



## SECRET SHOPPER SURVEY FORM – RESTAURANT

Restaurant Name \_\_\_\_\_ Address \_\_\_\_\_  
Day & Date of Visit \_\_\_\_\_ Time of Visit \_\_\_\_\_  
Name or Description of Host/Hostess \_\_\_\_\_  
Name or Description of Server \_\_\_\_\_

### Restaurant Appearance

1. Was the restaurant's outside appearance attractive –  
Did the restaurant have curb appeal?
2. Did the outside appear to be clean – clear sidewalks,  
clean windows and doors, etc.?
3. Was the restaurant clean and attractive inside?
4. Was the host/hostess area attractive and spacious?
5. How did you feel about the overall appearance of the  
restaurant?

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

Comments:

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### Restaurant Staff

1. Were you promptly greeted by the host/hostess?
2. Was the greeting friendly & professional?
3. Were you seated promptly?
4. If not immediately seated, was the host/hostess
  - a. on the phone \_\_\_\_\_
  - b. talking with staff \_\_\_\_\_
  - c. on the computer \_\_\_\_\_
  - d. helping another customer \_\_\_\_\_
  - e. no one present \_\_\_\_\_

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

1	2	3	4	5
Needs Imp.		Good		Excellent

# Hotel Mystery Shopper Checklist

**Joacim Rocklöv**



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