

Customer Experience Visit Checklist

Food & Hospitality

CLEANLINESS OF THE EXTERIOR

Was the entrance area of the restaurant clean and litter free?

Yes

No

NA

Were the staff members dressed in clean uniform?

Yes

No

NA

Did the menu boards have correct branding displayed?

Yes

No

NA

GENERAL

Upload a picture of the area

UPLOAD

Which areas are in a need to be cleaned?

Yes

No

Na

Is there any issue with the staff uniforms?

Yes

No

Na

Upload a picture

UPLOAD

Are there any issues with the quality of products?

Yes

No

Na

Upload a picture

UPLOAD

Are there any issues with the daily routine paperwork?

Yes

No

Na

Upload a picture

UPLOAD

Are there any issues with any other area?

Yes

No

Na

Upload a picture

UPLOAD

Date of Inspection:

DATE

2017-01-01

Inspected by:

Signature of the inspector:

SIGNATURE

INTERIOR AREA

Was the interior of the restaurant free from dirt, stains or marks?

☐ Yes☐ No☐ NA

Was the restroom clean and stocked with adequate toiletries?

☐ Yes☐ No☐ NA

Were the staff members well groomed and dressed neatly?

☐ Yes☐ No☐ NA

QUICK SERVICE

Was there any waiting time before you placed the order?

☐ Yes☐ No☐ NA

How much time you have to wait for the staff for the order to be received?

-

Did you receive all your ordered items without any discrepancies?

☐ Yes☐ No☐ NA

Were all the essential condiments and accompaniments provided with the food items?

☐ Yes☐ No☐ NA

Were the french fries hot, crispy and tasty?

☐ Yes☐ No☐ NA

SERVING THE ORDER

Did you receive your order within the expected time?

☐ Yes☐ No☐ NA

Did you receive all your ordered items without any discrepancies?

☐ Yes☐ No☐ NA

Were all the essential condiments and accompaniments provided with the food items?

☐ Yes☐ No☐ NA

Was the food served to you at an expected taste and temperature?

☐ Yes☐ No☐ NA

Were the french fries hot, crispy and tasty?

☐ Yes☐ No☐ NA

STAFF BEHAVIOR

Was the staff friendly and courteous?

☐ Yes☐ No☐ NA

Were the staff members attentive to your needs?

☐ Yes☐ No☐ NA

Did the staff have good communication skills?

☐ Yes☐ No☐ NA

Did the staff listen to you properly, without interrupting in between?

☐ Yes☐ No☐ NA

Did the staff acknowledge and greet you within a minute of entering the restaurant?

Yes

No

NA

STAFF COURTESY

Did the staff maintain a polite tone while interacting with you?

Yes

No

NA

Was the staff well behaved and interactive?

Yes

No

NA

Did the staff attend to your requirements properly?

Yes

No

NA

Did the staff listen to your queries patiently?

Yes

No

NA