

SOP – MYSTERY DINER PROCEDURE

Dear Mr./Ms.....,

Firstly, we would like to thank you for your interest in our Mystery Diner program. Please read carefully the content of our program, including the Terms & Conditions and confirm to us your intention to join.

What is the purpose of the Mystery Diner?

The AFG VN has been operating in Vietnam since 1996 and is a popular choice for Vietnamese, Western and other Asian nationalities. We are respected for quality food and great service, in a relaxed and fun environment.

In order to not only maintain, but continually improve our standard, we have to see our service through our customer's eyes. The best way to achieve this is to ask our regular customers to audit all areas of our business through a Mystery Diner program.

All the information from the Mystery Diner is confidential and is only used only for the purpose of improving the quality of our restaurants.

Once you have been accepted into the Mystery Diner program, we will communicate with you the process that is required:

1. On average, you would be required to undertake an audit once every 6 months.
2. Once selected, we will send you an email with a Questionnaire attached, informing you of which restaurant you need to audit, and when you need to do it.
3. You will reply to our email and confirm that you are able to undertake the audit, in the required timeframe.
4. You MUST read the Questionnaire sheet to remember all the points that need to be answered after the audit. You Must Not take the form into the restaurant. After all, this is a mystery and staff can not know you are auditing the restaurant.
5. You pay the bill and get 1 copy of this bill from the restaurant which would be the normal process. (Please ask for the bill if you aren't given).
6. After you leave the restaurant, you need to complete the questionnaire. You answer the Questionnaire sheet fully and send back to us together with bill's photo/scan via email within 2 days of auditing the restaurant.
7. We may contact you in case we want to clarify some points in the Questionnaire sheet.

*Please note, if you use your reward card points and/or a voucher as part of the transaction, we will only reimburse the cash component of your visit, in accordance with the amounts listed above.

We will not pay for any more cost that is not in the bill.

We will not pay for the below cases:

1. Bill of take away, delivery, not dine-in
2. Buffet bill or you order the set lunch, set menu.
3. You do not give us back the copy of bill.
4. You do not answer fully the Questionnaire sheet.
5. You do not send back the Questionnaire sheet at right time.
6. You visit the wrong restaurant.
7. You answer on the wrong version of the Questionnaire sheet.
8. You have another person to be the Mystery Diner and answer the Questionnaire sheet.

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Requirement on audit-dine in:

1. In order to fully assess all steps of service mentioned in the Questionnaire sheet, when you begin to open the menu, do not order immediately, please hold for few seconds to wait for the suggestion. Same manner when you nearly finish the food, wait for the suggestion of drinks/deserts.
2. Please take time to pass/use the restroom to assess the General Service.
3. In order to experience all steps of service, please order from main menu, not buffet, set menu, set lunch. By choosing from the main Menu, you will create chance for server to give suggestion for starter/main course/ dessert with more explanation. We expect our staff be proactive, understanding and offer useful suggestions to customers.
4. Do not let the staff know you are Mystery Diner.
5. Do not bring the Questionnaire sheet to the restaurant.

Requirement on answering the Questionnaire sheet:

- Any "No" answer MUST have comments in the boxes beside.
- The "Other comments" boxes in the end MUST be filled with your contributing opinions, suggestions, any other complaints....

Rights and obligation of Mystery Diner:

You will have the following rights:

1. Be served as other guests in the restaurant.
2. Notify staff if not happy with service or food.
3. Ask for the introduction of current promotion.
4. Can dine with friends and family.
5. Be reimbursed for the audit-bill (within the maximum amount mentioned above).
6. Express your ideas to contribute for the improvement of the restaurants.
7. Can use the promotions (except the buffet, set lunch, set menu).
8. Can use your reward card if you have one.

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The obligation:

1. Attend the restaurant in the agreed timeframe.
2. Audit right place.
3. Follow the Requirement on audit-dine in, Requirement on answering the Questionnaire sheet.
4. Send back the Questionnaire sheet, the copy of bill right time.
5. Do not tell/show/let staff know you are Mystery Diner.
6. Do not collaborate with restaurant's staff/manager to distort the audit fact.
7. Be responsible for your answering in the Questionnaire sheet.
8. Do not share, copy, send the Questionnaire sheet to the 3rd party (your friends, your family, our competitors).
9. Do not have any another person to be Mystery Diner or to answer the Questionnaire sheet for you.

Above are terms and conditions of the Mystery Dine program of The Al Frescos' Group. Once you confirm to be our Mystery Diner, you have agreed to the terms and conditions above.

To confirm your willingness to participate in the Mystery Diner Program, you must complete the attached Mystery Diner Profile and send back within 3 days of receiving.

Thank you,

Mystery Diner Team
AFG VN

