



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:

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

Richard George



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

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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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,2025-04-09 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

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Cambridge International AS and A Level Travel and Tourism Coursebook Sue Stewart,Fiona Warburton,John D. Smith,2016-01-04 Internationally focused textbook to support Cambridge International AS and A Level Travel and Tourism for first examination in 2017 Endorsed by Cambridge International Examinations this second edition of Cambridge International AS and A Level Travel and Tourism has been fully updated for the Cambridge Syllabus 9395 for examination from 2017 Written by experienced authors in an engaging and accessible style this Coursebook contains a wealth of internationally focussed case studies and links to the key concepts throughout This book offers comprehensive coverage with an international perspective and in depth analysis of topics

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