

## SAMPLE MYSTERY SHOP QUESTIONNAIRE

# Mid-Scale Casual Restaurant



**NOTE:** It is assumed that not all questions may apply to what you're measuring, and it is expected that inapplicable questions would be removed or replaced with more applicable ones. Any place where the questionnaire references **x** in the question, it is intended for you to put in your own specific operational standard.

### Section 1: Hostess Interaction

1. Upon entering the restaurant, did someone greet you within **x** seconds?

Yes       No

2. When you arrived, were you added to a wait list?

Yes       No, I was seated right away

2a. If yes, were you told how long the wait would be?

Yes       No

2ai. If yes, were you seated within the time that was established?

Yes       No

3. Were you asked for your seating preferences (table, booth, bar etc.)?

Yes       No

4. Did the person who sat you place each menu face up on the table in front of you and your guest(s) once you were seated?

Yes       No

## Section 2: Server Interaction

5. After being seated, did your server greet you within **x** seconds/minutes of being seated?

Yes       No

6. Did the server explain the daily specials or signature dishes?

Yes       No       N/A

7. Did the server offer to take your drink order at the first interaction?

Yes       No

8. Were the drinks delivered within **x** seconds/minutes?

Yes       No

9. Were you offered a second drink before the first one was finished?

Yes       No

10. When taking your order, did the server suggest appetizers, soup or salad?

Yes       No

11. Was the server knowledgeable about the menu?

Yes       No

12. Was the food delivered within **x** seconds/minutes?

Yes       No

12a. If no,

You were advised during the order process that things may take longer than usual

You were advised and/or apologized to during your wait that things were taking longer than usual

You were apologized to for the wait when the food did arrive

You were not advised or apologized to at any time regarding the wait time for the food

13. Did the server check back with you within **x** seconds/minutes of the food being delivered?

Yes       No

14. After you finished your main meal, did your server suggest dessert, coffee, or after dinner drinks?

Yes       No

15. At the end of your visit, did the server invite you to complete a customer satisfaction survey?

Yes       No

16. Were you encouraged to answer the questions on the customer satisfaction survey in a certain way?

Yes       No

17. All through your dining experience, did the server appear happy to serve you?

Yes       No

18. Provide the name of your server.

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### Section 3: Quality of Meal

19. Did all food and beverage items arrive accurately (as ordered)?

Yes       No

19a. If no, please explain.

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20. Was the meal delivered on a clean plate/dish?

Yes       No

21. Did the meal look appealing?

Yes       No

Please upload a photo of your meal as it appeared when it was first served

22. Was the temperature of your food appropriate?

All hot food was hot       All cold food was cold

22a. If no, (choose all that apply):

- Hot food was too cold
- Cold food was too warm
- Other (please explain)

## Section 4: Payment Process

23. Were you offered the guest cheque in a timely manner, or was the server readily available to request the guest cheque from?

Yes       No

24. Was the guest check delivered within x seconds/minutes of being offered/requested?

Yes       No

25. Did the guest cheque accurately reflect all items ordered?

Yes       No

26. Was the guest check processed within **x** seconds/minutes of being delivered?

Yes       No

## Section 5: Restaurant Appearance

27. Were the items on your table clean (salt & pepper shakers, condiments, cutlery etc.)?

Yes       No

27a. If no, (choose all that apply):

- The was one or more pieces of dirty cutlery
- The salt & pepper shakers were dirty
- The condiment containers were dirty
- Other (please explain)

28. Were the items on the table properly stocked (salt & pepper shakers, condiments, cutlery etc.)?

Yes       No

28a. If no, (choose all that apply):

- There was one or more pieces of missing cutlery
- There were one or more missing napkins
- The salt & pepper shakers were less than **x** full
- The condiments were less than **x** full
- Other (please explain)

29. Looking around the restaurant, did tables, floors, seating and entryway appear to be clean?

- Yes       No

29a. If no, (choose all that apply):

- The table was dirty
- The seating was dirty
- The entryway was dirty
- The floor was dirty
- Other (please explain)

30. Was the public restroom clean?

- Yes       No

30a. If no, (choose all that apply):

- The floor was dirty
- The walls were dirty
- The ceiling was dirty
- One or more toilets/urinals were dirty
- One or more stalls were dirty
- One or more sinks were dirty

31. Was the public restroom well supplied?

Yes       No

31a. If no, (choose all that apply):

There was no paper towel or working hand dryer

There was no soap

There was no toilet paper

Other (please explain)

## Section 6: Management

32. During your visit, did you see a manager or supervisor in the dining room or bar area?

Yes       No

32a. If yes, did you see the manager or supervisor interact with customers?

Yes

No

33. During your visit, did a staff member (other than your server) ask you about your experience, thank you and/or invite you to return?

Yes       No



34. Did you experience any issues not listed above during your visit?

Yes       No

34a. If yes, Please explain

34b. Was the issue resolved to your satisfaction?

Yes       No

34bi. If no, Please explain



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