



TEMPLATE - RESTAURANT - TAKEOUT

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

SHOPPER SCENARIO PROFILE

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

Please describe the details of the scenario you presented:

SHIFT: During which shift did you visit the location? (required)

N/A Lunch Dinner Late Night

TELEPHONE ORDER PROCESS

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

Order Taker's Name:

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 (required)

3. GREETING COMPONENTS: Did the order taker:

A. Thank you for calling? (required)

N/A Yes No

B. Identify the restaurant? (required)

N/A Yes No

C. Identify him/herself by name? (required)

N/A Yes No

D. Ask how he/she could help you? (required)

N/A Yes No

4. HOLD: Were you placed on hold? (required)

N/A Yes No

Please explain your answers to questions 3 and 4 here:

5. UPSELL: Did the order taker suggest additional items to go with your order? (required)

N/A Yes No

6. CONFIRMATION: Did the order taker:

A. Confirm your telephone number? (required)

N/A Yes No

B. 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. PICK-UP TIME: What was the time frame you were given for your order to be picked up (i.e., 30 minutes, 1 hour, etc.)? (required)

EVALUATOR: You **MUST** arrive at the restaurant at least 10 minutes prior to the time you were told your order would be ready for pick up.

Please explain your answers to questions 6 through 8 here: (required)

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:

ENVIRONMENT/ATMOSPHERE

i This section assesses the process employed by the order presenter when you picked up your order.

Exterior

1. PARKING: Was the parking lot safe, well lit and easy to access? (required)

N/A Yes No

2. SIGNAGE(EXT): Did the exterior signage:

A. Look professional and appealing? (required)

N/A Yes No


B. Make it easy for you to locate the restaurant? (required)

N/A Yes No

Please explain this section's answers here:

Interior

3. CONDITION: Were the following areas clean and in good condition:

 *EVALUATOR: Answer N/A if any area was not present or was unavailable to you.*

A. Foyer? (required)

N/A Yes No

B. Dining areas? (required)

N/A Yes No

C. Bar? (required)

N/A Yes No

D. Counters? (required)

N/A Yes No

E. Register area? (required)


N/A Yes No

4. SIGNAGE (INT): Were there any signs to let you know where the pick-up area was located? (required)

N/A Yes No

Please explain this section's answers here:

PICK-UP PROCESS

 This section assesses the process employed by the order presenter when you picked up your order.

Order Presenter's Name: (required)

Order Presenter'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:

1. GREETING: Did the order presenter give you a friendly greeting? (required)

N/A Yes No

2. PROFESSIONALISM: Did the order presenter ask if he/she could help you? (required)

N/A Yes No

Please explain your answers to questions 1 and 2 here:

3. TIMELINESS: Was your order ready within the time frame the order taker gave you? (required)

EVALUATOR: You *MUST* arrive at the restaurant at least 10 minutes prior to the time you were told your order would be ready for pick up.

N/A Yes No

Please explain: (required)

4. CONDIMENTS: Did you receive:

A. At least one napkin for each meal ordered? (required)

N/A Yes No

B. 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. Any special requests (i.e., extra green olives, etc.)? (required)

N/A Yes No

5. PACKAGING: Was your order neatly assembled and packaged? (required)

N/A Yes No

Please explain your answers to questions 4 and 5 here: (required)

6. TOTAL: Did the order presenter tell you your total price? (required)

N/A Yes No

7. CHECK: Was the amount you were charged the same as the amount the order taker told you? (required)

N/A Yes No

8. CHANGE: If you paid with cash, did the order presenter offer you change? (required)

N/A Yes No

Please explain your answers to questions 6 through 8 here: (required)

9. APPRECIATION: Did the order presenter sincerely thank you or show appreciation in any way? (required)

N/A Yes No

Please explain: (required)

FOOD QUALITY & PRESENTATION

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

1. ORDER: Please list each food item below:

A. Entrée #1:

B. Entrée #2

N/A

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

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

Please explain here: (required)

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

Please explain here: (required)

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

Please explain here: (required)

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

Please explain here: (required)

EXPENSES

 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.

Please explain here any extenuating circumstances related to shopper expenses: (required)

A. List Entrée #1: (required)

N/A

Entrée #1 Charge:

B. Entrée #2: (required)

N/A

Entrée #2 Charge:

N/A

C. Order Presenter's Tip:

N/A

D. Sales Tax Amount:

E. Total Shopper Expenses:

F. Reimbursement Amount:

EDITOR: In the Reimbursement Amount box (item F above), place either the reimbursement amount allowed for this shop OR the amount shown on line F above, whichever is smaller.

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:

A. Your experience:

N/A

B. Your order taker:

N/A

C. Your order presenter:

N/A

2. Based on this experience, would you order take-out from again? (required)

N/A Yes No

3. What would have made your experience better?

Additional Comments and Narrative

We have only asked you specific service-oriented questions on this shop. If you have any additional information concerning the 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

ATTACHMENTS: Please attach all required documents listed below by clicking the Upload buttons next to Meal Receipt and Bar Receipt.

Reports submitted without ALL required documentation will be rejected and you would not be paid.

Receipt

N/A

Photographs (1 minimum)

 **EVALUATOR:** You must attach at least 1 clear photograph of your entire meal.

N/A
