



## 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

# Mystery Shoppers Template

**Ilisha Newhouse**

A red circular graphic with a gradient, appearing as a partial circle or a thick arrow pointing to the right, located on the right side of the light blue bar.

## **Mystery Shoppers Template:**

*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

**Measuring Customer Service Effectiveness** Sarah Cook,2004 Sarah Cook s down to earth guide provides the rationale behind measuring service effectiveness and explains the measurement process from start preparation to finish managing the results

**Mystery Shopping** James Poynter,1996-09 **The Insider's Guide to Mystery Shopping** John Smith,2010-08-17 The Insider s Guide to Mystery Shopping is a brand new guide especially written for the UK by a professional mystery shopper It lifts the lid on this secretive business and provides valuable information on how to break in to this lucrative industry where people throughout the UK are being paid to go shopping to eat in top restaurants to stay in top class hotels and to drive expensive sports cars In short The Insider s Guide To Mystery Shopping is a gold mine of valuable information for anyone wanting to get started as a mystery shopper as well as for existing mystery shoppers who want to increase their earnings in this fun and fast moving industry

**Researching Customer Satisfaction & Loyalty** Paul Szwarc,2005 It examines how to research customer satisfaction from both a client and a supplier perspective and how to get the best results from that research *Mystery Shopping Made Simple* Ilisha Newhouse,2004-04-28 How to earn good money by shopping dining out and more Cover subtitle

*Work-at-Home Company Listing Volume II* S. Marie Surles,2014-12-22 A reference and sourcebook of work at home company listings This ebook has compiled a listing of telecommuting companies that previously and currently hire people to work from home All contact details are provided and verified as of the book s publication Thousands of professions industries and occupations to choose from including Data Entry Administrative Assistant Virtual Assistants Legal Transcription Medical Transcription Customer Service Reps Freelance Writers Proofreaders Editors Translators Telemarketers and Online Tutors HEA Employment com is a work at home job listing service Our website offers job seekers access to thousands of available work at home job opportunities Over the years we compiled a listing of thousands of legitimate telecommuting companies that hire telecommuters and virtual assistants The companies listed in this ebook are currently hiring or have hired people to work from home in the past The companies are accept resumes for current and future job openings HEA Employment com has the most comprehensive work at home job database on the Internet today with access to 1000 s of work at home jobs and home based business opportunities from over 1 000 job boards all on one site From part time and temporary to full time and permanent every type of job is included You can select when you want to work how much you want to work and how much you want to be paid Get both volumes for a complete listing , [The Handbook of Field Marketing](#) Alison Williams,Roddy Mullin,2009-06-03 If you are involved in field marketing this is the book for you Whether you are working

within a company and seeking to employ a field marketing agency or you work for such an agency and want to ensure best practice The Handbook of Field Marketing is the essential handbook for success Crammed with self study questions case studies and proven advice for success this book offers a blueprint for best practice enabling you to undertake robust rigorous and meaningful brand research The Handbook of Field Marketing reveals the best techniques to ensure profitable brand maximization for your company s products or those of the client company whether measured by brand visibility product availability positioning performance against competitors or overall sales performance *Paul Takes the Form of a Mortal Girl* Andrea Lawlor,2019-04-23 In these irreverent pages a shapeshifter gets a crash course in gender and sexuality by inhabiting both sides of the binary and arriving precisely somewhere in the middle O The Oprah Magazine HOT Maggie Nelson TIGHT Eileen Myles DEEP Michelle Tea It s 1993 and Paul Polydoris tends bar at the only gay club in a university town thrumming with politics and partying He studies queer theory has a dyke best friend makes zines and is a flaneur with a rich dating life But Paul s also got a secret he s a shapeshifter Oscillating wildly from Riot Grrrl to leather cub Paul transforms his body and his gender at will as he crossed the country a journey and adventure through the deep queer archives of struggle and pleasure Paul Takes the Form of a Mortal Girl is a riotous razor sharp bildungsroman whose heroine wends his her way through a world gutted by loss pulsing with music and opening into an array of intimacy and connections

Living Well, Spending Wisely: Maximizing Happiness with Less Income Ranjot Singh Chahal,2023-07-23 In Living Well Spending Wisely Maximizing Happiness with Less Income discover the art of mindful spending practical saving strategies and transformative ways to find joy without breaking the bank This book empowers readers to navigate financial challenges embrace minimalism and invest in self growth while cultivating meaningful connections Learn how to live a fulfilling life on a budget and unlock the key to lasting happiness and contentment Key Performance Indicators For Dummies Bernard Marr,2015-03-16 A complete guide to using KPIs to drive organisational performance Is your business on track to achieve success Key Performance Indicators For Dummies covers the essential KPIs that are useful to all kinds of businesses and includes more than 100 different ways leaders can monitor and drive performance in their organisations This book helps managers understand the crucial KPIs that should be implemented for all different aspects of the organisation including financial performance operational and internal processes sales and marketing customer satisfaction and more Good KPIs should be unique to every business as every business has different objectives To meet this need the book provides tools and templates that leaders can use to develop unique KPIs that best suit their particular organisation or industry Learn to design KPIs that are unique to your business and fit closely to your strategic objectives Determine which KPI questions you should be asking to achieve the right insights for your business Learn the specific KPIs that are appropriate for different business circumstances Turn KPIs into deep insights by mastering related reporting and communications practices KPIs are a crucial part of every manager s toolkit and are essential for helping to monitor the execution of business strategies and measure

results Key Performance Indicators For Dummies moves beyond a basic discussion of what KPIs are and why they are needed to provide a complete guide for learning to design and use specific KPIs to drive organisational performance *Practical Evaluation Techniques for Librarians* Rachel Applegate,2013-08-15 Evaluation is essential to library management it provides the data that underlies informed and effective decision making This book is a one volume how to guide to library evaluation techniques planning and reporting Library professionals regardless of whether they operate in a school public or academic library setting need to have effective evaluation skills in order to be accountable to stakeholders and to effect informed improvement Practical Evaluation Techniques for Librarians provides information and guidance that is highly useful and accessible for all librarians looking to intelligently manage the strengths and weaknesses of their library as well as communicate its value to its stakeholders Rather than focusing on data gathering methods appropriate for researchers the book concentrates on data collection at the local level that enables informed managerial decision making It describes and compares techniques that can be used with any level or type of resource staffing software and expertise for example in any size library Author Rachel Applegate makes it clear that accountability is everywhere and imperative and any librarian can learn the simple techniques to benefit from evaluation Travel & Tourism Alan Marvell,2006 This full colour student book gives candidates all of the mandatory units they need to complete the Double Award It is exactly matched to the specifications of Edexcel **Official Gazette of the United States Patent and Trademark Office** ,2006 **How Did That Happen?** Roger Connors,Tom Smith,2009-08-11 The New York Times bestseller that provides a simple proven approach to improve accountability and the bottom line The economy crashes the government misfires businesses fail leaders don t lead managers don t manage and people don t follow through leaving us asking How did that happen Surprises caused by a lack of personal accountability plague almost every organization today from the political arena to large and small businesses How Did That Happen offers a proven way to eliminate these nasty surprises gain an unbeatable competitive edge and enhance performance by holding others accountable the positive principled way As the experts on workplace accountability and the authors of The Oz Principle Roger Connors and Tom Smith tackle the next crucial step everyone can take whether working as a manager supervisor CEO or individual performer creating greater accountability in all the people on whom you depend **Tourism and Generation Y** Pierre Benckendorff,Gianna Moscardo,Donna Pendergast,2010 Generation Y is a phenomenon identified by social scientists and social commentators and is frequently discussed in the media This book looks at Generation Y in a tourism context It investigates trends and behaviour and tourism marketing aimed specifically at them Data Analytics: Paving the Way to Sustainable Urban Mobility Eftihia G. Nathanail,Ioannis D. Karakikes,2018-12-11 This book aims at showing how big data sources and data analytics can play an important role in sustainable mobility It is especially intended to provide academicians researchers practitioners and decision makers with a snapshot of methods that can be effectively used to improve urban mobility The different chapters which report on

contributions presented at the 4th Conference on Sustainable Urban Mobility held on May 24 25 2018 in Skiathos Island Greece cover different thematic areas such as social networks and traveler behavior applications of big data technologies in transportation and analytics transport infrastructure and traffic management transportation modeling vehicle emissions and environmental impacts public transport and demand responsive systems intermodal interchanges smart city logistics systems data security and associated legal aspects They show in particular how to apply big data in improving urban mobility discuss important challenges in developing and implementing analytics methods and provide the reader with an up to date review of the most representative research on data management techniques for enabling sustainable urban mobility     Tourism Marketing Alastair M. Morrison, 2022-03-29 Tourism Marketing In the Age of the Consumer offers a fresh and contemporary approach as an introductory textbook on tourism marketing Six major themes along with the traditional core marketing principles are blended together Age of the consumer This book places the customer at the heart of tourism marketing and not the sector s promotional apparatus Experiences It highlights the growing consumer interest in the enjoyment of experiences and experiential marketing New media Social media and e marketing are given emphasis throughout Coverage of new media is present in all chapters Global marketplace Every chapter adopts a global outlook and offers international perspectives Environment and social responsibility An emphasis is placed on the sustainability of tourism including the concepts of ethical tourism and social responsibility Events This book treats events as a major tourism marketing topic and integrates events within the concept of experiential marketing Written in an engaging and accessible style Tourism Marketing In the Age of the Consumer is richly illustrated and full of actual case studies and examples looking at a wide variety of topics such as slum tourism the sharing economy staycations event bidding coping with COVID 19 air travel emissions and many more Four features add interest and bring greater pedagogical value Quick Bytes Case Studies Industry Voices and Vignettes This will be essential reading for all tourism marketing students

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