



Mystery Shopper Report

Questionnaire: Mooyah (To-Go) ... Effective Date: 3/10/2011	
Client: Mooyah (To-Go)	Date:
Location:	Time Arrived:
Address 1:	Time Departed:
Address 2:	Dining Volume % In:
City, State, Zip:	Dining Volume % Out:

Pre-Visit Call	YES	NO	NUM	N/A
If you placed your order Online, please mark all questions in this category as N/A.				
How many times did the phone ring before being answered:				
Did the person answering the phone identify themselves by name?				
Name of person answering the call:				
What were his/her exact words when they answered the phone?				
Did the person speak in a clear and understandable voice?				
Were you placed on hold? A. Yes B. No				
If you were placed on hold, were you asked for permission before being placed on hold?				
If you were placed on hold, how long did you have to wait (in seconds)?				
Did the staff member make any attempt to suggestively sell extra items (i.e. - cheese, bacon, shakes)?				
Were you quoted an estimated pick up time without having to ask?				
Was the person courteous, pleasant, and helpful?				
COMMENTS:				

Online Ordering	YES	NO	NUM	N/A
If you placed your order by phone, please mark all questions in this category as N/A.				
Did you find the online ordering process to be user friendly?				
If you experienced any issues with the online process, please give a detailed description of the problem in the comments box below.				
COMMENTS:				

Pick Up	YES	NO	NUM	N/A
If you used Curbside service, please answer all questions in this category as N/A.				
In one word, what was your first impression upon walking into the restaurant?				
Were you greeted/acknowledged by a staff member in a friendly manner upon entering?				
Did the restaurant/kitchen appear clean?				
Were interior light fixtures all lit?				
Were all employees (not managers) wearing clean MOOYAH T-shirts, tucked in?				
Were all red/white shirt employees wearing a hat or visor facing forward?				
Did all employees have their hair restrained (if applicable; i.e longer hair)?				
Were you able to easily identify the Pick Up counter area?				
COMMENTS:				

Curbside	YES	NO	NUM	N/A
If you did a Pick Up shop, please answer all questions in this category as N/A.				
Was the parking lot clean and well maintained (and well lit, if applicable)?				
Were the Curbside To Go parking spaces clearly marked and accessible?				
When placing your call was the phone answered in a friendly manner?				
Was the person courteous, pleasant, and helpful when delivering your order to your vehicle?				
Did the person delivering your order to your vehicle verify your order before leaving?				
Did you receive your receipt to confirm payment?				
Did you find the curbside experience convenient?				
Would you use the curbside option again? (Please indicate in your comments why you would or would not use the option again)				
COMMENTS:				

Guest Specialists	YES	NO	NUM	N/A
How many Guest Specialists (cashiers) were on duty? (N/A for Curbside To Go orders)				
Name and/or Description of the Guest Specialist that assisted you (gender, approximate age & height and hair color):				
When you approached the register, did the Guest Specialist smile and welcome/greet you? (N/A for Curbside To Go orders)				
Did the GS immediately ask for your name to retrieve your order?				
Was the GS happy to accommodate special requests?				
Was there a "Black Shirt" on duty and did it appear that the person was in charge and very involved (could be visiting tables, working a register, calling orders, making burgers or shakes etc.)? (N/A for Curbside To Go orders)				
Were the employees in the kitchen wearing latex gloves? (N/A for Curbside To Go orders)				
Was the counter area neat and clean? (N/A for Curbside To Go orders)				
Were "Take Out" menus readily available? (N/A for Curbside To Go orders)				
On a scale of 1-5 (1=Lowest; 5=Highest), rate the Guest Specialist's level of friendliness:				
On a scale of 1-5 (1=Lowest; 5=Highest), rate the Guest Specialist's appearance:				
On a scale of 1-5 (1=Lowest; 5=Highest), rate the overall experience:				
COMMENTS:				

Time Standards	YES	NO	NUM	N/A
How long did you have to wait to receive your order once you had paid?				
Was your carry out order ready within the quoted time?				
COMMENTS:				

Beverage Area	YES	NO	NUM	N/A
Was the beverage area clean and well stocked? (N/A for Curbside To Go orders)				
Was Iced Tea available? (N/A for Curbside To Go orders)				
Was there anything missing that you feel should be available in the Beverage area (if yes, please elaborate in comments)? (N/A for Curbside To Go orders)				
COMMENTS:				

Food & Beverage Items	YES	NO	NUM	N/A
On a scale of 1-5 (1=Lowest; 5=Highest), name and rate each beverage item on a) taste b) value, c) temperature:				
On a scale of 1-5 (1=Lowest; 5=Highest), name and rate each Burger item on a) taste b) value, and c) temperature:				
On a scale of 1-5 (1=Lowest; 5=Highest), name the size and rate each french fry order on a) taste, b) value, and c) temperature:				
Based on the food quality, would you order the same menu items again?				
If you ordered multiple burgers, were they properly labeled with a number that coincided with your ticket?				
COMMENTS:				

General Comments	YES	NO	NUM	N/A
Had you been to Mooyah before?				
Would you return to MOOYAH?				
On a scale of 1-5 (1=lowest;5=Highest) rate your overall experience based on a) food, b) service and c) punctuality:				
Were there any employees that deserved special recognition? If so, please name/describe in your comments below:				
Would you recommend this restaurant to a friend or business associate?				
List the TOP aspect of your To Go experience:				
List the BOTTOM aspect of your To Go experience:				
If you had not dined at MOOYAH, what comparable restaurant would you have chosen?				
COMMENTS:				