

Mystery Shopper Report

Client: Sizzling Platter - Dunkin'	Date: Friday, October 17, 2025
Location: Sizzling Platter / Dunkin' - Mission	Arrival Time: 2:20PM
Address 1: 209 N Shary Rd	Departure Time: 2:20PM
Address 2: Ste 100	Total Time: 0 Hours and 0 Minutes
City, State, Mail Code: Mission, TX 78572	Dining Volume % In: 10%
	Dining Volume % Out: 10%

First Impressions	YES	NO	NUM	N/A
1. Was the exterior (parking lot, signage, & entryway) clean and well-maintained?	X			
2. How quickly were you greeted upon arrival (counter or drive-thru)? (Record time in seconds)			5	
COMMENTS: Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.				

Hospitality & Friendliness	YES	NO	NUM	N/A
1. Did the team member greet you warmly with eye contact and a smile?	X			
2. Did they use polite and courteous language (e.g., 'please,' 'thank you')?	X			
3. Did the team member maintain a friendly tone and remain attentive throughout your interaction?	X			
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Order Accuracy & Process	YES	NO	NUM	N/A
1. Was your order taken accurately on the first attempt?	X			
2. Was your order complete with no missing items?	X			
3. Were you offered any add-ons, upgrades, or featured items?	X			
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Speed of Service	YES	NO	NUM	N/A
1. From the time you arrived at the speaker to order pickup, was service completed within 160 seconds (1 minute & 40 seconds) or less?	X			
2. Did the team work efficiently, staying active and organized while preparing your order?	X			
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Food Quality & Presentation	YES	NO	NUM	N/A
1. Was your food or drink served at the proper temperature and prepared to brand standards?	X			
2. Was the packaging neat and functional (no spills, properly bagged)?	X			
3. Was the product prepared according to brand recipe standards and portion guidelines?	X			
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Cleanliness & Environment	YES	NO	NUM	N/A
1. Was the drive-thru lane clean, well-maintained, and free of debris?	X			
2. Were employees in proper uniform and professional in appearance?	X			
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Value & Overall Impression	YES	NO	NUM	N/A
1. Were menu prices and promotions displayed clearly and did the total charged match the posted price?	X			
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Net Promoter Score	YES	NO	NUM	N/A
1. Based on your experience today, on a scale of 1-10 (1="not at all likely" and 10="extremely likely"), rate how likely you are to recommend this business to a friend:			10	
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