



THE EXPERIENCE
RESTAURANT EVALUATION

Evaluation Form

<u>Appearance of Main Entrance</u>	1	2	3	4
	1-Poor 2-Below Average 3-Above Average 4-Excellent			
1. Appearance of Front Entrance (free of debris and obstruction)				
2. Visibility of Front Entrance (lighting, easy to find)				
3. Accessibility of Front Entrance (easy entrance and exit from the restaurant)				
4. Ease of Parking (whether it be self park or Valet)				
5. Windows and Doors clean and free of streaks and spots				
<u>Hostess</u>	1	2	3	4
1. Hostess Station easy to find				
2. Greeting from hostess in a timely manner				
3. Hostess made eye contact and used polite phrases such as "Please", "Thank you", and "You're Welcome"				
4. If there was a wait, hostess quoted an accurate wait time				
5. Hostess offered options for waiting (e.g. Recommend a drink, pointed out the bar, or outside waiting)				
6. Hostess attitude and appearance				
7. Hostess escorted guests to table at a comfortable pace				
8. Hostess sat guest in a desirable location or the most desirable location that was available				
9. Acknowledgment from Hostess on your way out				
<u>Person(s) on Duty:</u>				

Main Entrance and Hostess Summary:

<u>Dining Room and Patio</u>	1	2	3	4
1-Poor 2-Below Average 3-Above Average 4-Excellent				
Where were you seated (please describe) _____				
1. Appearance of floor (free of debris)				
2. Cleanliness of server station and bus station (uncluttered, neat and orderly)				
3. Cleanliness of tables (tables were not dirty and were cleared of dirty dishes and glassware)				
4. Condition of table caddies, centerpieces, menus, or promotions on table				
5. Condition of silverware and dishes (silverware unspotted, plates not chipped)				
6. Condition of table linens and napkins (clean and crisp)				
7. Smell of restaurant (no offensive or unsavory odors)				
8. Ambiance: Lighting and music appropriate for the theme/concept of the restaurant?				
9. Temperature of the room				
10. Tables and chairs clean, in good repair and sturdy				
11. Overall atmosphere and ambiance of the restaurant				
Dining room and Patio Summary:				

<u>Bathrooms: Men and Women's</u>	1	2	3	4
1-Poor 2-Below Average 3-Above Average 4-Excellent				
1. General cleanliness (sinks, floors, mirror, toilets, trash not overflowing)				

2. Supplies (toilet paper, seat covers, and soap were stocked)				
3. Bathroom Maintenance (no mechanical or physical damage)				
4. Free of odors				
Bathroom Summary:				

<u>Overall</u>				
1-Poor 2-Below Average 3-Above Average 4-Excellent				
Overall Cleanliness of Restaurant				

<u>Dining Service</u>	1	2	3	4
1-Poor 2-Below Average 3-Above Average 4-Excellent				
1. Acknowledgement by server in a reasonable amount of time				
2. Server had a clean professional appearance and demeanor				
3. Server spoke clearly and used polite phrase during the conversation such as, "Please", "Thank you", and "You're welcome".				
4. Server politely solicited drink order				
5. Server used suggestive selling (up-sell drinks)				
6. Drinks were delivered in a reasonable amount of time				
7. Server was knowledgeable about the menu, was able to make recommendations and answer questions				
8. Server complied with special requests (within reason)				
9. Necessary service items/condiments brought to the table prior to the delivery of each course				
10. Food was delivered in a reasonable amount of time (pacing of meal was appropriate)				
11. All food and beverage items were prepared and delivered as requested				
12. Server checked back early on in the meal to ensure satisfaction				
13. Cleanliness of table throughout meal (table was properly bussed of dirty dishes and glassware)				
14. Beverages were kept refilled and a second round was offered				
15. Server offered dessert				

16. Server suggested coffee or coffee drinks				
17. Server was attentive during your meal				
18. Guest check was offered in timely manner				
19. Check total was correct				
20. Payment was processed within a reasonable amount of time and change was correct				
21. Server thanked guest and offered a sincere parting comment				
22. Overall your service was				

Person(s) on Duty

Dining Service Summary:

Food and Beverage

Please list what you drank and ate and rate it:

1-Poor 2-Below Average 3-Above Average 4-Excellent				
Item	Presentation	Portion size	Taste	Value

1-Poor 2-Below Average 3-Above Average 4-Excellent				
Overall Food and Beverage	1	2	3	4
The overall quality of your meal was:				

Food and Beverage Summary:

<u>Manager on Duty</u>				
1-Poor 2- Below Average 3- Above Average 4-Excellent				
Visibility of Manager on Duty (Touching tables, assisting staff, etc.)				

<u>Summary of Dining Experience:</u>

Please rate your overall dining experience at :	(1=Poor 10=Excellent)	
Would you return to:	(Yes or No)	