
9.		A						an overall
10	Line and the state of the state							food score
•	<b>Total Points Earned</b>	6	6	6	6	6	30	well as by
	<b>Possible Points</b>	6	6	6	6	6	30	each food
	Percent Earned Score	100	% 100%	100%	100%	100%	100%	category.
					and the second			

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for as

Food Comments Referenced to the items above. Document all "0's". What did you enjoy least and most?

The entrees were well prepared and were delivered to our table nice and hot. The garnishing was well porportioned and the fries were nice and hot. The smokin burger tasted very good with the BBQ sauce that was on it.

Least - I wish a bottle of ketchup would have been on the table because I could have used more.

The food section provides valuable feedback for the "back of the house" All food items receiving "0" scores in any category would also be documented above.

### **Sample Restaurant Evaluation**

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Replicated Receipt

**Ambiance** 

TRS02-9912-2

Please rate the following with either a number "1" for yes, good or excellent or with a "0" for no, poor, fair or mediocre or a "N/A"

1. Service Staff: THANK YOU FOR DINING WITH US A. Well groomed & professional in their manner? 72 SARAH B. Uniforms were neat and clean? TBL 13/1 CHK 1737 GST 2 DEC07'99 11:46AM C. Friendly, positive and seemed to enjoy their work? 2. **Restaurant:** EAT IN 4.49 6.29 PT Skins A. Floors were clean and free of litter? Cheese Steak Smokin Burger B. Tables and chairs were set and orderly? Soda C. Overall noise level was acceptable? Subtotal D. Music volume and type were appropriate? E. Chairs and booths were comfortable? 20.14 12:25 Total F. Overall feeling was positive and fun? G. Restaurant appeared clean and orderly? 1 H. Windows and other glass were clean? 1 I. Silver, glass and china was clean and properly placed? J. Condiments and center pieces clean and well organized? The receipt is typed in and 1 K. Lighting was appropriate? "replicated". It includes all the 3. **Building and surroundings:** details of the original receipt i.e. server name, table section A. Restrooms' were free of litter on the floors? etc. In addition, evaluators B. Paper towels and toilet paper was stocked? 0 C. Toilets and sinks clean and in good condition? retain the original receipt. D. Soap dispensers stocked and functional? 1 E. Restrooms smelled clean and sanitary? The Ambiance section can F. Parking lots and walk ways were clean and maintained? 1 provide a fairly detailed facilities G. Overall facilities were well maintained? inspection H. Signs visible, attractive and well maintained? **Total Ambiance Points:** 21 / 22 Possible = 95%

Comments regarding ambiance related to the questions above?

3C One of the urinals was quite dirty.

Most - The holiday decorations in the restaurant were very nice. It definitely made us feel like it was the holidays.

Least - Since it is the holidays it would have been nice to have holiday music playing instead of rock and roll.

For the most part this is a very nice looking restaurant. It has a nice cozy feeling to it.