

Sample Restaurant Evaluation

Quality Assurance Evaluation

Date:	Arrival Time	Service
Server Name / Description:	Check Amount	Food
Greeter Description	Tip Amount	Ambiance
Manager Description	Total Amount	Total Ave. Score
Page:	Suggestive Selling	

Please rate each entry with either a "1" for yes, a "0" for no or a "N/A" for not applicable.

Service

1. When you entered the restaurant did the Host(ess):

- A. Open the door upon entering? (Not applicable if open entry)
- B. Greet you in a pleasing manner?
- C. Convey the feeling that you were a valued customer?
- D. Seat you and deliver menus in a courteous manner?
- E. Quote your wait accurately within 10 minutes?
- F. Was the host or hostess properly attired?

2. After being seated, did your server:

- A. Arrive within one to two minutes to take your order?
- B. Extend a warm greeting and introduce themselves by name?
- C. Convey the feeling that you were a valued customer?
- E. Was your table properly set-table linen displayed; china/silver?

3. When taking your order, did your server:

- A. **** Suggest a beverage or specialty drink?**
- B. **** Suggest or recommend a loaf of onion rings?**
- C. Appear to be knowledgeable about the menu items?
- D. Thank you and give appropriate instructions for delivery of?

4. In preparation for the entree, did your server:

- A. Serve drinks and child apps (if applic) in 3-6 minutes?
- B. Check back within 2-3 minutes after serving the appetizer?
- C. Remain attentive throughout the dining experience?
- D. Serve the soup or salad within 4-7 minutes?
- E. Clear salads and dirty dishes?

5. When the entree arrived:

- A. Was it served within 12 mins (lun) 15 mins (din) form order
- B. Was the order correct, complete and properly prepared?
- C. Did the server offer Bibs for BBQ items?
- D. Were appropriate condiments served?
- E. Did the server remain attentive throughout the dining experi?

6. After 2 minutes, did your server:

- A. Check back to ensure that your meal was satisfactory?
- B. Offer refills on beverages/drinks (if needed or applicable)?

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Service

7. At the completion of your entree, did your server:

- A. Clear all dishes except beverages?
- B. ** Mention dessert at lunch; Present the dessert tray at dinner?
- C. Deliver the check along with cashing out instructions?
- D. Cash out check and return change within 4-7 minutes?
- E. Thank you and invite you back again?

8. Upon leaving the restaurant did the Host(ess):

- A. Thank you and invite you back again?
- B. Offer to open the door for you? (if applicable)

9. Regarding the Bussers

- A. Were they neat and professional in their appearance?
- B. Did they appear to be busy and efficient in their work?
- C. Were tables promptly bussed? (If unbussed for more than 4 mins score a zero)

10. Regarding the bar area:

- A. Did bartenders appear neat and professional in their appearance?
- B. Did the bartenders appear to interact well with the guests?

11. Regarding the Manager: Host/ess is usually acting manager

- A. Was the Manager interacting with and directing the staff?
- B. Was the Manager visiting tables to inquire about satisfaction?
- C. Did the Manager visit your table?

12. Other items:

- A. Did the overall dining experience meet or exceed your expectations?
- B. Were there enough employees to take care of the guests?
- C. Based on this dining experience, would you return as a paying customer?

Total (**) Suggestive Selling Pts.:	2 Possible =	67
Total Service Points: 33 / 44	Possible =	75

Service Comments - Referenced to the questions above.

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Check Amount

Tip Amount

Total Amount

Suggestive Selling

Service

Food

Ambiance

Total Ave. Score

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or a "N/A" for not applicable.

Food Section

Food Item Purchased

	Taste	Quality	Temp	Appear	Value	Total
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Total Points Earned

Possible Points

Percent Earned Score

Food Comments Referenced to the items above. Document all "0's". What did you
enjoy least and most?

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Ambiance

1. Service Staff:

- | | |
|--|---|
| | A. Well groomed & professional in their manner? |
| | B. Uniforms were neat and clean? |
| | C. Friendly, positive and seemed to enjoy their work? |

2. Restaurant:

- | | |
|--|---|
| | A. Floors were clean and free of litter? |
| | B. Tables and chairs were set and orderly? |
| | C. Overall noise level was acceptable? |
| | D. Music volume and type were appropriate? |
| | E. Chairs and booths were comfortable? |
| | F. Overall feeling was positive and fun? |
| | G. Restaurant appeared clean and orderly? |
| | H. Windows and other glass were clean? |
| | I. Silver, glass and china was clean and properly placed? |
| | J. Condiments and center pieces clean and well organized? |
| | K. Lighting was appropriate? |

3. Building and surroundings:

- | | |
|--|--|
| | A. Restrooms were free of litter on the floors? |
| | B. Paper towels and toilet paper was stocked? |
| | C. Toilets and sinks clean and in good condition? |
| | D. Soap dispensers stocked and functional? |
| | E. Restrooms smelled clean and sanitary? |
| | F. Parking lots and walk ways were clean and maintained? |
| | G. Overall facilities were well maintained? |
| | H. Signs visible, attractive and well maintained? |

Total Ambiance Points:

Possible

Comments regarding ambiance related to the questions above?