



## SECRET SHOPPER SURVEY FORM – RESTAURANT

Restaurant Name \_\_\_\_\_ Address \_\_\_\_\_  
Day & Date of Visit \_\_\_\_\_ Time of Visit \_\_\_\_\_  
Name or Description of Host/Hostess \_\_\_\_\_  
Name or Description of Server \_\_\_\_\_

### Restaurant Appearance

1. Was the restaurant's outside appearance attractive –  
Did the restaurant have curb appeal?
2. Did the outside appear to be clean – clear sidewalks,  
clean windows and doors, etc.?
3. Was the restaurant clean and attractive inside?
4. Was the host/hostess area attractive and spacious?
5. How did you feel about the overall appearance of the  
restaurant?

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

Comments:

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### Restaurant Staff

1. Were you promptly greeted by the host/hostess?
2. Was the greeting friendly & professional?
3. Were you seated promptly?
4. If not immediately seated, was the host/hostess
  - a. on the phone \_\_\_\_\_
  - b. talking with staff \_\_\_\_\_
  - c. on the computer \_\_\_\_\_
  - d. helping another customer \_\_\_\_\_
  - e. no one present \_\_\_\_\_

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

# Hotel Mystery Shopper Questionnaire

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## **Hotel Mystery Shopper Questionnaire:**

Hospitality Marketing David Bowie, Francis Buttle, 2007-03 Hospitality Marketing an introduction takes a unique approach to outlining marketing processes in the hospitality industry Ideal for those new to the topic of marketing this text contextualises the subject for the hospitality sector It discusses the eight elements of the marketing mix with direct reference to the specifics of the hospitality industry and approaches the whole process in three stages as would the hospitality marketing manager BEFORE customers visit the hotel restaurant the marketing task is to research the market manage customer expectations and motivate trial purchase through product service development pricing location distribution and marketing communication DURING the service encounter the task is to meet or exceed customer expectation by managing the physical evidence service processes and employee behaviour AFTER the service encounter the task is to audit quality and customer satisfaction and promote a longer term mutually beneficial relationship with customers through relationship marketing initiative Hospitality Marketing is a complete learning resource with real life examples case studies and exercises in the text plus an accompanying website which provides solutions to the exercises further case studies and links to relevant sites to support both students and lecturers

**The Mystery Shopper's Manual** Cathy Stucker, 2004-09 The only book for mystery shoppers endorsed by the Mystery Shopping Providers Association If you are looking for a flexible fun way to make extra money mystery shopping may be for you You can get paid to shop eat in restaurants get your hair cut go to the movies and more and Cathy Stucker will show you how

*Hospitality Marketing* Dogan Gursoy, Francis Buttle, David Bowie, 2022-08-15 Hospitality Marketing is an introductory textbook which shows readers how to apply the principles of marketing within the hospitality industry The fourth edition contains examples and case studies exemplifying how ideas and concepts discussed within its chapters can be successfully applied to a real life work situation with an emphasis throughout on topical issues such as sustainable marketing corporate social responsibility and relationship marketing It also describes the impact that the Internet has had on both marketing and hospitality using a variety of tools including a wide range of Internet learning activities This fourth edition has been updated to include New content on social media marketing user generated content group buying behaviour franchising internationalization non predictable factors affecting sales and marketing such as COVID 19 the role of marketing in creating a competitive advantage and the role of events and experiences in marketing New extensive exploration of the role of technology in marketing including the use of artificial intelligence service robots and the metaverse to develop and deliver service and or to measure customer experience Updated online resources including a PowerPoint deck a test bank of questions and added links to YouTube and Instagram content New updated international case studies including many more from Asian and African destinations This book is written specifically for students taking marketing modules within hospitality courses and is a valuable resource to promote learning

**Career Opportunities in the Travel Industry** Judy Colbert, Executive Director, 2009 *Hospitality Marketing* Francis

Buttle, David Bowie, Maureen Brookes, Anastasia Mariussen, 2016-10-04 This introductory textbook shows you how to apply the principles of marketing within the hospitality industry Written specifically for students taking marketing modules within a hospitality course it contains examples and case studies that show how ideas and concepts can be successfully applied to a real life work situation It emphasizes topical issues such as sustainable marketing corporate social responsibility and relationship marketing It also describes the impact that the internet has had on both marketing and hospitality using a variety of tools including a wide range of internet learning activities This 3rd Edition has been updated to include Coverage of hot topics such as use of technology and social media power of the consumer and effect on decision making innovations in product design and packaging ethical marketing and sustainability marketing Updated online resources including power point slides test bank of questions web links and additional case studies New and updated international case studies looking at a broad range of hospitality settings such as restaurants cafes and hotels New discussion questions to consolidate student learning at the end of each chapter

**Mystery Shopping Made Simple** Ilisha Newhouse, 2004-04-28 How to earn good money by shopping dining out and more Cover subtitle

**The Handbook of Customer Satisfaction and Loyalty Measurement** Nigel Hill, Jim Alexander, 2017-03-02 Customer satisfaction and loyalty are becoming increasingly important to most organizations since the financial benefits from improving them have been well documented This book presents a thorough examination of how to use research to understand customer satisfaction and loyalty It takes the reader step by step through the process of designing and conducting a survey to generate accurate measures of customer satisfaction and loyalty The research process is explained in detail including questionnaire design analysis and reporting but the book also covers other elements of an effective customer satisfaction process These include project planning communicating with customers before during and after the survey as well as providing internal feedback and taking effective action to address issues raised by the survey There is also comprehensive coverage of loyalty measurement methodologies as well as the satisfaction profit chain and associated modelling and forecasting techniques

*Marketing Tourism and Hospitality* Richard George, 2025-05-11 This second edition of this comprehensive textbook explores the fundamental principles of marketing applied to tourism and hospitality businesses placing special emphasis on SMEs in the international tourism industry It includes examples from a wide range of destinations from emerging markets to high income countries Taking a comprehensive approach the book covers the whole spectrum of tourism and hospitality marketing including destination marketing marketing research consumer behaviour responsible tourism marketing and digital and social media marketing Practical in focus it gives students the tools techniques and underlying theory required to design and implement successful tourism marketing plans Written in an accessible and user friendly style this entire industry textbook includes case studies drawing on the author's experience and real life examples Revised and expanded throughout it covers Advances in AI robotics and automation Digital marketing electronic customer relationship management eCRM and uses of user generated

content UGC New and updated content and discussion questions for self study and to use in class A new chapter on responsible tourism marketing and sustainable approaches to marketing Consumer behaviour in tourism and the effects of climate change and changes in consumer attitudes New trends in tourism and hospitality marketing New in depth real life case studies and industry insights throughout the book Along with key concepts and theory definitions key summaries and discussion questions accompanying online flashcards and PowerPoint slides for lecturers this textbook is ideal for undergraduate and postgraduate students looking for a comprehensive text with a practical orientation

*Market Research in Practice* Paul N Hague, Nicholas Hague, Carol-Ann Morgan, 2004-03-03 This practical guide to the basics of market research takes a clear concise step by step approach It describes and explains the various tools and techniques available to market researchers Comparative examples and real life international case studies help make the basics of market research straightforward and accessible Market Research in Practice assumes no previous knowledge of the subject and offers guidance for the reader who is either studying or completely new to market research The book also outlines data protection legislation and details the professional ethics incorporated in the MRS Code of Conduct Contents include the role of market research market research design desk research focus groups and in depth interviews sampling questionnaire design interviewing self completion questionnaires and e surveys data analysis report findings Part of the new Market Research in Practice series and published in association with the Market Research Society Market Research in Practice is an invaluable guide for students researchers marketers and users of market research

Tour Operators and Operations Jacqueline Holland, David Leslie, 2017-12-14 With a focus on the creation and distribution of packaged holidays this text covers the fundamentals of business and the relationship between tour operators and destinations With particular reference to the sustainability of both parties it reviews the impacts and influences of tour operations and practices on destinations within the overriding context of tour operator responsibility It addresses the entirety of this key component of the tourism sector and reflects the shift in recent years from traditional sun sea and sand holiday to more bespoke packages

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**Stellar Customer Service** Mou Chakraborty, 2016-08-29 From librarians to volunteer workers staff to student workers all library personnel need to deliver great customer service This book presents innovative instructional methods that will inspire you to take a fresh approach to customer service training Customer service is one of the most critical staff development training areas in the library world Every member of a library s staff who interacts with the public needs the specialized skills and tools to work with a diverse clientele This book addresses the need for staff training for various kinds of libraries covering public and academic libraries of various sizes medical libraries law libraries and state organization and joint use libraries Each chapter of Stellar Customer Service Training

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**The Cornell School of Hotel Administration Handbook of Applied Hospitality Strategy** Cathy A. Enz, 2010-07-14 This state of the art handbook approaches the topics of hospitality strategy with an emphasis on immediate application of ideas to current practice. Top hospitality scholars make original contributions with the inclusion of senior level executives' input, insights and current best practices. By incorporating the latest research and thinking on various strategic topics with the commentary and insights of successful executives, this handbook blends cutting edge ideas and

comprehensive reviews of the subject with innovative illustrations and examples from practice The strength of the handbook is its combination of academic rigour and hospitality application The handbook will have a clear reference orientation and focus on key topical issues and problem of interest to practitioners and advanced students of hospitality strategy

**Qualitative Marketing Research** ,2001-03-22 As the importance of marketing to business grows and as new concepts and applications of marketing emerge and evolve so too does the need for up to date market intelligence This book recognizes that the contribution which qualitative research can make to market understanding and insight is immense and that statistical information flows are never enough but need to be compounded by market intelligence gained through qualitative methods Qualitative Marketing Research clearly explains the use and importance of qualitative methods clarifying the theories behind the methodology and providing concrete examples and exercises which illustrate its application to Management Studies and Marketing This book is intended for all students of marketing who are required to complete their studies with a dissertation or research project SERVICES MARKETING Prof. R.Jothi Priya,Dr.K.Balasaravanan,Dr.J. Subashini,DR. S.Sivagamy, **Innovative Practices for Corporate and Individual development** Dr.P.Giridhara Reddy Dr.V.Basavachari, **FIU Hospitality Review** ,1997

## Unveiling the Magic of Words: A Review of "**Hotel Mystery Shopper Questionnaire**"

In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**Hotel Mystery Shopper Questionnaire**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve to the book is central themes, examine its distinctive writing style, and assess its profound effect on the souls of its readers.

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