



**Dining Services  
Mystery Shopper Program  
Evaluation Form**



Location: Dining Commons

Special Requests (if applicable): none

Date: November 6, 2012

Price paid for items: \$10.35

Time Arrived: 2:16pm

Food Items Ordered (indicate if breakfast, lunch, dinner, or snack):

The establishment is a buffet; I had pepperoni pizza, a salad that built myself and water

**Waiting Time and Business Activity Level:**

Number of visible employees working: 6

Number of customers in line: 3

Time spent in line (before ordering): 1 minute

Time span from ordering to receiving food: none

Total time spent in establishment: 46 mins

How many customers in the establishment? (Circle one)

0-5 (*Slow*)

6-10 (*Moderate*)

11+ (*Busy*)

**Customer Service:**

	Excellent	Good	Fair	Poor	Not Applicable
Employee made eye contact, smiled, used a friendly tone of voice	4	3	2	1	n/a
Employee used a friendly/welcoming greeting at arrival (ex: "Hi, how may I help you?")	4	3	2	1	n/a
Employee was knowledgeable about the menu and accommodating of special requests	4	3	2	1	n/a
Employee correctly charged for items purchased	4	3	2	1	n/a
Employee offered a receipt	4	3	2	1	n/a
Employee said "Thank You" and/or "Have a nice day!" upon departure	4	3	2	1	n/a



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*Additional Customer Service Comments:*

*When I first arrived I was approached by a college aged girl with brunette colored her, her hair was pinned up, and her name tag said Alliccesa. She greeted me with a smile. I told her I was paying with cash and she asked me to hold on because she cannot handle cash. Then an older guy came, his name tag said Steve, he had dark hair, wore a white coat, and glasses. He was not as friendly as the girl, he rang me up and gave me a receipt that was faded and I couldn't read it. I asked him for another copy in which he asked me why I needed one and then he didn't give me another copy, he just walked away and I thought that was kind of rude. However everything else was fine and the first girl was pretty nice.*

**Food and Beverage Quality:**

	Excellent	Good	Fair	Poor	Not Applicable
<b>Visual appearance of food was appetizing and placed in appropriate container (this includes utensils and napkins provided)?</b>	④	3	2	1	n/a
<b>Temperature was adequate and appropriate to food item (hot food is hot, cold food is cold)</b>	④	3	2	1	n/a
<b>Food was cooked to desired doneness</b>	④	3	2	1	n/a
<b>Special requests granted?</b>	④	3	2	1	n/a
<b>Overall Flavor</b>	4	③	2	1	n/a
<b>Overall Freshness</b>	④	3	2	1	n/a
<b>Portion size was adequate</b>	④	3	2	1	n/a
<b>Perceived value of food</b>	④	3	2	1	n/a

*Additional Comments on Food Quality:*

*The Food was very good there are no complaints here.*



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**Cleanliness:**

	Excellent	Good	Fair	Poor	Not Applicable
<b>Front of establishment was clean, free of trash, dirt, crumbs, etc. (view as you approach the location, what is seen while in line, and/ or while ordering food)</b>	4	③	2	1	n/a
<b>Perception of establishment upon arrival was positive; gave a welcoming vibe to the customer.</b>	④	3	2	1	n/a
<b>Counters were clean and organized.</b>	4	③	2	1	n/a
<b>Floors were clean and free of spills, trash, food, etc.</b>	④	3	2	1	n/a
<b>Condiment area was clean and free of spills, trash, etc.</b>	4	3	②	1	n/a
<b>Beverage station was clean, free of spills, straw wrappers, etc.</b>	④	3	2	1	n/a
<b>Was the trash bin area clean? Was it overflowing?</b>	④	3	2	1	n/a
<b>Did you have access to a recycling bin inside or close to the building?</b>	④	3	2	1	n/a
<b>Employee's personal hygiene and appearance was appropriate (clean &amp; complete uniform, professional).</b>	④	3	2	1	n/a
<b>Were the glass windows clean, free of finger prints?</b>	④	3	2	1	n/a
<b>Were the tables clean, free of crumbs, spills, etc. ?</b>	4	③	2	1	n/a

*Additional Comments on Cleanliness :*

(Please describe your experience in detail.)

The establishment was clean for the most part but there was a bit of a mess in the condiment area that is designated for the salad toppings. There was salad dressings spilled in the area and it needed to be wiped up. There was also a few tables dirty but I did spot an employee on duty wiping tables.

**Final Additional Comments:**

(Please discuss your overall impression and why or why not you would return. Would you recommend this place to fellow students?)

I would recommend this place to my fellow students because it is a nice quiet place to eat and study, and the food was great. However, I would recommend some improvements in the customer service.

**TOTAL SCORE= 91%**

(91 points out of 100 points possible)