

<b>Sample Location</b>	
Restaurant Name:	<b>Sample Location</b>
Street Address:	<b>Sample Address</b>
City/State:	<b>Sample Town MA</b>
Survey Date:	<b>01-01-05</b>
Survey Time:	<b>7:00 PM</b>
Dining Occupancy:	<b>Busy(100%-76%)</b>
Bar Occupancy:	<b>Moderate(75%-26%)</b>
Record ID:	<b>4140</b>

### Survey Results

Category	Category Score*	Category Weight	Weighted Points	Overall Score
<i>I. Unique Characteristics</i>	<b>36%</b>	<b>3</b>	<b>60</b>	<b>70%</b>
<i>II. Front Podium</i>	<b>71%</b>	<b>1</b>	<b>50</b>	
<i>III. Food Server/Busser</i>	<b>75%</b>	<b>3</b>	<b>495</b>	
<i>IV. Food</i>	<b>77%</b>	<b>2</b>	<b>292</b>	
<i>V. Environment</i>	<b>80%</b>	<b>1</b>	<b>40</b>	
<i>VI. Bar</i>	<b>60%</b>	<b>2</b>	<b>60</b>	

\*Category Score shows individual category performance and is not weighted.

Scoring Key: 10: Meets all criteria of the question. 5: Meets some but not all criteria of the question. N/A: Removes the question from scoring calculations.

Scoring Process: Scores are obtained by multiplying points possible by points actual to obtain the Category score. A Category Weight factor is then applied to each category as indicated. The Weighted Points are then totaled and divided by a weighted score factor, resulting in the Overall Score. The weighted scored factor is the sum of the category weights.

Prepared by: Mercantile Systems & Surveys (MSS) Brentwood, CA (925)240-8000

#### **EMPLOYEE LIST**

Duty	Name	Name Tag	Gender	Height	Hair Color
Host(ess)	Jody	Yes	Female	5 ft 5 in	Brown
Food Server	Bob	Yes	Male	5 ft 10 in	Blonde
Busser					
Bartender	Betty	Yes	Female	5 ft 7 in	Black
Cocktail Server					
Manager	Unknown	No	Female	5 ft 2 in	Brown
Additional 1	Steve (additional Host)	Yes	Male	6 ft	Red
Additional 2					
				<b>Value</b>	<b>Answer</b>

# Unique Characteristics

## 36% (20/55)

A. Did you notice any advertisements (for appetizers, desserts, specials or banquets) in the Restaurant? Did they influence your decision on what you ordered. Please give a minimum of two sentences if yes.	0/0	N/A
B. Were you offered refills of your alcoholic beverages when they were 3/4 empty?	0/10	0
C. Was all conversation between employees, restaurant related and carried out professionally?	5/10	5
D. Did the Food Server suggest wine?	0/10	0
E. Would you recommend this restaurant to your friends? Please give a minimum of two sentences in regards to why you would or would not recommend this restaurant to your friends.	5/5	Yes
F. Did the Food Server provide undivided attention while dining?	5/10	5
G. Did any staff Member go above and beyond in the way of service?	0/0	N/A

If NO, is there anything that could have made the service above and beyond?

Our Server could have been more attentive and made more suggestions on food items.

H. Did you have a good time?	5/10	5
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### Unique Characteristics Comments

- A. We did not observe any advertisements in the restaurant.
- B. We were not offered refill services on our Rum & Coke.
- C. We overheard Jody talking with Steve about her boyfriend at a loud volume while they were at the front podium.
- D. No wine was suggested during our meal.
- E. We would recommend this restaurant based on the welcoming atmosphere and the variety of items offered.
- F. On two occasions we had to flag our Server down to make a request.
- G. The service did not exceed our expectations.
- H. We enjoyed the atmosphere, but felt the service was slow at times and the food was not prepared as requested.

# Front Podium

## 71% (50/70)

A. When making the reservation, was the phone answered by the third ring using the name of the establishment?	5/10	5
B. Were you greeted as soon as possible (with someone present and not busy w/ customer) upon arrival?	10/10	10
C. Was the greeting with a smile and good eye contact?	10/10	10
D. Was the host/hostess appearance neat? (If a Host(ess) was not present mark this question with an N/A)	5/10	5
E. Were you seated within 10 minutes of the reservation time or within the quoted time?	10/10	10
F. Were the menus clean and in good condition?	0/10	0
G. If you could determine a manager, were they circulating, and professional?	10/10	10
H. Were you acknowledged by a host/hostess when leaving (if present and not busy with a customer)?	0/0	N/A

### Front Podium Comments

- A. The phone was answered on the fifth ring using the name of the establishment.
- B. Both Jody and Steve were present at the front podium when we arrived and offered a pleasant greeting.
- C. Jody and Steve both smiled and made eye contact when welcoming us.
- D. They both appeared neat with the exception of Steve's shirt, which had a red stain on the front.
- E. We were seated immediately.
- F. Both menus were sticky and one had a torn page.
- G. We saw the Manager circulating the dining room, stopping at guests' tables and directing the staff.
- H. Neither Jody or Steve were present at the front podium when we departed. The Manager did acknowledge us though, and wished us a good night.

# Food Server/Busser

## 75% (165/220)

A. Was the table/booth/chair, clean and dry?	10/10	10
B. Were the salt and pepper shakers full, and was your silverware clean?	5/10	5
C. Were you acknowledged or greeted by your Food Server or Busser within 2 minutes?	0/10	0
D. Was the Server warm and sincere during your meal?	10/10	10
E. Were specific appetizers suggested in the dining room? (if appetizers were mentioned generally score = 5, if none were mentioned score = 0)	10/10	10
F. Were any beverages suggested, such as wine, cocktails, or soft drinks? (if drinks were generally offered score = 5, if no drinks were mentioned score = 0)	5/10	5
G. Were the Food Server and Busser neat in appearance and uniform?	10/10	10
H. Did the Food Server advise of the specials (if applicable)?	10/10	10
I. Were beverages served within 3 minutes of taking the order (if ordered in the dining area)?	5/10	5
J. Were appetizers, if ordered in dining area, served within 10 minutes of taking the order?	10/10	10
K. Were soup and/or salad served within 5 minutes of taking the order?	10/10	10
L. Were your entrees served within 20 minutes of placing the order?	0/10	0
M. Were your food and beverages delivered to you, without asking, "Who had the...?"	0/0	N/A
N. Were all plates served with clean rims?	10/10	10
O. Was the check-back within 2 minutes or 2 bites of your entree?	10/10	10
P. Did the Server make dessert suggestions?	5/10	5
Q. Did the Food Server suggest coffee or after dinner drinks?	10/10	10
R. Were desserts/coffee served within 5 minutes of taking the order?	5/10	5
S. Was the check presented two minutes after the final check-back?	10/10	10
T. Were water/coffee/tea/soft drinks refilled regularly?	5/10	5
U. Was the table maintenance properly performed throughout the meal (i.e. empty glasses, used plates, silverware, napkins and breadboards)?	10/10	10
V. Was payment picked up within 2 minutes?	10/10	10
W. Was change/charge returned within 2 minutes, with a "Thank you"?	5/10	5

### Food Server/Busser Comments

- A. The table was clean and neatly set upon our seating.
- B. The salt and pepper shakers were full, but one fork had food debris on it.
- C. Bob greeted us five minutes after we were seated.
- D. Bob appeared warm and friendly in his interactions with us.
- E. Bob suggested we try the Calamari, as it was his favorite.
- F. No specific drinks were offered, but Bob did ask if we wanted drinks.
- G. All dining room staff members were clean and neat in their appearance.
- H. Bob told us about the Grilled Swordfish and the Bowtie Pasta specials.
- I. Our beverages were served four minutes after we placed our order.
- J. The calamari arrived five minutes after ordering.
- K. Our soup arrived three minutes after we completed the Calamari. No soup was ordered.
- L. Our entrees were served twelve minutes after we finished the salad.
- M. The Manager delivered our entrees and had to ask who had ordered which item.
- N. All plates were served with clean rims.
- O. Bob checked on our satisfaction one minute after our entrees were delivered.
- P. Bob suggested dessert, but did not mention any specific items.
- Q. We were offered both coffee and a cocktail upon completing our meal.
- R. The dessert was served seven minutes after ordering.
- S. Bob presented our check two minutes after our final check back.
- T. We had to ask for one refill, but all others were provided without any prompting.
- U. Bob removed all of our used plates and glasses throughout our meal.
- V. Our payment was picked up as soon as we set it out for collection.
- W. Our change was returned in five minutes, but Bob did thank us.

# Food

## 77% (146/190)

**Scoring Key: 5 is the best score and 1 is the worst.**

Food Ordered	Appearance	Taste	Temp	Portion	Comment
Calamari	5	5	5	5	The Calamari was served hot and was cooked to a nice golden brown color. It tasted fresh and the accompanying dipping sauce added to the flavor. The portion was smaller than expected for the price.
Garden Salad	4	4	5	5	The salad had a few pieces of brown lettuce and a mushy tomato. This affected the taste of the salad. It was served chilled in a large bowl, which was a nice touch.
N/A	N/A	N/A	N/A	N/A	We did not order soup during our meal.
Bowtie Pasta Special	5	5	5	5	The bowtie pasta was attractively presented with parmesan cheese sprinkled over the top. It was hot and had a great rich flavor. It included pieces of bacon, red onion and tomato mixed in a lemon basil sauce. We would order this item again.
New York Steak	3	1	3	4	The New York Steak was requested to be cooked medium rare, but was served well done. It appeared to be burned on one side and had more fat than we would have liked. This affected the flavor of the steak, making it tough and charred tasting. When cut the fat off, the portion was smaller than it first appeared.
Mashed Potatoes	5	5	5	5	The potatoes were served with the steak. They were hot and had a creamy texture. They had a buttery flavor and were garnished with parsley. The portion was perfect as well.
Mixed Vegetables	5	4	3	5	The mixed vegetables consisted of carrots, zucchini and broccoli. They were a nice bright color, which was attractive on the plate. They were served luke warm, instead of hot. Since they were not served hot, they did not taste as good as we had expected.
Chocolate Cake	5	5	5	5	The chocolate cake had four layers of dark, rich cake separated by a creamy filling. The cake was moist and delicious. The portion was large and easily shared between two people. This was the perfect way to end our meal.

A. Was "Hot Food Hot, Cold Food Cold"?	5/10	5
B. Was your soup/salad delivered as ordered?	10/10	10
C. Were salad ingredients fresh?	0/10	0
D. Was your entree served at the temperature ordered? (e.g. rare, medium, well done)	0/10	0
E. Was your food served complete, with nothing missing and to your liking?	5/10	5

**Food Comments**

- A. The mixed vegetables were not served hot. All other items were served at the perfect temperature.
- B. Our salad was served as ordered.
- C. The salad had a mushy tomato and a few pieces of brown lettuce.
- D. The steak was cooked well done, when we had requested it be medium.
- E. All items were served complete, but the steak was not to our liking.

# Environment

## 80% (40/50)

A. Were the parking lot and exterior clean?	10/10	10
B. Was the landscaping well maintained?	0/0	N/A
C. Were outside lights and signs working properly?	10/10	10
D. Was the inside entry floor clean?	5/10	5
E. Was the women's restroom clean and stocked with supplies?	5/10	5
F. Was the men's restroom clean and stocked with supplies?	0/0	N/A
G. Was all interior lighting functioning properly?	10/10	10

**Environment Comments**

- A. The parking lot and exterior appeared clean and well maintained.
- B. We did not observe any landscaping at this location.
- C. The outside lighting was working properly.
- D. The entry floor was clean with the exception of two pieces of paper.
- E. The women's restroom was clean, but one stall had no seat covers.
- F. We did not have a gentlemen in our party to observe the men's restroom.
- G. All interior lighting was functioning correctly.

# Bar

## 60% (30/50)

A. Did a Bartender or Cocktail Server acknowledge you within 1 minute?	0/10	0
B. Was the greeting with a smile and eye contact?	10/10	10
C. Was the Bartender/Cocktail server neat in appearance?	10/10	10
D. Did the Bartender/Cocktail Server suggest a beverage by name or try to upsell?	5/10	5
Enter number one drink ordered.		Rum & Coke
Enter number two drink ordered.		Iced Tea
E. Were your appetizers, if ordered in the bar, served within 10 minutes?	0/0	N/A
F. Were your drinks delivered within 3 minutes of ordering?	5/10	5
G. Was your bar tab successfully transferred?	0/0	N/A

**Bar Comments**

- A. Betty acknowledged us four minutes after we obtained seats at the bar.
- B. We were greeted with a smile and eye contact.
- C. Betty was neat and clean in appearance.
- D. No drinks were suggested to us, but Betty did suggest a premium brand of rum for our drink order.
- E. No appetizers were ordered in the bar.
- F. Our drinks were served five minutes after ordering.
- G. We visited the bar after dinner, so our tab was not transferred.