




dhartsfi2

Hartsfield, Dacey [ID: 444143]

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

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

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

1. Were you calling for Call Ahead Seating or Reservations? (required)

2. When did you make your call? (required)

Please describe the details of the scenario you presented:

TELEPHONE

TELEPHONE: This section assesses the manner in which your telephone call to the restaurant was handled.

TE

Telephone Representative's Name:

Professionalism

1. URGENCY: Was your call answered within three rings? (required)

N/A Yes No

2. GREETING COMPONENTS: Did the telephone representative:

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

3. FOCUS: Did he/she seem focused and give you personalized attention throughout the call? (required)

N/A Yes No

4. HOLD: If you were placed on hold, did the telephone representative:

A. Ask if you would hold before placing you on hold? (required)

N/A Yes No

B. Return from hold in a timely manner? (required)

N/A Yes No

Please explain your answers to questions 1 through 4 here:

5. CONFIRMATION: Did the telephone representative repeat the details of your request and ask you to confirm it? (required)

N/A Yes No

SHOPPER: You MUST call back and cancel your reservations. If you do not, your shop will be rejected, and you will not be paid.

6. SPECIAL OCCASION: If you called for reservations, did the telephone representative ask if you would be celebrating a special occasion (i.e., birthday, anniversary, etc.)? (required)

N/A Yes No

7. COMMUNICATION: Did he/she use professional, courteous language at all times? (required)

N/A Yes No

SHOPPER: Consider grammar, courteous phrases, verbal inflection and tone as you answer

Please explain your answers to questions 5 through 7 here:

Attitude

1. GREETING: Did the telephone representative give you an enthusiastic, friendly greeting? (required)

N/A Yes No

2. APPRECIATION: Did he/she thank you or offer any remark of appreciation at the end of the call? (required)

N/A Yes No

SHOPPER: An example of a remark of appreciation would be, "We look forward to seeing you!"

Please explain this section's answers here:

Knowledge

1. **PROFICIENCY:** Did the telephone representative seem knowledgeable about the restaurant's policies and procedures? (required) N/A Yes No

2. **FOLLOW-THROUGH:** If the telephone representative did not know the answer to one or more of your questions, did he/she promptly and accurately locate the information for you? (required) N/A Yes No

3. **SPECIAL REQUEST:** When you mentioned a special request, did the telephone representative know whether the restaurant could accommodate you? (required) N/A Yes No

SHOPPER: Special requests could include a particular table, menu item, wheelchair accommodations, etc.

Please explain this section's answers here:

BOTTOM LINE

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

BL

1. Choose one word to describe your experience:

2. Based on this experience, would you want to call this location again? (required) N/A Yes No

3. What would have made your experience better?

CUSTOM QUESTIONS

CQ This section contains questions that are unique to this shop.

SHOPPER NOTE: IF there are any custom questions for this shop, they will be listed below. If there are no CUSTOM QUESTIONS, there will be none listed below and you may complete your shop by putting N/A's in the below and submitting your shop.

CQ

1. **CUSTOM QUESTION #1:** Was a Custom Question #1 listed for this shop at the above website? (required) N/A Yes No

Please answer Custom Question #1 here:

2. **CUSTOM QUESTION #2:** Was a Custom Question #2 listed for this shop at the above website? (required) N/A Yes No

Please answer Custom Question #2 here:

3. **CUSTOM QUESTION #3:** Was a Custom Question #3 listed for this shop at the above website? (required) N/A Yes No

Please answer Custom Question #3 here:


4. **CUSTOM QUESTION #4:** Was a Custom Question #4 listed for this shop at the above website? (required) N/A Yes No

Please answer Custom Question #4 here:

5. CUSTOM QUESTION #5: Was a Custom Question #5 listed for this shop at the above website? (required) N/A Yes No

Please answer Custom Question #5 here:

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.