



Spot Check Mystery Shop: Casual Dining

Location: Sample (AU), Aurora, Illinois 60506

Evaluation Date: 5/10/2016

Performance Score

Overall Score: 28/37 (76%)

Appearance: 9/11 (82%)

Service: 11/18 (61%)

Food Quality: 5/5 (100%)

- **What time did you perform this evaluation?**

1:25:26 PM

- **Rate the overall appearance of the exterior of the restaurant**

5 / 5 - Excellent

- **Rate the overall cleanliness of the dining area (tables, chairs, floor, etc)**

4 / 5 - Very Good

- **Was the condiment/drink station clean and fully stocked?**

0 / 1 - No

- **Please upload an image of any issues that needed attention during your visit.**



- **Please provide details on any appearance issues noted during your visit**

The only area that needed attention was the beverage station, as the lids were not fully stocked and straw wrappers were noted in the stocking container.

- **How many customers were in line ahead of you?**

4

- **Please rate the length of time you waited in line**

3 / 5 - Average (2-3 minutes)

- **Did the employee suggest additional items/larger sizes?**

0 / 1 - No

- **Did the employee thank you at the end of your interaction?**

5 / 5 - Yes

- **Please rate the overall SERVICE on this visit:**

3 / 3 

- **Please provide comments on any service issues that arose during your visit**

The cashier did not attempt to upsell or cross sell.

- **Was your order correct?**

1 / 1 - Yes

- **Please rate the FOOD QUALITY on this visit:**

2 / 3 

- **Picture of one entree from your visit**



- **Please provide comments on any issues related to the quality of the items ordered**
The order was correct. However, the French Fries were not hot when we received the order.
- **Upload your receipt here**

