

Retail customer satisfaction survey form checklist

Retail

GENERAL CONDITIONS

Is the drive-thru easily visible and located?

☐ Yes☐ No☐ Na

Is the drive-thru properly illuminated?

☐ Yes☐ No☐ Na

Is the drive-thru free of clutter and trash?

☐ Yes☐ No☐ Na

Is the drive-thru free of damage?

☐ Yes☐ No☐ Na

Are trash cans available and emptied at regular intervals?

☐ Yes☐ No☐ Na

Are trash cans placed before reaching the menu boards?

☐ Yes☐ No☐ Na

Is the trash can easy to access without getting out of the car?

☐ Yes☐ No☐ Na

Are signs easily visible and clearly marked?

Yes

No

Na

Are menu boards clean and in good condition?

Yes

No

Na

Are menu boards and signs free of dirt and mildew?

Yes

No

Na

Is the menu board well lit?

Yes

No

Na

Are the menu board pictures well-presented and look appealing?

Yes

No

Na

Are there any handwritten signs, stickers, tapes etc on menu boards and speakers?

Yes

No

Na

Is the speaker free from visible damage?

Yes

No

Na

Is the pickup window clean?

Yes

No

Na

Do the lights automatically switch on after dusk?

Yes

No

Na

STAFF AND SERVICE

Are staff members well-dressed and groomed?

☐ Yes☐ No☐ Na

Does the staff have a name badge?

☐ Yes☐ No☐ Na

Does the staff greet the customer as soon as he/she arrives?

☐ Yes☐ No☐ Na

Does the staff pitch additional items or inform about the ongoing promotion (if applicable)?

☐ Yes☐ No☐ Na

Is the staff quick and prompt in offering service?

☐ Yes☐ No☐ Na

Does the cashier repeat the order?

☐ Yes☐ No☐ Na

After order confirmation, does the cashier inform me about the total amount?

☐ Yes☐ No☐ Na

After being informed of the total, does the staff ask to drive around to the window?

☐ Yes☐ No☐ Na

At the pickup window, does the cashier repeat the correct total?

☐ Yes☐ No☐ Na

Is the order made within the specified time?

☐ Yes☐ No☐ Na

After picking up the order, does the staff thank the customer for ordering?

☐ Yes☐ No☐ Na

Is the packaging intact and spill free?

☐ Yes☐ No☐ Na

Are food items provided as per the order?

☐ Yes☐ No☐ Na

Is cutlery/additional items provided with the order?

☐ Yes☐ No☐ Na

Is a proper invoice provided?

☐ Yes☐ No☐ Na

Comments:

Exterior

UPLOAD

Menu boards/signs/promotions

Additional image

Inspector's Name/Signature:

SIGNATURE

Inspection Date:

DATE

2017-01-01