



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

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