

Food and Beverage

Shopper
Name:

Shop Date:

Day:

Time In:
Time Out:

Bartender

Bartender Name/Description:

Time of arrival:

Number of Bartenders on Duty:

Approximate number of Patrons at bar:

Were you greeted promptly? Yes No

Was the bartender professionally attired? Yes No

Did the bartender smile and initiate eye contact? Yes No

Did the bartender introduce himself/herself? Yes No

Did the bartender inform you of any drink specials? Yes No

Did bartender attempt to "upsell" any items or suggest premium brands? Yes No

Was your drink delivered in a timely manner? Yes No

Was your order correct? Yes No

Drink properly prepared: Chilled glass, ice level, olive etc. Yes No

If cash, did the bartender ring up your drinks on the register? Yes No

What beverage did you purchase?

Did he/she ring the correct amount? Yes No

Did he/she give you a receipt? Yes No

Did the receipt have the correct date, time and amount? Yes No

How much was your beverage? \$

Did the bartender put your cash in the register? Yes No

Did he/she give you the correct change? Yes No

Did he/she close the cash drawer after each transaction? Yes No

Did the bartender come around regularly to check on your needs? Yes No

Was the bartender's tip jar visible? Yes No

If playing, did you receive any comp drinks? Yes No

Did you receive a comp ticket for each comp beverage? Yes No

Did you observe any non players receive comp beverages? Yes No

Did the bartender ask you if you are a Gamblers Bonus member? Yes No

Did the bartender attempt to enroll you in the Gamblers Bonus Program? Yes No

Was the bar adequately staffed for the number of patrons? Yes No

Was the bar neat, clean, and appealing? (Include the bar, tables, floors, chairs, etc.) Yes No

Did you observe the bartender eating, drinking or smoking on duty? Yes No

Were ID's checked when appropriate? Yes No

Did they bartender make any attempt at conversation with you? Yes No

Were intoxicated patrons being served alcohol. Yes No

Did the bartender thank you for your visit and invite you back? Yes No

Comments: Please comment on all "No" answers as well as exceptionally good service. Also please pay close attention to and describe all cash handling and comp procedures.

Cocktail Server - Casino

Name of Employee:

Date of interaction:

Where did this interaction take place:

What time did this interaction take place:

Did the cocktail server meet the Appearance Standards? Yes No

Did the cocktail server ask if the drink was as ordered and if you were pleased? Yes No

How long was the wait until a cocktail server approached you?

Did the cocktail server greet you professionally and make eye contact? Yes No

How long did it take for your beverage to arrive after placing your order?

Did the cocktail server follow the Guest Service Standards as outlined? Yes No

Was your glass clean and well polished? Yes No

Comment on this interaction:

Cocktail Server - Lounge

Name of Employee:

Date of interaction:

Where did this interaction take place:

What time did this interaction take place:

Did the cocktail server meet the Appearance Standards? Yes No

Did the cocktail server ask if the drink was as ordered and if you were pleased? Yes No

Were you greeted and shown a table? Yes No

Did you have to find a table on your own? Yes No

How long was the wait until a cocktail server approached you?

Did the cocktail server greet you professionally and make eye contact? Yes No

How long did it take for your beverage to arrive after placing your order?

Did the cocktail server follow the Guest Service Standards as outlined? Yes No

Were there any guests eating food in the lounge? Yes No

Was your glass clean and well polished? Yes No

Were the tables clean and clearly wiped? Yes No

Comment on this interaction:

Buffet

Seating Host/Hostess

Name of Employee:

Where did this interaction take place:

Date of interaction:

What time did interaction take place?

Did the Host/Hostess greet you upon approach? NA Yes No

Did the Host/Hostess make eye contact? Yes No

Did the Host/Hostess smile? Yes No

Did the Host/Hostess say, "Have a lucky day," as a closing remark? Yes No

Comment on this interaction:

Host/Hostess

Name of Employee:

Where did this interaction take place?

What time did this interaction take place:

Did the host/hostess greet you upon approach? Yes No

Did the host/hostess make eye contact? Yes No

Did the host/hostess smile? Yes No

Did the host/hostess say, "Have a lucky day," as a closing remark? Yes No

Comment on this interaction:

Server

Name of Employee:

How long did it take for your beverage order to be taken after being seated?

Were beverage refills offered? Yes No

Were entree plates removed from your table promptly? Yes No

What did you eat?

Please critique the food selection:

Please describe the cleanliness of the buffet line, tables, carpet, etc.:

Did the server check for your satisfaction? Yes No

Comment on this interaction:

Cashier

Name of Employee:

Did the cashier make eye contact? Yes No

Did the cashier up-sell a beverage? Yes No

Did the cashier say, "Have a lucky day," as a closing remark? Yes No

Did the cashier provide you with a receipt? Yes No

Comment on this interaction:

Casual Dining

Name of Restaurant:

Date of visit:

Time of arrival:

Upon arrival, were you greeted within 30 seconds? Yes No

Were you seated within 2 minutes? (if no wait) NA Yes No

Name of Employee who served you?

Were you offered beverages (other than water) within 3 minutes of seating? Yes No

Were you served beverages within 4 minutes of ordering? Yes No

Was your soup / salad served within 7 minutes of ordering? NA Yes No

Did staff check back within 4 minutes of each course being served? Yes No

Was your food order correct? Yes No

Did your entrée take longer than 15 minutes? (except for medium well and well done) NA Yes No

Were the correct food and beverages served to the correct guest without asking? Yes No

Did server suggest dessert, coffee or tea within 5 minutes of main course being cleared? Yes No

Was your dessert served within 8 minutes of ordering? NA Yes No

- Was your payment collected and processed within 5 minutes of guest making payment or signing? Yes No
- Was the staff neatly groomed with nametags visible? Yes No
- Was the room, table, menus, glassware, and flatware all clean and in good condition? Yes No
- Did the server smile during your interaction? Yes No
- Did the staff display a high energy level and enthusiasm? Yes No
- Did the staff offer a closing remark, thank you, and/or invite you to return? Yes No
- Comment on your visit (answer fully for any questions with a "No" answer):

Formal Dining

Name of Restaurant:

Reservation:

Date Reservation was made:

Time call was placed to make reservation?

Name of Employee who took reservation?

When making reservations, was the phone answered before the 4th ring? Yes No

Did staff ask permission before placing you on hold? Yes No

Restaurant Visit

Date of visit:

Time of arrival:

Name of Employee who served you?

Upon arrival, were you greeted within 30 seconds? Yes No

Were you seated within 3 minutes? Yes No

Was your table ready within 5 minutes of reserved time? Yes No

Were you offered beverages (other than water) within 3 minutes of seating? Yes No

Were you served beverages within 4 minutes of ordering? Yes No

Did the server suggest appetizers or wine? Yes No

Was your soup / salad served within 7 minutes of ordering? NA Yes No

Was your appetizer served within 12 minutes of ordering? NA Yes No

Did staff check back within 3 minutes of each course being served? Yes No

Was your food order correct? Yes No

Did your entrée take longer than 20 minutes? (except for medium well and well done) NA Yes No

Were the correct food and beverages served to the correct guest without asking? Yes No

Did the staff inquire about guest satisfaction discreetly? Yes No

Was your dessert served within 8 minutes of ordering? NA Yes No

Was your bill accurately itemized and totaled; presented in folder with pen? Yes No

Was the staff neatly groomed with nametags visible? Yes No

Was the room, table, menus, glassware, and flatware all clean and in good condition? Yes No

Did the server smile during your interaction? Yes No

Did the staff display a high energy level and enthusiasm? Yes No

Did the staff offer a closing remark, thank you, and/or invite you to return? Yes No

Comment on your visit (answer fully for any questions with a "No" answer):