



General Mystery Shopper Checklist

My Restaurant / 26 Apr 2023 / Belinda Mendez

Complete

Score	52 / 58 (89.66%)	Flagged items	1	Actions	0
Client / Site					My Restaurant
Location					450 10th Ave, New York, NY 10018, USA
Conducted on					26 Apr 2023 10:30 PST
Prepared by					Belinda Mendez

Flagged items

1 flagged

Audit / General Questions

Was the resource staff member wearing a name badge?

No

One waiter I noticed didn't have a badge on but he was nice when introduced himself as Jon.

Audit

1 flagged, 52 / 58 (89.66%)

General Questions

1 flagged, 17 / 18 (94.44%)

(Upon arrival) Please indicate whether the following statements are true:

There is adequate parking near the building.

Yes

I easily located the suite or room.

Yes

There were visible signs that directed me to the entrance.

Yes

REFERENCE: Visible entrance signs

[This is an example of how you can use iAuditor to include best practice reference images in your templates to assist with inspections]

**Building was easy to find.**

Yes

I love how it's already on maps!

Upon entering, was the reception area/information center welcoming?

Yes

Was there a receptionist/staff person present?

Yes

Did the receptionist/staff person greet you?

Yes

Did the receptionist/staff person:

Make eye contact with you?	Yes
Ask how he/she could help you?	Yes
Direct you to where you needed to go?	Yes
Is the receptionist/staff person friendly?	Yes
Was there a resource staff member present?	Yes
Was the resource staff member wearing a name badge?	No
One waiter I noticed didn't have a badge on but he was nice when introduced himself as Jon.	
Did the resource staff member ask you to complete a sign-in sheet and/or register with a customer registration system?	Yes
Are you satisfied with the waiting time when you asked for help?	Yes

Please indicate whether the following statements are true about your interaction with the resource staff member:

He/she gave me an overview of available services?	Yes
He/she offered special promos? was there an upsell?	Yes
He/she followed up and asked if I had questions?	Yes
Rate the Staff Member/s	20 / 24 (83.33%)

Please rate the resource staff member on the following service attributes:

Attentiveness	Satisfied
Availability	Excellent
Courteousness	Excellent
Friendliness	Excellent
Helpfulness	Excellent
Level of knowledge	Satisfied
Professional appearance	Excellent

Professional behavior	Excellent
How well he/she made me feel comfortable?	Excellent
How well he/she explained things in a clear manner?	Satisfied
How well he/she treated me with respect?	Excellent
How well was the question was answered?	Satisfied
Services	7 / 8 (87.5%)

After spending time in the store/shop and using the services offered, please indicate how satisfied or dissatisfied you were with the following service aspects:

Staff's knowledge about services	Satisfied
Staff's knowledge about pricing	Excellent
How was the waiting time before you received the service?	Excellent
How was the service?	Excellent
Environment	8 / 8 (100%)

Please rate the shop/center on the following:

Visual appeal	Excellent
Welcoming environment	Excellent
How well it was organized	Excellent
Comprehensiveness to serve as an office in which to conduct a job search	Excellent
Overall Impression	

What was your overall impression of the shop/store/center?

I love this place. I believe first time customers would like to return.

What specifically was done well or impressed you? (Please list specific examples.)

The staff are lovely!

What could be considered opportunities for improvement? (Please list specific examples.)

Maybe a bit more uptraining on some services offered.

Do you have anything else you'd like to add, including any clarifications of previous responses?

None at this time.

Completion

Full Name and Signature of Respondent



Belinda Mendez
26 Apr 2023 10:52 PST
