



Service Excellence Report

Your Performance:

Excellent



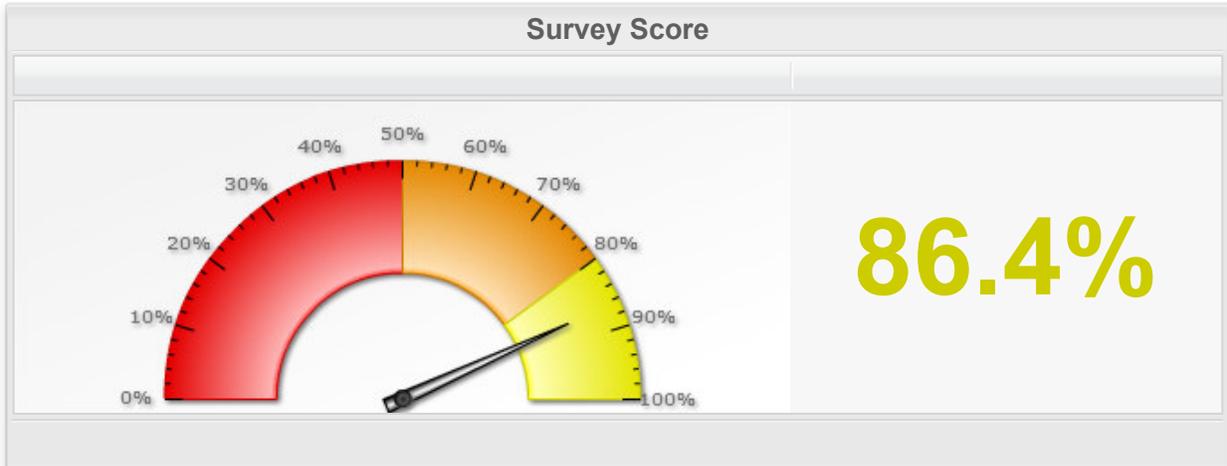
86.40%

Sample Restaurant Mystery Dining Experience



101 - Demo, 123 East Gay Street, Warrensburg, MO, 64093

2010-01



Section Summary

	Current	Previous	Diff.
Exterior of Location	75.0%	-	-
HOST/HOSTESS:	84.6%	-	-
TABLE & DINING AREA:	75.0%	-	-
ATMOSPHERE:	100.0%	-	-
SERVER:	85.7%	-	-
FOOD & BEVERAGES:	100.0%	-	-
OTHER STAFF/MANAGEMENT:	85.7%	-	-
RESTROOMS:	83.3%	-	-
CHECKOUT & DEPARTURE:	75.0%	-	-
TOTAL	86.4%	-	-

■ Scored ■ Missing Previous: Previous Survey

Overall Trend

Your Rank

	Current	Previous	Diff.
Company Overall	1 (of 1)	1 (of 1)	
National: US	1 (of 1)	1 (of 1)	
Alignment: Restaurant	1 (of 1)	1 (of 1)	

Current: 2010-01
 Previous: 2007-01



Attention Areas

	Missing / Possible
<p>Exterior of Location</p> <p>Were the sidewalks and parking area free of debris?</p>	1 / 1
<p>HOST/HOSTESS:</p> <p>Were you greeted immediately upon arrival?</p>	1 / 1
<p>HOST/HOSTESS:</p> <p>On a scale of 1-5, what was the level of courtesy? (5 = best)</p>	1 / 5

Improving your performance on these questions would increase your score for this visit by 3.7%, giving you a total of 90.1%.

 The questions displayed above are those for which you received only partial or no credit, and which most negatively impact your overall score. Focusing your attention on these critical areas in the future will help increase your overall scores.





Sample Restaurant Mystery Dining Experience

Location: 101 - Demo - 123 East Gay Street, Warrensburg, MO 64093

Date: Sunday, January 10, 2010

Time In: 6:48 PM

Time Out: 7:36 PM

Survey Total: 86.42% (70 / 81)

approx. # staff: 12

approx # customers: 25

Exterior of Location

75.00% (3 / 4)

1. Was the exterior of the building in good repair?	Yes (1 pt)	1/1
2. Was the landscaping appealing and well-maintained?	Yes (1 pt)	1/1
3. Were the sidewalks and parking area free of debris?	No (0 pts)	0/1
4. If dark, was the exterior signage completely lit?	Yes (1 pt)	1/1

Location Comments:

The restaurant sign was well lit and working properly. We were able to locate the restaurant from the street. The exterior was well maintained except for a few cigarette butts near the entrance. I also observed a paper bag on the sidewalk when we arrived at 6:48 PM. The same bag was still there at 7:36 PM when we left. The landscaping was well-maintained, with various perennial grasses and evergreen shrubs. The classical music playing outside was a nice touch.

HOST/HOSTESS:

84.62% (11 / 13)

Name:

Sabrina

Description:

Female, 25 - 30 years old, with dark hair tied back, about 5'5", wearing glasses and a white apron and shirt.

5. Were you greeted immediately upon arrival?	No (0 pts)	0/1
6. On a scale of 1-5, what was the level of courtesy? (5 = best)	4	4/5
7. If you had to wait, were you seated within the quoted time?	N/A	
8. Were the menus clean and in good condition?	Yes (1 pt)	1/1
9. Rate the host's uniform appearance? (5 = best)	5	5/5
10. Was the hostess friendly?	Yes (1 pt)	1/1

Host/Hostess Area Comments:

The host, Caucasian male with close-cropped black hair and mustache, about 5'11", wearing a white shirt and blue tie, did not greet us when we entered the restaurant. I observed the host in the back when we arrived and he was up front at the register when we left.

We stood up front for a few minutes before one of the servers, Sabrina, greeted us by smiling and asking, "Two?" When I said yes she brought us to our table. I observed other servers seat two other parties.

TABLE & DINING AREA:

75.00% (3 / 4)

11. Were the table, chairs, and floor clean?	Yes (1 pt)	1/1
12. Were the salt & pepper shakers and other table items clean?	Yes (1 pt)	1/1
13. Was the silverware clean?	Yes (1 pt)	1/1

14. Were there ample napkins available?

No (0 pts)

0/1

Table & Dining Comments:

The dining area we were seated in only had two other parties. The area was very clean and properly set up. All of the condiments at our table were clean and full. We had two napkins at our table and additional napkins were not offered.

ATMOSPHERE:

100.00% (3 / 3)

15. Were the lighting levels satisfactory?

Yes (1 pt)

1/1

16. Was the average temperature of the dining area comfortable?

Yes (1 pt)

1/1

17. Was the volume of background music satisfactory?

Yes (1 pt)

1/1

Atmosphere Comments:

The room was properly lit and the temperature was very comfortable. The background music was low enough that you were able to have a conversation with your dining companion.

SERVER:

85.71% (18 / 21)

Server's Name:

Sabrina

Description: (height & age)

Female, 25 - 30 years old, with dark hair tied back, about 5'5", wearing glasses and a white apron and shirt.

I was seated in:

Side room, non-smoking

18. Was the server's initial visit to your table friendly?

Yes (1 pt)

1/1

19. Did the server make eye contact?

Yes (1 pt)

1/1

20. Was the server knowledgeable about the menu?

Yes (1 pt)

1/1

21. Rate the server's uniform appearance: (5 = best)

5 (5 pts)

5/5

22. Rate the server's attitude: (5 = best)

5 (5 pts)

5/5

23. Was the server helpful in facilitating the beverage order?

Yes (1 pt)

1/1

24. Was anyone in your party ordering alcohol?

No

25. If under 30, were they asked for ID?

N/A

26. Did the server offer or recommend any specials?

No (0 pts)

0/1

27. Did server suggest any appetizers?

No (0 pts)

0/1

28. Did the server suggest, recommend, or describe desserts?

Yes (1 pt)

1/1

29. Were your beverages refilled promptly when needed?

No (0 pts)

0/1

30. Did the server who delivered the food to the table ask if anything else was needed?

Yes (1 pt)

1/1

31. Were dishes promptly removed as you finished your meal?

Yes (1 pt)

1/1

32. Was the check accurate, including all non-alcoholic beverages?

Yes (1 pt)

1/1

Server Comments:

We were first greeted by the runner, male with dark brown hair, about 5'5", wearing a uniform, who dropped off glasses of water, a tray of coleslaw and a bowl of pickles. He did this without saying a word but nodded as he served us. Sabrina, who had brought us to our table, came by a few minutes after we had been seated and asked if we wanted anything to drink. We told her the water was fine for now.

About five minutes later, Sabrina came by again and asked if we were ready to order. I paused to give her a chance to make a suggestion but she didn't. I asked her if there were any specials this evening and she mentioned only what was on the flyer at our table. Sabrina was friendly and pleasant.

She was knowledgeable about the menu and was able to answer our questions. However, Sabrina could have been more attentive during our meal. After we ordered our entrees, I paused to see if Sabrina would recommend an appetizer. When Sabrina did not make any recommendations I ordered a hot dog and a potato pancake for us to share before our sandwiches were brought out. I also ordered a soda. Sabrina asked if we wanted the hot dog and potato pancake together and I said that would be fine. Sabrina brought over the soda two minutes later and the hot dog and potato pancake three minutes after the soda.

Sabrina did not check on us until she brought over the sandwiches about ten minutes after delivering the appetizers. When Sabrina delivered our sandwiches, she asked if we needed anything else and we requested refills on the water (my glass was empty), coleslaw and the pickles. The runner passed by several times with nonverbal checks. Sabrina did not check back with us until we had finished our meal and the runner had wrapped up ½ of a sandwich. Sabrina asked if we wanted any dessert. We said no and I asked for the check. Sabrina promptly presented the check which requested we pay at the register. Sabrina said thanks and told us to enjoy our evening.

FOOD & BEVERAGES:**100.00% (15 / 15)****33. Beverage Names:**

Waters, Dr. Brown's Black Cherry Soda

Rate the beverages on quality, presentation, & value: (5 = best)**5** 5/5**34. Appetizer Name:**

Hot Dog, Potato Pancake

Rate the appetizer on quality, presentation, & value: (5 = best)**5** 5/5**35. Soup/Salad Names:**

N/A

Rate the soup(s)/salad(s) on quality, presentation, & value: (5 = best)**N/A****36. Main Dish Names:**

Corned Beef sandwich, Deli Double sandwich

Rate the main dishes on quality, presentation, & value: (5 = best)**5** 5/5**37. Dessert Name:**

N/A

Rate the dessert on quality, presentation, & value: (5 = best)**N/A****Food & Beverage Comments:**

The accompaniments of pickles and coleslaw were generous and tasty.

The potato pancake was crisp on the outside and thick and moist on the inside. It was served with a side of apple sauce.

The hot dog was very hot and tasty, served inside a fresh bun.

The Deli Double was served on two very fresh buns. Both meats were hot and flavorful.

The Hot Corned Beef sandwich was excellent. The rye bread it was served on was very fresh.

The soda was served in a can and served with a tall glass filled with ice. The soda was cold and refreshing.

OTHER STAFF/MANAGEMENT:**85.71% (6 / 7)****38. Did you observe a manager during your visit?****No (0 pts)** 0/1**39. Did a manager visit your table to check on you?****N/A****40. Rate the primary busperson's uniform appearance: (5 = best)****5** 5/5**41. Were the tables around you being bussed promptly and as unobtrusively as possible?****Yes (1 pt)** 1/1**Other Staff/Management Comments:**

I did not observe a manager while in the dining room. I asked for the manager at the register, inquiring about making a reservation for a party. I was told by Charles, the cashier, that there was no manager as he had already gone home for the day. I was told Marc was the manager and he wouldn't be back until Friday.

Charles offered to assist me asking how many would be in my party and what day I was thinking of. I told him was not sure of the day yet but it would be between 25 to 30 people. Charles mentioned they had a room that could accommodate up to 35 people and gave me a card with Mark's name and number on it.

RESTROOMS:**83.33% (5 / 6)****42. Was the mens restroom clean and well-maintained?****Yes (1 pt)** 1/1**43. Did the mens restroom have adequate supplies?****Yes (1 pt)** 1/1**44. Was the ladies restroom clean and well-maintained?****No (0 pts)** 0/1**45. Did the ladies restroom have adequate supplies?****Yes (1 pt)** 1/1**46. Were the mirrors clean and streak-free?****Yes (1 pt)** 1/1**47. Did the restrooms have a pleasant odor (or no odor)?****Yes (1 pt)** 1/1**Restroom Comments:**

While clean and well-stocked, the temperature in the women's room was uncomfortably cold, and the toilet seat in the stall was loose. There was no hot water, and instead of a dispenser, there was a squeeze bottle of soap. The men's room was clean and well stocked.

CHECKOUT & DEPARTURE:**75.00% (6 / 8)**

48. Did a staff member make a point to speak to you as you left?	No (0 pts)	0/1
49. Were you politely thanked and invited to return?	No (0 pts)	0/1
50. Was the lobby area clean and well-maintained?	Yes (1 pt)	1/1
51. Was the checkout transaction done in a timely manner?	Yes (1 pt)	1/1
52. Overall, did you have an enjoyable dining experience?	Yes (1 pt)	1/1
53. Was your meal a good value for the money?	Yes	
54. Did you notice any catering brochures or information flyer's anywhere in the restaurant or deli?	Yes (1 pt)	1/1
55. Based on THIS visit, would you return to this location?	Yes (1 pt)	1/1
56. Based on THIS visit, would you recommend it to others?	Yes (1 pt)	1/1

Please list 2 restaurants in this area that you feel would be strong competitors for your decision on where to dine:

1st Restaurant Name:

Woodbury Kosher Deli

2nd Restaurant Name:

Ruvens

Checkout and Departure Comments:

When we left, we were not greeted by anyone. Charles the cashier handled my transaction quickly. I also observed the host up front at the register; however, he did not acknowledge me or say goodnight. I did observe several flyers advertising for Superbowl catering.

I also went to the counter to place an order. While there were two clerks behind the counter, neither one acknowledged me for over two minutes. I placed my order with Robert S., ordering a hot dog with potato salad to go. Robert asked if I wanted anything else and when I said no, he handed me a receipt and told me to pay at the register. When my order was ready it was just placed on the counter for me to pick up.

OVERALL COMMENTS:

The dining area was pleasant and attractive, with art deco style lighting, wall art and furnishings. The food was very good and the menu offered a large selection.

RECEIPT:

Survey Total: 86.42% (70 / 81)