



## Mid-Scale Casual Restaurant Mystery Shopper Questionnaire

If you're interested in creating a mystery shopping program for your locations, talk to one of our experts about IntouchShop: <https://www.intouchinsight.com/shop-inquiry>.

**Note:** It is assumed that not all questions may apply to what you're measuring, and it is expected that inapplicable questions would be removed or replaced with more applicable ones. Any place where the questionnaire references **x** in the question, it is intended for you to put in your own specific operational standard.

### Hostess Interaction

1. Upon entering the restaurant, did someone greet you within **x** seconds?
  - a. Yes
  - b. No
  
2. When you arrived, were you added to a wait list?
  - a. Yes
    - i. Were you told how long the wait would be?
      1. Yes
        - a. Were you sat within the time that was established?
          - i. Yes
          - ii. No
      2. No
    - b. No, I was seated right away
  
3. Were you asked for your seating preferences (table, booth, bar etc.)?
  - a. Yes
  - b. No
  
4. Did the person who sat you place each menu face up on the table in front of you and your guest(s) once you were seated?
  - a. Yes



b. No

### **Server Interaction**

5. After being seated, did your server greet you within **x** seconds/minutes of being seated?

a. Yes

b. No

6. Did the server explain the daily specials or signature dishes?

a. Yes

b. No

7. Did the server offer to take your drink order at the first interaction?

a. Yes

b. No

8. Were the drinks delivered within **x** seconds/minutes?

a. Yes

b. No

9. Were you offered a second drink before the first one was finished?

a. Yes

b. No

10. When taking your order, did the server suggest appetizers, soup or salad?

a. Yes

b. No

11. Was the server knowledgeable about the menu?

a. Yes

b. No

12. Was the food delivered within **x** seconds/minutes?

a. Yes

b. No

i. If no,

1. You were advised during the order process that things may take longer than usual



2. You were advised and/or apologized to during your wait that things were taking longer than usual
3. You were apologized to for the wait when the food did arrive
4. You were not advised or apologized to at any time regarding the wait time for the food

13. Did the server check back with you within **x** seconds/minutes of the food being delivered?

- a. Yes
- b. No

14. After you finished your main meal, did your server suggest dessert, coffee, or after dinner drinks?

- a. Yes
- b. No

15. At the end of your visit, did the server invite you to complete a customer satisfaction survey?

- a. Yes
- b. No

16. All through your dining experience, did the server appear happy to serve you?

- a. Yes
- b. No

17. Provide the name of your server.

### **Quality of Meal**

18. Did all food and beverage items arrive accurately (as ordered)?

- a. Yes
- b. No
  - i. If no, please explain

19. Was the meal delivered on a clean plate/dish?

- a. Yes
- b. No



20. Did the meal look appealing?

- a. Yes
- b. No

21. Was the temperature of your food adequate?

- a. Yes
- b. No
  - i. If no, (choose all that apply):
    - 1. Hot food was too cold
    - 2. Cold food was too warm
    - 3. Other (please explain)

### **Payment Process**

22. Were you offered the guest cheque in a timely manner, or was the server readily available to request the guest cheque from?

- a. Yes
- b. No

23. Was the guest check delivered within **x** seconds/minutes of being offered/requested?

- a. Yes
- b. No

24. Did the guest cheque accurately reflect all items ordered?

- a. Yes
- b. No

25. Was the guest check processed within **x** seconds/minutes of being delivered?

- a. Yes
- b. No

### **Restaurant Appearance**

24. Were the items on the table clean (salt & pepper shakers, condiments, cutlery etc.)?

- a. Yes
- b. No
  - i. If no, (choose all that apply):
    - 1. There was one or more pieces of dirty cutlery



2. The salt & pepper shakers were dirty
3. The condiment containers were dirty
4. Other (please explain)

25. Were the items on the table properly stocked (salt & pepper shakers, condiments, cutlery etc.)?

- a. Yes
- b. No

i. If no, (choose all that apply):

1. There was one or more pieces of missing cutlery
2. There were one or more missing napkins
3. The salt & pepper shakers were less than **x** full
4. The condiments were less than **x** full
5. Other (please explain)

26. Was the restaurant clean?

- a. Yes
- b. No

i. If no, (choose all that apply):

1. The table was dirty
2. The seating was dirty
3. The entryway was dirty
4. The floor was dirty
5. Other (please explain)

27. Was the public restroom clean?

- a. Yes
- b. No

i. If no, (choose all that apply):

1. The floor was dirty
2. The walls were dirty
3. The ceiling was dirty
4. One or more toilets/urinals were dirty
5. One or more stalls were dirty
6. One or more sinks were dirty

28. Was the public restroom well supplied?

- a. Yes
- b. No

i. If no, (choose all that apply):



1. There was no paper towel or working hand dryer
2. There was no soap
3. There was no toilet paper
4. Other (please explain)

### **Management**

29. During your visit, did you see a manager or supervisor in the dining room or bar area?

- a. Yes
  - i. Did you see the manager or supervisor interact with customers?
    1. Yes
    2. No
- b. No

30. During your visit, did a staff member (other than your server) ask you about your experience, thank you and/or invite you to return?

- a. Yes
- b. No

31. Did you experience any issues not listed above during your visit?

- a. Yes
  - i. Please explain
    1. Was the issue resolved to your satisfaction?
      - a. Yes
      - b. No
    - i. If no, please explain
- b. No

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