

Mystery Guest Name:
Venue:
Name of person handling telephone reservation/enquiry:
Manager:
Waiter(s):
Time of visit (e.g. 21:45):
Date of visit (e.g. dd-mm-yyyy):
Level of business - please elaborate:
Scoring instructions:
Complied/excellent/not applicable = maximum score
Partially complied/mediocre = 0
Total non-compliance/unacceptable = -2
Please give as much detail for both positive and negative interactions
SECTION
Reservation/Enquiry
Facilities
Ambience
Service
Food & Beverages
Management
Details
Overall
RESERVATION/ENQUIRY - DELETE WHICHEVER WAS NOT APPLICABLE
Phone answered within 4 rings?
Opening lines clear - you could easily hear name of restaurant and person answering the phone
Professional, clear and friendly (you could clearly hear the name of the person and the restaurant)
General impression - did the interaction leave you wanting go ahead with the visit

OR IF YOU MADE YOUR BOOKING ONLINE
The restaurant had your DinePlan reservation
If you had any changes or requests they were dealt with timeously and efficiently
TOTAL
FACILITIES
GENERAL
Entranceway - was it clean, well-maintained and in keeping with rest of establishment
First impression as you walked in to restaurant - vibe, the look, aromas, feeling
On closer scrutiny - cleanliness and housekeeping of the dining areas
TABLE SETTING
Table setting - general appeal and look
Crockery, cutlery, glassware - all in place, clean, not chipped
Serviettes
Table additions - salt & pepper, candle, fresh flowers
Menu & wine list - clean, good condition
Odour - acceptable
TOILETS
Toilet paper - sufficient, spares 2 spares available and off the floor
Liquid soap - sufficient quantity & quality, container clean
Defuser
Hand drying - sufficient paper towels or a working hand dryer
Cleanliness - corners, grouting, bins, ceiling vents, lights
Maintenance - physical condition of paintwork, tiles, grouting, locks, doors, toilet seats etc.
TOTAL
AMBIENCE
Music - playing and appropriate volume
Staff noise - appropriate levels
Lighting - appropriate
Temperature - comfortable
TOTAL

SERVICE
Greeting & departure
Greeting at the entrance - swift enough, friendly and appropriate. Whoever met you said "Welcome to Simon's"
Reservation confirmation - name was on list and confirmed by name
If no reservation - needs adequately established - number of guests, etc.
Offered a drink before being shown to the table
Escort to table - hostess/waiter led way
Farewell - by staff you passed on way out and by management at the door
These farewells - genuine, made you feel special
BASIC SKILLS
Waiter greeting at table - comfortable, genuine, appropriate, not "rehearsed"
Introduced themselves - (even if wearing name badge). Said something to the effect: "My name is John, I will be taking care of you". Not "My name is John, I will be your waiter".
Menus - handed to you or placed on the table at the time of seating. Were they the right way up and clean?
Order taking - timing comfortable - if too long, how long was it
Menus removed upon ordering the various courses and not left on table/chair
Order arrival - timing comfortable - if not, how long did it take
Clearing - well timed and unobtrusive
Drinks service - wine & other beverages - correct and appropriate
Drinks topped up or more offered, as necessary
Bill presentation - timing well judged and process to your liking
MARKETING SKILLS
Menu recommendations offered - clear, genuine, with passion, interesting and mouth-watering
Prompted you for up-sells/suggested additional items e.g. If you ordered 1 starter, was another offered. If you ordered wine, were you offered water
offered. If you ordered wine, were you offered water
Menu knowledge - questions/queries satisfactorily answered
If you had to ask something out of the ordinary the waiter did respond in the negative saying "No, unfortunately...", but rather said: "We would love to accommodate you, however.... may I rather suggest"
ATTITUDE AND MANNER

First impression of your waiter
Energised, confident and passionate
Genuine, friendly, smiling
Communication skills - audible, clear, easy to understand
Attentive & pre-empted needs
Updated on any delays, if necessary
Initiative - instinctively removed dirty glass, chipped plate, etc., offered substitute item, offered something else if any delays
Team spirit - was there team spirit and team work evident
THE FINER TOUCHES
Served & cleared without stretching, i.e. walked around the table where possible
Asked if you wanted the drinks poured before they were poured
Toothpicks placed on the table at end of meal
STAFF APPEARANCE
Uniform, everyone wearing the same clean shoes
Waiter's cloths - 2 worn on apron strings
Appearance - clean, well-presented, professional
Name badge worn
Personal hygiene - wedding ring, ear studs and watch allowed - no bangles, large earrings, chains etc. Clean nails, no varnish, no bad hand habits, hair neat and tied back
TOTAL
FOOD & BEVERAGES
Starter / Dessert
As per menu description/expectation
Presented as requested
Was the quality to your liking
Temperature - was the food hot enough (or chilled enough)
Presentation - were you impressed with how it looked
Meal 1:
As per menu description/expectation
Presented as requested

Was the quality to your liking
Temperature - was the food hot enough (or chilled enough)
Presentation - were you impressed with how it looked
Meal 2:
As per menu description/expectation
Presented as requested
Was the quality to your liking
Temperature - was the food hot enough (or chilled enough)
Presentation - were you impressed with how it looked
Beverages:
Portion size - value, sufficient
Temperature - appropriate
Quality - fresh, as expected
Presentation - appropriate and to expectation, sugar provided, ice bucket provided, ice, lemon, garnishing
TOTAL
MANAGEMENT
Presence - was management obvious by their interactions with guests and staff
Appearance - smart and professional
Personal interaction - were you happy with the level of management interaction
Genuine interaction - did you feel interaction experienced/noted was genuine
Interaction with staff - was this positive, energised and appropriate
General attitude - energised, interested, motivated
Complaints - was management involved in any complaints you may have had
Stock - were all menu items ordered available (unless advised in advance)
TOTAL
THE DETAILS
Was this a "special" experience.
Were you made to feel pampered and special?
Would you return?
Would you tell friends about this experience?

You were made to feel welcome, cared for and at no point felt discriminated against for any reason (gender, age, race, sexuality, language, religion, disability etc).

TOTAL