

Sample Restaurant Location

Current and Historical Compilation Report

Report Period Evaluated: 12-99

Each column reflects one evaluation

Samples: 3

Ref #

Evaluation #s	9912-1	9912-2	9912-3	Reporting Periods		% Chg	QTR	YTD
	Time of Day	7:42PM	11:38am	6:55 PM	Curr 12-99			
Dates / # of Evaluations	12/4	12/7	12/15	3	3		9	36
Day / # of Periods	Sat	Tue	Wed	1	1		3	12
Missed # %	Brenda	Sarah	Jeff	Ave	Ave		Ave	Ave
Total Score (Total)	94	90	95	93	89	4%	92	93
Service Score (Total)	93	75	95	88	83	5%	86	87

1	Entering Restaurant - Hostess:										
A	Open the door upon entering (If appl)?	1	33				67	67	0%	78	69
B	Greeted in a pleasing manner?	1	33		X		67	67	0%	78	94
C	Convey feeling of a valued customer?	1	33		X						94
D	Seat courteously; delivered menus?	0	0								100
E	Quoted wait within 10 min or less?	0	0								97
F	Was host or hostess properly attired?	0	0								100
2	After Being Seated - Server:										
A	Arrive within 1 to 2 minutes?	1	33		X						61
B	Extend warm greeting; introduce self?	0	0								94
C	Convey feeling of valued customer?	0	0								100
3	When Taking the Order - Server:										
A	** Suggest beverage or specialty drink?	0	0								86
B	** Suggest a loaf of onion rings?	1	33		X						75
C	Knowledgeable about menu items?	0	0								100
D	Thankyou and indicate next step?	0	0								100
4	Preparation Of Entree - Server:										
A	Serve drinks in 3-6 minutes?	0	0								89
B	After App 2-3 min check back?	1	33		X						64
C	Remain attentive throughout dining exp?	0	0				100	100	0%	100	94
D	Serve soup/salad within -7 minutes?	0	0				100	0	100%	67	69
E	Clear salads and dirty dishes?	0	0				100	67	33%	89	92
5	When Entree Arrived - Server:										
A	Served within 12(am)/15(pm)minutes?	3	100	X	X	X	0	0	0%	0	31
B	Complete, correct, well prepared?	0	0				100	100	0%	100	92
C	Offer bibs for BBQ items?	1	33			X	67	67	0%	67	69
D	Serve appropriate condiments?	0	0						0%	100	97
E	Remain attentive during dining exp?	1	33		X				-33%	89	92
6	After 2-3 Minutes - Server:										
A	Check back?	1	33	X					-33%	67	67
B	Offer beverage refills (if needed)?	1	33		X		67	100	-33%	89	94
7	Completion Of Entree - Server:										
A	Clear dishes (except beverages)?	0	0				100	100	0%	100	97
B	** Mention dessert (am) Dessert tray (pm)?	1	33	X			67	33	34%	56	61
C	Deliver check and cashing instructions?	0	0				100	100	0%	100	100
D	Cash check, return change 4-7 min?	0	0				100	100	0%	100	100
E	If paying by check - ask for ID?	0	0				100	100	0%	100	100
F	Thank and invite back again?	0	0				100	100	0%	100	100
8	Leaving Restaurant - Hostess:										
A	Thank and invite back again?	0	0				100	100	0%	89	89
B	Offer to open door (if applicable)?	0	0				100	67	33%	78	81
9	During Meal - Bussers:										
A	Neat & professional appearance?	0	0				100	100	0%	100	97
B	Busy & efficient in their work?	0	0				100	100	0%	100	97
C	Tables bussed within 4 minutes?	0	0				100	100	0%	100	94
10	Regarding the Bar Area:										
A	Bartenders neat & professional?	0	0				100	100	0%	100	100
B	Bartenders interact well with customers?	0	0				100	100	0%	100	97
11	Regarding the Manager:										
A	Mgr interacting & directing staff?	0	0				100	67	33%	89	92
B	Was Mgr visiting tables?	0	0				100	67	33%	89	81
C	Did the Mgr visit your table?	1	33		X		67	67	0%	44	53
12	Other:										

The Compilation Report correlates to the individual evaluation reports and provides an in depth analysis of every reporting criteria - not only in the current reporting period - but also historically.

Quickly focus in on strengths and problem areas and review current and historical scores and trends -question by question.

An "X" means the criteria was not met - it represents an exception

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

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
1. Diet Coke	1	1	1	1	1	5
2. French fries	1	1	1	1	1	5
3. Cole slaw	1	1	1	1	1	5
4. Potato skins	1	1	1	1	1	5
5. Cheese steak	1	1	1	1	1	5
6. Smokin Blue Ridge Burger	1	1	1	1	1	5
7.						
8.						
9.						
10.						
Total Points Earned	6	6	6	6	6	30
Possible Points	6	6	6	6	6	30
Percent Earned Score	100%	100%	100%	100%	100%	100%

Each food item is listed and evaluated in terms of Taste, Quality, Temperature, Appearance, and Value.

This allows for an overall food score as well as by each food category.

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.

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:

- 1 A. Well groomed & professional in their manner?
- 1 B. Uniforms were neat and clean?
- 1 C. Friendly, positive and seemed to enjoy their work?

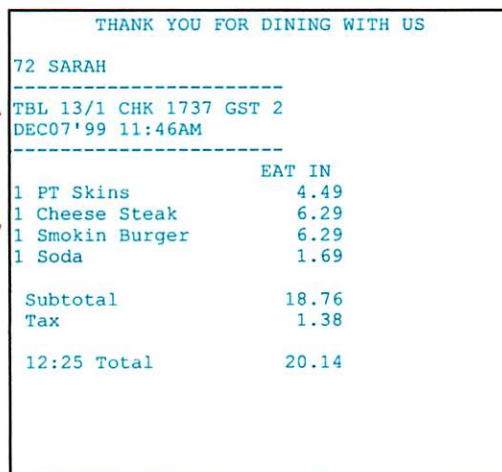
2. Restaurant:

- 1 A. Floors were clean and free of litter?
- 1 B. Tables and chairs were set and orderly?
- 1 C. Overall noise level was acceptable?
- 1 D. Music volume and type were appropriate?
- 1 E. Chairs and booths were comfortable?
- 1 F. Overall feeling was positive and fun?
- 1 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?
- 1 J. Condiments and center pieces clean and well organized?
- 1 K. Lighting was appropriate?

3. Building and surroundings:

- 1 A. Restrooms' were free of litter on the floors?
- 1 B. Paper towels and toilet paper was stocked?
- 0 C. Toilets and sinks clean and in good condition?
- 1 D. Soap dispensers stocked and functional?
- 1 E. Restrooms smelled clean and sanitary?
- 1 F. Parking lots and walk ways were clean and maintained?
- 1 G. Overall facilities were well maintained?
- 1 H. Signs visible, attractive and well maintained?

Replicated Receipt



The receipt is typed in and "replicated". It includes all the details of the original receipt - i.e. server name, table section etc. In addition, evaluators retain the original receipt.

The Ambiance section can provide a fairly detailed facilities inspection

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.