



SECRET SHOPPER SURVEY FORM – RESTAURANT

Restaurant Name _____ Address _____

Day & Date of Visit _____ Time of Visit _____

Name or Description of Host/Hostess _____

Name or Description of Server _____

Restaurant Appearance

1. Was the restaurant's outside appearance attractive – Did the restaurant have curb appeal?
2. Did the outside appear to be clean – clear sidewalks, clean windows and doors, etc.?
3. Was the restaurant clean and attractive inside?
4. Was the host/hostess area attractive and spacious?
5. How did you feel about the overall appearance of the restaurant?

1 Needs Imp.	2	3 Good	4	5 Excellent
1 Needs Imp.	2	3 Good	4	5 Excellent
1 Needs Imp.	2	3 Good	4	5 Excellent
1 Needs Imp.	2	3 Good	4	5 Excellent
1 Needs Imp.	2	3 Good	4	5 Excellent

Comments:

Restaurant Staff

1. Were you promptly greeted by the host/hostess?
2. Was the greeting friendly & professional?
3. Were you seated promptly?
4. If not immediately seated, was the host/hostess:
 - a. on the phone _____
 - b. talking with staff _____
 - c. on the computer _____
 - d. helping another customer _____
 - e. no one present _____

1 Needs Imp.	2	3 Good	4	5 Excellent
1 Needs Imp.	2	3 Good	4	5 Excellent
1 Needs Imp.	2	3 Good	4	5 Excellent

Mystery Shopping Form

Ilisha Newhouse

Mystery Shopping Form:

Mystery Shopper 101 HowExpert,Penny Hodgin,2020-03-19 Mystery shopping is a unique industry that allows management to get an inside look at various aspects of their businesses Mystery shops can evaluate customer service store appearance availability and placement of promotional signage and so much more Traditional mystery shops are covert and in person but non traditional shops such as revealed and remote shops are becoming more popular Video and mobile shops are competing for the fastest growing segment of the mystery shopping industry Mystery shopping is extremely flexible allowing you to only apply for shops that fit into your schedule Confidentiality and maintaining anonymity are pillars of mystery shopping Shop aggregators like Jobslinger and MS Job Board make searching for available shops in your location so easy Other great ways to find available shops are through mystery shopping forums and social media There are literally hundreds of mystery shopping companies out there so registering with all of them can be a bit tedious but this book gives some tips that will make the process less cumbersome Submitting great reports is essential for a successful mystery shopper and this book shows you exactly how to do so Mystery shoppers own their own businesses so researching laws in your city county and state about starting a business is crucial Business taxes for mystery shopping can be complicated but this book offers some basic advice on what is required and how to track income and expenses About the Expert Mystery shopping since the early 2000's Penny Hodgin has seen and adapted to many changes in the mystery shopping industry What began as a teenager's side hustle to earn some extra cash and free meals has evolved into a passion for helping businesses treat their customers and employees with the respect they deserve by providing honest observations and factual reports Brooks has shopped professionally in various industries including retail financial entertainment real estate food service and more and has truly enjoyed the experience gained from each and every shop Hodgin lives on the East US Coast with her husband two children and grandmother She graduated with a Bachelor's in Human Services in 2010 and has worked full time in the mental health and education fields She plans to retire to the beach as soon as possible HowExpert publishes quick how to guides on all topics from A to Z by everyday experts

[Mystery Shopping](#) James Poynter,1996-09

Mystery Shopping Made Simple Ilisha Newhouse,2004-04-28

How to earn good money by shopping dining out and more Cover subtitle [Making Microfinance Work](#) Craig Farren Churchill,Cheryl Frankiewicz,2006 This training manual provides an overview of the key management principles necessary to optimize the services of microfinance institutions MFIs and brings together useful lessons from numerous MFIs worldwide to help managers strengthen the performance of their unit branch or institution Either used alone or as part of a management training course Making Microfinance Work offers various tools and advice The markets and marketing of MFIs are examined and looks at the different ways in which managers can communicate the value of their products and services It introduces effective methods for enhancing efficiency and productivity which minimize the trade offs MFIs invariably face as they try to provide services over the long term The topic of managing risks is also covered

This manual offers strategies to prevent risk from occurring and if it does occur explains how to rectify the situation Practical techniques for allocating costs and determining prices are also highlighted as well as the importance of plans budgets and reports Illustrations and case studies are used to assist managers in applying the concepts outlined in the text An extensive list of additional reading and useful Internet resources is also provided [Mystery Shopping](#) James M. Poynter,Jim Poynter,2000-03

Introduction to Mystery Shopping Juha Öörni,2017-10-23 Introduction to Mystery Shopping How to Become a Mystery Shopper How to Make Money As Mystery Shopper Need to make a little extra cash Looking for an exciting way to do it Do you want a flexible schedule as well as the potential to earn some pretty good money And do you want to have fun doing it Then you should consider becoming a mystery shopper In his book How to Become a Mystery Shopper and Make Money author Juha rni lays out the steps necessary to become a successful mystery shopper In this book you will learn exactly what a mystery shopper is and how to become one You will learn the steps need to set yourself up as a successful mystery shopper as well as how to avoid the mystery shopper scams that are all too common these days The author also provides great tips for tools you will need to be successful and outlines the characteristics a good mystery shopper should possess There are many benefits to becoming a mystery shopper in addition to the money you can earn It can be fun almost anyone can do it and you will perfect negotiating skills that can benefit you throughout life So if you have been thinking about a part time job or a little extra income take a serious look at becoming a mystery shopper This book will help you get off to a good start

Aftermarketing Terry G. Vavra,1992 The president of a marketing consulting and research firm warns marketers to shift their focus from customer conquest to customer retention He shows how to track customers serve them better measure customer satisfaction handle complaints and convert short term repeat purchasing into long term customer loyalty

Retailing Denise T. Ogden,James R. Ogden,Robert Paul Jones,2017-08-02 Light on the fluff solid on the basics the fourth edition of Retailing is a concise text that covers strategic issues with an eye on financial considerations and operations management issues illustrated through retail cases and exercises New co author Robert Paul Jones is Department Chair of Hospitality and Retail Management in the College of Human Sciences at Texas Tech In addition to his extensive academic work Dr Jones has over 25 years of executive leadership and consulting experience in retail and hospitality He uses an Integrated Retail Management flow chart to depict retail functions Most retail texts present students with a series of chapters that provide useful information but fail to explain how the various activities involved in retailing affect each other The 4th edition offers the student an overview of the retail process through the use of an integrated retail management IRM plan The steps involved in retailing as presented in the text are tied together through the IRM plan Expanded coverage of Mobile and e Tailing and included throughout the text and not treated as a stand alone chapter This helps emphasize that e tailing is a form of retailing that uses many of the same models as other forms Includes updated cases and real world examples And omni channel retailing incorporated throughout text

Exceptional Customer Service Lisa Ford,David

McNair, William Perry, 2009-08-18 When the going gets tough companies that survive will be those that build the greatest loyalty by exceeding expectations. Yet too often companies ignore their customers' needs and wants. Today, industries like airlines, retail businesses, and restaurants are feeling consumer pushback. With new updated examples from more than fifty companies from Chick Fil A restaurants to the Ritz Carlton hotel chain to online retailer Zappos.com, this book shows managers how to go from so-so service to amazing service. In today's market, customer service is a key competitive advantage. This book shows you how to expand your customer base when the industry is shrinking, use new media to reach consumers and make a lasting great impression on customers. When businesses are fighting to survive, creating a great experience for customers isn't just important, it's essential. *Customer Service* Paul R. Timm, 2007 Customer Service Career Success in the Service Economy 4e provides a systematic process for building service skills that all business people need. Presented in a friendly conversational manner, the book is filled with examples that demonstrate the link between service skills and career achievement. This edition emphasizes the impact of customer loyalty on business growth and discusses how to measure a company's ratio of promoters or Net Promoter Score. Throughout the book, there is an emphasis on exceeding customer expectations and translating customer loyalty into personal and corporate success. Explains why certain actions lead to better customer loyalty and provides specific ways to accomplish these behaviors. Goes well beyond canned responses to help readers apply creative solutions to ever changing problems. A greater emphasis on loyalty and the latest techniques such as the Net Promoter Score, exceeding expectations, customer friendly technology, etc. Examines how loyalty translates to business growth and development through recommendations, referrals, and promotions. This book is for employees and managers of customer service departments and human resource training departments.

[How to Have Fun and Make Money in Mystery Shopping](#) Kailin Gow, 2003-10 *Celebrate Customer Service* Rick Crandall, 1998-11 If everyone acknowledges the importance of customer service, why is service so bad in practice? This book starts with proof that providing great service is your customers' worth a lot to you while providing merely good service is worth little. [The Mystery Shopper's Manual](#) Cathy Stucker, 2004-09 The only book for mystery shoppers endorsed by the Mystery Shopping Providers Association. If you are looking for a flexible, fun way to make extra money, mystery shopping may be for you. You can get paid to shop, eat in restaurants, get your hair cut, go to the movies, and more, and Cathy Stucker will show you how. **The Practice of Market and Social Research** Yvonne McGivern, 2003 The Practice of Market and Social Research is a comprehensive account of the techniques and the day to day tasks of the researcher. Easy to read and understand, this book covers not only research methods and techniques such as sampling and questionnaire design, but also the practical tasks involved in running a research project. It guides the user through the preparation of the brief, writing of the proposal, managing of the research project, preparation of the report, and finally the presentation and the evaluation of the findings. The Practice of Market and Social Research has been written especially for the MRS Advanced Certificate in Market and Social Research Practice. It

covers the course syllabus in full and provides examples of both market and social research Customer Care Sarah Cook,1997 As competitiveness increases many organisations have realised that they cannot compete on price alone and have developed strategies for providing superior customer service In this book Sarah Cook provides a comprehensive action plan

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