



TEMPLATE - RESTAURANT- DELIVERY

Location: **⚠️ Invalid Location: Cannot be blank**

Shopper: dhartsfi2 Hartsfield, Dacey [ID: 444143]

Date: / / **⚠️ Invalid Date: Cannot be blank**

Time: : **⚠️ Invalid Time: Cannot be blank**



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AboutFace goes the extra mile to provide quality data to our clients. In an effort for us to approve and process your report promptly, please make sure you have included all of the following when submitting your evaluation:

- LIST ALL CLIENT REQUIREMENTS

Failure to provide the above items may result in a \$5 penalty if your report can not be submitted without being returned for clarification. All missing POV's are subject to a \$2 processing fee, and evaluator grading may be impacted.

(required)

I verify that I understand all of the above

Scenario Profile

i This section contains information about the scenario you presented when you called the restaurant

i *SHOPPER: A detailed narrative is mandatory for each comment box. Please provide complete details.*

Please describe the details of the scenario you presented: N/A

TELEPHONE ORDER PROCESS

i This section assesses the manner in which your order was taken over the telephone

Order Taker's Name: N/A

1. URGENCY: Was your call answered within three rings? (required) N/A Yes No

2. ATTITUDE: Was the order taker upbeat and friendly? (required) N/A Yes No

Please explain your answers to questions 1 and 2 here: N/A

3. GREETING COMPONENTS:

A. Did the order taker thank you for calling? (required) N/A Yes No

B. Did the order taker identify the restaurant? (required) N/A Yes No

C. Did the order taker identify him/herself by name? (required) N/A Yes No

D. Did the order taker ask how he/she could help you? (required) N/A Yes No

4. HOLD:

A. If you were placed on hold, did the order taker ask if you would hold before placing you on hold? (required) N/A Yes No

B. If you were placed on hold, did the order taker return from hold in a timely manner? (required) N/A Yes No

Please explain your answers to questions 3 and 4 here: N/A

5. UPSELL: Did the order taker suggest additional items to go with your order? (required) N/A Yes No

Please explain additional items that were suggested: N/A

6. CONFIRMATION:

A. Did the order taker confirm your address? (required) N/A Yes No

B. Did the order taker confirm your telephone number? (required) N/A Yes No

C. Did the order taker repeat your order to you? (required) N/A Yes No

7. TOTAL: Did the order taker give you the total of your order? (required) N/A Yes No

8. DELIVERY TIME: What was the time frame you were given for your order to be delivered (i.e., 30 minutes, 1 hour, etc.)?

N/A

Please explain your answers to questions 6 through 8 here: N/A

9. APPRECIATION: Did he/she thank you or offer any remark of appreciation at the end of the call? (required) N/A Yes No

Please explain your answer to question 9: N/A

DELIVERY PROCESS

 This section assesses the process employed by the delivery person during the delivery process.

Delivery Person's Name: N/A

Delivery Person's Description:

A. Gender: (required) N/A Male Female

B. Height: (required) N/A Short Average Tall

C. Hair Length: (required) N/A Short Medium Long None

D. Hair Color: (required) N/A Brown Black Grey Red Blonde Other

E. Glasses? (required) N/A Yes No

F. Other Descriptor: N/A

1. GREETING: Did the delivery person give you a friendly greeting? (required) N/A Yes No

2. NON-VERBAL CUES:

A. Did the delivery person use good eye contact? (required) N/A Yes No

B. Did he/she smile? (required) N/A Yes No

C. Did he/she seem too rushed? (required) N/A Yes No

Please explain your answers to all parts of questions 1 and 2 here: N/A

3. VEHICLE:

A. Was the delivery person's vehicle marked with the restaurant's logo (or equipped with a car top sign)? (required) N/A Yes No

B. Was the delivery person's vehicle well kept, and did it convey a positive image of the restaurant? (required) N/A Yes No

Please explain all parts of question 3: N/A

4. GROOMING:

A. Was the delivery person wearing a uniform or logo shirt? (required) N/A Yes No

B. Was the delivery person wearing a nametag? (required) N/A Yes No

C. Was the delivery person well groomed? (required) N/A Yes No

Please explain all parts of question 4: N/A

5. TIMELINESS: Was your order delivered within the time frame the order taker gave you? (required) N/A Yes No

Please explain your answer to question 5: N/A

6. CONDIMENTS:

A. Did you receive at least one napkin for each meal ordered? (required) N/A Yes No

B. Did you receive appropriate utensils (i.e., fork, spoon, knife, chopsticks, etc.)? (required) N/A Yes No

C. Any condiments and extras you requested (sauces, spreads, spices, etc.)? (required) N/A Yes No

D. Did you receive any special requests (i.e., extra green olives, etc.)? (required) N/A Yes No

7. PACKAGING: Was your order neatly assembled and packaged? (required) N/A Yes No

Please explain your answers to all parts of questions 6 and 7 here: N/A

8. TOTAL: Did the delivery person tell you your total price? (required) N/A Yes No

9. CHECK: Was the amount you were charged the same as the amount the order taker told you? (required) N/A Yes No

10. CHANGE: If you paid with cash, did the delivery person offer you change? (required) N/A Yes No

Please explain your answers to questions 8 through 10 here: N/A

11. APPRECIATION: Did the delivery person sincerely thank you or show appreciation in any way? (required) N/A Yes No

Please explain your answer to question 11: N/A

FOOD QUALITY & PRESENTATION

 This section assesses the accuracy, temperature, presentation and quality of your food order.

 **SHOPPER:** Your assignment requires that you order either two entrées or one pizza. Please consult your scheduling information to determine which item(s) you must order.

1. ORDER: Please list each food item below:

A. Entrée #1: N/A

B. Entrée #2: N/A

C. Pizza: N/A

 **SHOPPER:** Each item in questions 2 through 5 should correspond to the items you listed in question 1 above.

CLIENT: Please see question 1 above for a listing of each item assessed in questions 2 through 5.

2. ACCURACY: When you received your order, were each of the items exactly what you had ordered:

A. Entrée #1? (required) N/A Yes No

B. Entrée #2? (required) N/A Yes No

C. Pizza? (required) N/A Yes No

Please explain your answer to question 2 here: N/A

3. TEMPERATURE: Were each of the items served at the proper temperature:

A. Entrée #1? (required) N/A Yes No

B. Entrée #2? (required) N/A Yes No

C. Pizza? (required) N/A Yes No

Please explain your answer to question 3 here: N/A

4. PRESENTATION: Did each item look appealing and was it in good condition:

A. Entrée #1? (required) N/A Yes No

B. Entrée #2? (required) N/A Yes No

C. Pizza? (required) N/A Yes No

Please explain your answer to question 4 here: N/A

5. QUALITY: Did each of the items taste fresh and delicious?

A. Entrée #1? (required) N/A Yes No

B. Entrée #2? (required) N/A Yes No

C. Pizza? (required)

N/A Yes No

Please explain your answer to question 5 here:

N/A

EXPENSES

i The section contains a listing of all expenses incurred during this shop. Please note that you will be reimbursed only up to the reimbursement amount stated in the Shopper Directions regardless of the amount you actually spent

i **SHOPPER:** If extenuating circumstances occurred that kept you from completing any of the line items below, please answer YES here and describe what happened in the comment box below:

Yes No

Please explain here any extenuating circumstances related to shopper expenses:

N/A

A. List Entrée #1:

N/A

Entrée #1 Charge:

N/A

B. Entrée #2:

N/A

Entrée #2 Charge:

N/A

C. List Pizza:

N/A

Pizza Charge:

N/A

D. Delivery Person's Tip:

N/A

E. Sales Tax Amount:

N/A

F. Total Shopper Expenses:

N/A

CUSTOM QUESTIONS

CUSTOM QUESTION #1: (required)

N/A

CUSTOM QUESTION #2: (required)

N/A

CUSTOM QUESTION #3: (required)

N/A

CUSTOM QUESTION #4: (required)

N/A

CUSTOM QUESTION #5: (required)

N/A

BOTTOM LINE

 The Bottom Line is a qualitative category, which sums up the customer's experience.

1. Choose one word to describe your experience: N/A
2. Choose one word to describe your order taker: N/A
3. Choose one word to describe your your delivery person: N/A
4. Based on this experience, would you place a delivery order at this restaurant again? (required) N/A Yes No
5. What would have made your experience better? N/A

Additional Comments and Narrative

 We have only asked specific service-oriented questions on this visit. If you have any additional information concerning this visit, you may tell us below. It can be on anything the client/partner would want to know to assist them in maintaining the best service in the industry.

N/A

ATTACHMENTS

 **SHOPPER: PLEASE MAKE SURE TO SAVE BEFORE ADDING YOUR PROOF-OF-VISIT!!!** Attaching your file(s) **MUST** be the last thing you do prior to submitting your report or you risk losing unsaved work.

Please scan your receipt(s) and attach to the shop or fax to the number provided in the shopper guidelines, along with your name, date, store and time of purchase on it. If you are doing more than one shop, you must fax the receipts in on separate faxes. Please write legibly. The shop will not be accepted without a receipt.

Will you be attaching your receipt to this shop? Yes No