**SECRET SHOPPER REPORT**

**Exterior**

Was the exterior of the restaurant clean and well maintained /2

Was the exterior lighting working /2

Was the patio setup /3

**Interior**

Was the restaurant clean and well maintained /2

Were all the lights on and at an appropriate level for the atmosphere /3

Was the music energetic and loud enough to hear but so you could still carry on a conversation /2

Were the restrooms clean, stocked, and well maintained /3

Was Trivia playing on some of the TVs /1

**Host**

Upon arrival, were you immediately welcomed /2

Were you greeted in a warm and welcoming manner /2

Was the host / hostess polite and professional at all times /2

Was the host area clean and well maintained /3

Upon seating, did the host present you with a beverage menu, core food menu, & Summer Feature Menu /3

If you selected Patio, did the host inform you of the Jack’s Summer Patio Games program /0

Did the host indicate who your server would be /1

Did the host indicate the location of the washrooms /1

Were there lollipops available upon leaving /1

**Server**

Did the menu look brand new /2

Was the menu covers and pages clean /2

Upon being seated, were the following items set on the table:

Correct amount of circle side plates for the amount of guests /1

Correct amount of cutlery for the amount of guests /1

Crayon Tin with 6 Crayons /2

JACK'S branded clothes pin with marketing material attached /2

JACK's branded table stamp /1

Craft paper /1

Did the server approach the table within 60 seconds and introduce themselves /2

Did the server write their name on the table in crayon /2

Was the server dressed in a Jack's branded uniform top /2

Was the uniform clean /2

Did the Server or Host ask if you were an Inspired Rewards Member /1

If you answered Yes, did they check you in /1

If you answered No, did they inform you on the program and how it works /1

Did the server suggest a beverage to start/inform you of the new summer cocktails /2

Were the beverages delivered in a timely manner /2

Did the server demonstrate good product knowledge with regards to both the food and beverage menus /2

Did the server present any engagement tools to get to know them N/A

Did the server present any engagement tools to get to know you N/A

Did the server suggest an appetizer or point out the Summer Feature Menu /2

At any point did someone inform you about the Summer Games Contest and the prizing available to be won /2

Did the server upsell any items to enhance your dish /1

Was the server polite, personable, energetic and friendly /2

Did your appetizers/entree's come out in a timely manner /2

Did the server check back to ensure everything was okay within 2 minutes of the dish/beverage being delivered /2

Were servers available and attentive throughout the experience /2

Were all dishes served with the appropriate condiments /2

Were Cold dishes served cold and hot dishes served hot /2

Did the server provide their personal opinion on food & experience /2

Throughout the meal, were soiled plates removed /2

Did the server offer beverage refills within a timely manner /1

Did the server present a dessert menu /1

Was a birthday dessert presented to you /1

Did the team come to the table to announce the birthday /1

Did the servers appear with a Party Board N/A

Was the bill presented in a timely manner after indicating that you did not wish to order anything else /1

Was the payment collection prompt and courteous /1

Did the server sincerely thank the guest /1

One the way out, was there a departing comment offered /1

Were there lollipops available upon leaving /1

**Management**

Did the servers and / or management consume food and drinks in view of guests /1

Was the manager / supervisor present and did they appear to be active in the operation /1

Did the manager / supervisor make table visits to check on guest satisfaction /1