

## Mystery Guest Questionnaire

Thank you for participating in our quest for "On-Point" Service Excellence! As a business we are committed to constant training, reinforcement, quality, cleanliness, friendliness and fun because we are in business to make YOU feel good! We hope that as you dine with us you feel that you are receiving a great quality meal at a reasonable price from a caring crew. Today, with as hectic as a day can be we want you to feel relaxed and assured that while you are a guest of ours we are working for you, on your schedule. As an independent restaurant we are willing to go the extra mile to satisfy a special request!

Thank you for all of your ideas and working with us to make your local spot the best around!

### Directions:

1. Maintain completely anonymous at all times while in the restaurant
2. Read over the following questionnaire before dining in the restaurant (fill out after leaving the restaurant)
3. Please complete the questionnaire honestly and fairly
4. Please order 1 appetizer (\$12.00) and 1 entrée (up to \$18.00) in order to be reimbursed\*
5. Save and send us a copy of your Check
6. Enjoy your entire experience

This program will be honored at the discretion of management. The mystery guest can come with a family, alone, and dine anywhere in the restaurant (bar/dining room). The only part of the check that will be reimbursed is 1 appetizer value of item up to \$12.00 and 1 entrée value up to \$18.00. The reimbursement is the price of the items ordered provided they are priced as mentioned above.

### Reimbursement:

Please send us your questionnaire by email on the night you dine in the restaurant. Make sure you remember to include the check number, date, and server/bartenders name on your questionnaire. We will send you a check for the value of your 1 appetizer and 1 entrée provided that it meets the requirements stated above when we receive a faxed copy of your lunch/dinner check or by mail.

Our mailing address is 79 Fairhaven Road, Mattapoisett MA 02739 and our fax Number is 508-758-2233

Thank you for participating!



## Mystery Guest Questionnaire

Please select YES or NO to the following questions below.

The box preceding rating coincides to your response

example:

x

YES

NO

**Please leave ANY BOX BLANK that does not apply to your dining experience**

**EXAMPLE:** The rating above reads YES because the box before the rating has been given an "X"

1. Were you impressed by your servers/bartenders clean and pressed uniform?

YES

NO

2. Did your server/bartender seem prepared to work at that moment with a positive attitude?

YES

NO

3. Was the server/bartender knowledgeable of the menu?

YES

NO

4. Was the server/bartender able to describe any of the items on the menu in regard to texture, spice, flavor, or key ingredients?

YES

NO

5. Did your server/bartender know the specials?

YES

NO

6. Did your server/ bartender know the market prices ?

YES

NO

7. Did your server/ bartender recommend any food & wine pairings to enrich your dining experience?

YES

NO

8. Did you feel the dining room or bar looked dirty?

YES

NO

9. Were you sitting by tables that were dirty and not being cleaned for more than 5 minutes?

YES

NO

10. Were you acknowledged by a crew member as soon as you walked in the door?

YES

NO

11. Did your server/bartender greet you within 30 seconds of being seated?

YES

NO

12. Did your server/bartender greet you within 4 minutes of being seated?

YES

NO

13. Did your server/bartender greet you within 7 minutes of being seated?

YES	NO
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14. Did your server/bartender introduce him/her self and explain the specials?

YES	NO
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15. Did your server/ bartender inform you of anything that was unavailable on the menu and offer suggestions for substitutes on those items when you were first greeted?

YES	NO
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16. Did your server/bartender inform you of the freshest item available to order that was "Just Caught" or offer you any important information in regard to the fresh seafood that we serve? *(An example of this may be the size of the clams, a new seasonal species we are serving or the kind of steamers or oysters we have that day)*

YES	NO
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17. Did your server/bartender obtain your drink order and bring your drinks within 3 minutes?

YES	NO
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18. Did your server/bartender make any unique suggestions for appetizers that seemed fitting for your party?

YES	NO
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19. Was your food delivered by your server/bartender?

YES	NO
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20. When your food was delivered did the person serving the food know which guest ordered which entrée or appetizer?

YES	NO
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21. Did your server/ bartender ASK you if you would like to start/order chowder?

YES	NO
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22. Did your server/ bartender talk to you about add-ons or extras that you can order with your entrée?

YES	NO
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23. Did your server/bartender seem to time the pace of your meal well?

YES	NO
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24. Did your server/bartender check back with you after you had a chance to taste any of your courses to make sure you were enjoying your menu selection?

YES	NO
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25. Did your server/ bartender clear all plates, paper items, cups, used silverware off the table as you were finished with each course?

YES	NO
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26. Did your server/bartender anticipate your needs by bringing more napkins, or plates or condiments without you having to ask him/her?

YES	NO
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27. Do you feel that you had to wait for plates, utensils, sugar for a long period of time?

YES	NO
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28. Were you offered a specific dessert or after dinner cordial to finish off your dining experience?

YES	NO
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29. Did your server/bartender present the check to you in a timely manner?

YES	NO
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30. Did you have to wait for a long period of time while the server processed your payment?

YES	NO
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31. Did your server collect your payment before you left?

YES	NO
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32. Did your server/bartender thank you as you left?

YES	NO
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33. Did at least 2 other crew members acknowledge and greet or thank you while you were in the restaurant?

YES	NO
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34. Did you feel the Chowder House as a whole met your expectations?

YES	NO
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35. Do you feel that the Chowder House exceeded your expectations?

YES	NO
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36. Would you recommend Dining at the Mattapoisett Chowder House to other Friends and Family?

YES	NO
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37. Do you think you received quality food and beverages at a reasonable price?

YES	NO
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38. Was your server/bartender pleasant and caring?

YES	NO
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39. Would you like your server/bartender to serve you again?

YES	NO
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40. Was this your first visit into the restaurant?

YES	NO
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General Comments we can learn from:

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