

Guest Check Inspection Services Report

Comprehensive Restaurant Inspection

Sample Restaurant

November 4, 2006

Staff Performance Summary

	Job Performance	Attitude	Anticipates Guest Needs	Genuine Concern For Guest Satisfaction	Appearance	Overall	Comments
OVERALL STAFF PERFORMANCE	B-	B+	B-	B-			
Shannon (Restaurant Reservations)	A-	A	A-				
Christy (Hostess)	C	C-	C	C-	A		Christy did not say or do anything above the minimal amount necessary to get me seated.
Mareham (Hostess)	C	B+	C	C	A	C+	Mareham did not say or do anything above the minimum to get me seated though she projected an upbeat demeanor.
Amir (Server)	A	A	A-	A	A	A-	Amir provided attentive and friendly service. His upbeat personality and excellent recommendations greatly enhanced my dining experience.
OVERALL STAFF PERFORMANCE	B-	B+	B-	B-	A	B	

The Staff Performance Summary table is exclusive to Guest Check inspection reports, and a first in our industry. This table offers grades and comments for each staff member that the inspector had a meaningful interaction with during the visit.

Sample Steakhouse Narrative - Dinner

Reservations or Inquiry Call

On Saturday, November 4, at 6:04pm, I called Sample Restaurant, but the call automatically went to Restaurant Reservations. The call was answered after the first ring with the energetic greeting, "Thank you for calling Restaurant Reservations. My name is **Shannon**. How can I help you?" I told **Shannon** that I was interested in reservations, and she told me that she could get me in a reservation. **Shannon** asked for my last name, and then referring to me by my surname, she asked for my first name. **Shannon** asked how many people were in the party. Before **Shannon** could ask if she could assist me with anything, I gave her the phone number which I took. **Shannon** ended the call and said, "Thank you for calling Restaurant Reservations. You have a good evening."

The narrative section of the report contains the detailed interactions with staff, as well as visits to each portion of the physical property. It is generally a factual, description of the stay, written as it happened and as it was observed.

Arrival

I arrived at the Sample Restaurant at 8:12pm on Saturday, November 4. The hostess, **Christy**, made good eye contact and greeted me politely with "Good evening," but **she did not smile**. **Christy** was neatly dressed in a black suit with a visible nametag. I gave **Christy** my name and reservation time, and she found the reservation immediately. She told me that my table was not ready yet and asked if I wanted to sit in the bar or on the porch. I told her I would wait on the porch. At 8:26pm, **11 minutes after my reservation time**, **Christy** told me that my table was ready, but **did not apologize for the wait**. She handed me a menu and a wine list to **Mareham** and told me to follow her. **Mareham** was dressed in a black pants suit and wearing a nametag. The restaurant appeared to be about 50% full.

Mareham led me to a table **without saying a word**, but she did smile. **Mareham did not pull out a chair for me**, but instead waited near the table for me to seat myself. After I sat down, **Mareham** presented me with a menu and a wine list, and then ended the interaction quickly with, "Enjoy your dinner." Even though my server was approaching the table as she finished the interaction, **she did not introduce the server or state his name**. **Neither hostess used my name or sir**.

Server Greeting

The moment the hostess walked away, **Amir** arrived and greeted me at 8:27pm with a bright friendly smile and the greeting, "How are you doing sir? Welcome to Sample Steakhouse. My name is **Amir** and I'll be your server tonight." After I replied to the greeting, **Amir** immediately asked if I wanted to start off with a drink or some wine. I asked him what house wines they had by the glass, and he walked me through the wine list. I ordered a glass of Syrah, and **Amir** left to get it **without asking if I wanted to order a starter** with the drink order. **Amir** also **never asked if I wanted bottled water**.

Meal (Service & Food Quality)

Amir served my glass of wine at 8:33pm, **(6 minutes)**. **Amir** then asked if I was ready to order. I asked him some questions about the menu, and he answered them. When I asked him to recommend a steak, he suggested the filet mignon. He asked if I wanted a soup or appetizer, and I asked him about the Lobster Bisque. **Amir** described it and recommended it highly so I ordered it. **Amir** then asked if I wanted a salad, and I declined, but I asked about

All areas of concern are highlighted in red font.

the side dishes. **Amir** raved about the lobster macaroni and cheese so I ordered it. **Amir never mentioned the cheese course.**

Amir left with my food order at 8:36pm. At 8:40pm, **Amir** brought me a small tart shell filled with a tiny portion of pork barbeque. **Amir** said it was from the chef. It was tiny, but it tasted good. **Amir** served my soup 7 minutes later, at 8:43pm. The soup presentation was well done. **Amir** served me a bowl with just lobster meat in it and then he poured the chowder into the bowl. The chowder was thick, hot, and wonderfully flavorful. The portion and quality of the lobster was good, and it tasted excellent in the chowder.

A few moments after serving the soup, **Amir** returned and asked how I liked it. When I told him it was excellent, he smiled and left. I finished the soup at 8:50pm, and **Amir** bussed the dish 3 minutes later, at 8:53pm. As **Amir** bussed the bowl, he again asked if I enjoyed the soup. At 8:59pm, **16 minutes after my soup was served**, **Amir** brought me a plate and side dish. Before **Amir** walked away, I ordered an iced tea.

All staff names are written in **bold font**.

Amir brought me a plate with a small cup of a Jack Daniels. The lobster macaroni and cheese was also served piping hot. The portion was large enough for 2 people. The dish consisted of macaroni and cheese with a large portion of lobster mixed in and cheese baked on top of the entire dish.

At 9:04pm, **(5 minutes)**, **Amir** returned with my iced tea and performed a satisfaction check. I asked him if they had any bread, and he told me it would be right out. **A minute after serving the entree, he brought me a basket of fresh bread** with 2 types of butter. The basket contained 3 varieties of bread. The raisin bread was moist and had a wonderful flavor. I did not try the other 2 types of bread. All of the breads felt fresh, but **none were served warm.**

I finished my meal at 9:13pm, and **Amir** bussed my dishes 2 minutes later, at 9:15pm. As **Amir** bussed my dishes, he asked if I wanted to see a dessert menu, and I told him **I did**. **Amir** brought the dessert menu a minute later. As he handed me the menu, he recommended the Crêpe Brûlée, but I told him I wanted to look at the menu. **Amir** walked away **without mentioning the cheese option or bringing it to my table**. **Amir** returned 2 minutes later and took my order for key lime pie.

Amir served the key lime pie at 9:23pm, 5 minutes after I had ordered it. The pie was large enough for 2 or 3 people. Instead of being a slice of pie, it was a small circular pie. The pie was moist and delicious. The filling was slightly chilled and served on the plate to enhance the presentation. At 9:28pm, **during my meal did I observe any staff that appeared to be a manager.**

Times include **actual** time, as well as **elapsed** time, in key service points of the meal.

Facilities & Appearance

The entrance to the restaurant was extremely attractive and well maintained. In front of the entrance was an area decorated to look like an outdoor porch. The hostess stand was set up on the entrance walkway, and it was clean and organized. There were no cleanliness or maintenance issues noted with my table, place setting, or the immediate area. Floors were clean with no debris. The men's room, though clean, had a **burned out light** and **one toilet was not functioning.**

Bill and Payment Processing

Three minutes after I finished eating, at 9:31pm, **Amir** returned and asked if I wanted him to box the leftover portion of pie, and I told him no. He asked if I need anything else, and I asked for the check. **Amir** bussed my

dishes and then returned 2 minutes later (9:33pm) with my check. As **Amir** handed me the check, he thanked me. I told him that I wanted to charge it to my room, and he explained what to do. **Amir** walked away as I signed the check. Three minutes later, **Amir** returned and took the signed check. He ended the interaction with a friendly smile and the closing, "Thank you sir. Have a nice night." As I left the restaurant, at 9:40pm, **I was not acknowledged by any other staff**. The hostesses were busy with other guests and I did not pass a manager. When I departed I noted the restaurant appeared to still be about 50% full.

Summary

Although the hostess **did not make me feel welcome and I was seated late**, **Amir** provided friendly and attentive service. His upbeat demeanor and recommendations greatly enhanced my meal. The biggest positive of the evening was the quality of the food. Everything was perfectly prepared, served at the proper temperature, and was a large portion. **Amir** and the food were the two primary reasons that I had an excellent experience and would both return and recommend the restaurant.

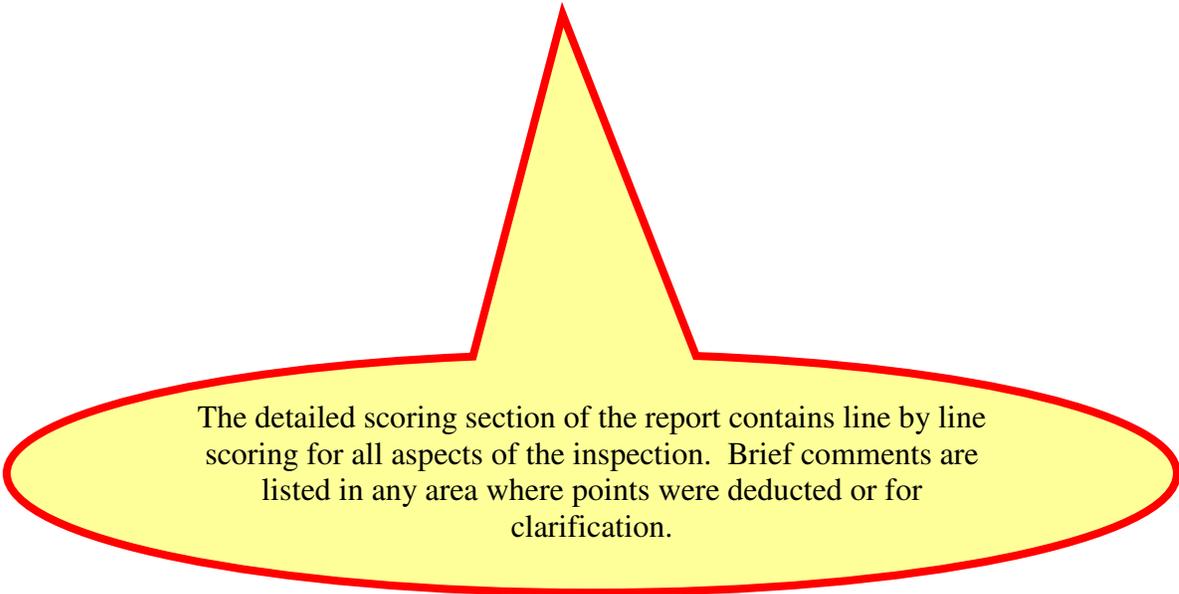
Date:	11/04/06	Bill total - pre tip:	\$93.02
Arrival Time:	8:12pm	Bill total - with tip:	\$108.02
Departure Time:	9:40pm	Items Ordered:	1 Syrah
Check #:	2125983		Lobster Bisque
			Filet Mignon
			JD Sauce
			Lobster Mac and Cheese
			Iced tea
			Key Lime Pie

For ease of reference, summary tables are included in all food service outlets containing the date, times, check number, check total, and items ordered.

FOOD & BEVERAGE SCORING RESULTS

Food & Beverage Detailed Scoring

SAMPLE RESTAURANT



The detailed scoring section of the report contains line by line scoring for all aspects of the inspection. Brief comments are listed in any area where points were deducted or for clarification.

Sample Restaurant

Sample Restaurant - Dinner

OVERALL SCORE	89%
Reservations	92%
Host Reception & Seating	73%
Food & Beverage Promotion	80%
Service Quality	87%
Food & Beverage Quality	97%
Facilities & Appearance	95%
Bill Payment & Integrity	100%
Post Meal Service & Departure	83%
Guest Satisfaction	85%

The overall summary table offers an overview of scoring for each individual department in addition to the overall score.

Sample Restaurant

	Yes	No	N/A	Points	Score	%	Comments
Reservations				25	25	100%	
Call answered before the third ring	X			2	2		
Greeting is clear and easy to understand	X			2	2		
If call is put on hold or transferred, caller is informed before being transferred.			X	0	0		
If call is put on hold or transferred, caller waits no more than 1 minute.			X	0	0		
Reservation is confirmed and details repeated.	X			3	3		
Reservationist offers to provide directions and answer any questions	X			2	2		
Call is closed with a thank you or similar phrase.	X			3	3		
Reservationist is outgoing, happy and positive	X			5	5		
Staff uses guest name if it has been provided	X			3	3		
Reservationist speaks clearly and is easy to understand	X			3	3		
Guest does not hear any distracting noise or background conversation	X			2	2		

	Yes	No	N/A	Points	Score	%	Comments
Host Reception				44	32	73%	
Host stand is not vacant but is attended by one or more attendants	X			2	2		
Guest is acknowledged by host within 30 seconds if required to wait for service	X			2	2		
Host serves waiting guest within 3 minutes	X			2	2		
Did the greeter welcome you or bid you good afternoon/evening?	X			2	2		
Reservation is located immediately	X			2	2		
Host repeats reservation details which are correct	X			2	2		
Guest is personally escorted to their table	X			2	2		

Sample Restaurant

	Yes	No	N/A	Points	Score	%	Comments
Guest is seated promptly (no later than 5 minutes after time of reservation)		X		2	0		I was seated 11 minutes late.
Reservation requests are honored (seating location, non-smoking, etc.)	X			2	2		
Host or server seats guest, pulling chair out for at least one guest		X		2	0		Mareham did not pull out a chair for me. She just stood near the table and waited for me to seat myself.
Host introduces guest to server or busser or indicates, by name, who will be serving them next.		X		2	0		
Captain/Server provides menus to each guest	X			2	2		
Captain/Server provides wine list to a guest or list is on the table (dinner only)	X			2	2		
Host Behavior & Appearance							
Host smiles and makes eye contact		X		2	1		Christy did not smile at all, but Mareham smiled a lot.
Host uses guest name or Sir/Madam							

Yellow highlighted rows easily reference any scores that are deficient in any way.