



## 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 Report Template

**S. Marie Surles**



## **Hotel Mystery Shopper Report Template:**

**Managing Hospitality Organizations** Robert C. Ford, Michael C. Sturman, 2023-11-21 Managing Hospitality Organizations Achieving Excellence in the Guest Experience Third Edition takes students on a journey through the evolving service industry Each chapter focuses on a core principle of hospitality management and is packed with practical advice examples and cases from some of the best companies in the service sector Authors Robert C Ford and Michael Sturman emphasize the critical importance of focusing on the guest and creating an unforgettable customer experience Whether your students will be managing a neighborhood caf a convention center or a high end resort hotel they will learn invaluable skills for managing the guest experience in today s ultracompetitive environment Included with this title LMS Cartridge Import this title s instructor resources into your school s learning management system LMS and save time Don t use an LMS You can still access all of the same online resources for this title via the password protected Instructor Resource Site **Hospitality and Tourism Marketing** Robert Ebo Hinson, Ishmael Mensah, George Kofi Amoako, Esi Akyere Mensah, Isaac Coffie, Eddy Khosa, 2024-04-05 Hospitality and Tourism Marketing Building Customer Driven Hospitality and Tourism Organizations is an absolutely crucial book in light of the world post COVID 19 Following the pandemic big hotel chains like the Accor Group and Marriot closed outlets but post COVID 19 the global hospitality and tourism sector is bouncing back In bouncing back though the pandemic brought to the fore the absolute need for high levels of customer centricity in a world that was gripped by fear This new Hospitality and Tourism H T Marketing book takes a customer oriented approach to discussing marketing discipline in the global H T sector With chapters spanning topics like service characteristics of hospitality and tourism marketing people management strategies for service businesses consumer behaviour designing and building brands electronic marketing internet marketing database marketing and direct marketing and relationship marketing this book has the right balance of technology and consumer oriented topics to provide the right balance for tourism marketing practitioners post pandemic **Handbook of Hospitality Operations and IT** Peter Jones, 2008-09-10 Handbook of Hospitality Operations and IT provides an authoritative resource for critical reviews of research into both operations and IT management Internationally renowned scholars provide in depth essays and explanations of case studies to illustrate how practices and concepts can be applied to the hospitality industry The depth and coverage of each topic is unprecedented A must read for hospitality researchers and educators students and industry practitioners Work-at-Home Company Listing for Mystery Shoppers S. Marie Surles, 2014-12-23 A reference and sourcebook of work at home company listings for mystery and secret shoppers This ebook has compiled a listing of telecommuting companies that previously and currently hire mystery and secret shoppers to work from home All contact details are provided and verified as of the book s publication HEA Employment com is a work at home job listing service Our website offers job seekers access to thousands of available work at home job opportunities Over the years we compiled a listing of thousands of legitimate telecommuting companies that hire

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**The Rooms Chronicle** ,2004

**CIM Coursebook 05/06 Marketing Research and Information** Matthew Housden,2012-09-10 Elsevier Butterworth Heinemann s 2005 2006 CIM Coursebook series offers you the complete package for exam success Comprising fully updated Coursebook texts that are revised annually and free online access to the MarketingOnline learning interface it offers everything you need to study for your CIM qualification Carefully structured to link directly to the CIM syllabus this Coursebook is user friendly interactive and relevant ensuring it is the definitive companion to this year s CIM marketing course Each Coursebook is accompanied by access to MARKETINGONLINE [www.marketingonline.co.uk](http://www.marketingonline.co.uk) a unique online learning resource designed specifically for CIM students where you can Annotate customise and create personally tailored notes using the electronic version of the Coursebook Receive regular tutorials on key topics from Marketing Knowledge Search the Coursebook online for easy access to definitions and key concepts Access the glossary for a comprehensive list of marketing terms and their meanings

**Customer Care Excellence** Sarah Cook,2008 Emphasizing both strategic and practical aspects of customer care this work explains how gaining customer commitment and motivating employees to deliver an excellent service at all of a company s touch points can ensure successful results and satisfied customers

**Hospitality Marketing** David Bowie,Francis Buttle,2007-03 Hospitality Marketing an introduction takes a unique approach to outlining marketing processes in the hospitality industry Ideal for those new to the topic of marketing this text contextualises the subject for the hospitality sector It discusses the eight elements of the marketing mix with direct reference to the specifics of the hospitality industry and approaches the whole process in three stages as would the hospitality marketing manager BEFORE customers visit the hotel restaurant the marketing task is to research the market manage customer expectations and motivate trial purchase through product service development pricing location distribution and marketing communication DURING the service encounter the task is to meet or exceed customer expectation by managing the physical evidence service processes and employee behaviour AFTER the service encounter the task is to audit quality and customer satisfaction and promote a longer term mutually beneficial relationship with customers through relationship marketing initiative Hospitality Marketing is a complete learning resource with real life examples case studies and exercises in the text plus an accompanying website which provides solutions to the exercises further case studies and links to relevant sites to support both students and lecturers

*Customer Relationship Management* Francis Buttle,2004 Customer Relationship Management Concepts and Tools is a breakthrough book that

makes transparent the complexities of customer relationship management The book views customer relationship management as the core business strategy that integrates internal processes and functions and external networks to create and deliver value to targeted customers at a profit Customer relationship management is grounded on high quality customer data and enabled by information technology The book is a comprehensive and fully developed textbook on customer relationship management Although it shows the r FIU Hospitality Review ,1997 Customer Relationship Management Essentials Harendra Phadke,2025-02-20 Customer Relationship Management Essentials explores the evolution of CRM strategies and technologies taking a holistic approach to provide concepts tools and strategies We introduce key concepts and metrics necessary to understand and implement CRM strategies describe a successful CRM implementation process and discuss techniques for making strategic marketing decisions using customer lifetime value Given the ongoing digital transformation CRM has become a crucial strategy encompassing various tactics essential in today s economy Our book offers a comprehensive overview of CRM and database marketing along with approaches to strategic CRM CRM strategy implementation and customer value metrics We cover the steps needed to manage profitable customer relationships emphasizing the importance of understanding customer value and measuring customer lifetime value Additionally we analyze the application of CRM strategies in loyalty programs marketing campaigns and channel management This book is an invaluable study companion for students teachers and CRM practitioners It helps readers gain a comprehensive understanding of CRM strategy use practical cases to apply concepts and explore the latest developments in CRM and social media

**Work-at-Home Company Listing Volume II** S. Marie Surles,2014-12-22 A reference and sourcebook of work at home company listings This ebook has compiled a listing of telecommuting companies that previously and currently hire people to work from home All contact details are provided and verified as of the book s publication Thousands of professions industries and occupations to choose from including Data Entry Administrative Assistant Virtual Assistants Legal Transcription Medical Transcription Customer Service Reps Freelance Writers Proofreaders Editors Translators Telemarketers and Online Tutors HEA Employment com is a work at home job listing service Our website offers job seekers access to thousands of available work at home job opportunities Over the years we compiled a listing of thousands of legitimate telecommuting companies that hire telecommuters and virtual assistants The companies listed in this ebook are currently hiring or have hired people to work from home in the past The companies are accept resumes for current and future job openings HEA Employment com has the most comprehensive work at home job database on the Internet today with access to 1000 s of work at home jobs and home based business opportunities from over 1 000 job boards all on one site From part time and temporary to full time and permanent every type of job is included You can select when you want to work how much you want to work and how much you want to be paid Get both volumes for a complete listing

**Service Quality in Leisure, Events, Tourism and Sport, 2nd Edition** John Buswell,Christine Williams,Keith Donne,Carley

Sutton,2016-12-20 Service quality is at the forefront of how the leisure events tourism and sport LETS sectors operate An important consideration for any business and therefore any student of the subject this new edition of a successful textbook addresses the key points and principles of managing service quality across the industry sector Considering the underpinning theory of service quality this book informs the reader of the practical application of service quality management tools and techniques in an industry with distinctive features and challenges An invaluable read for students within the LETS sectors it also provides a useful refresher for practitioners working in the industry

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*Mystery Shopping* James M. Poynter,Jim Poynter,2000-03 *Adams Businesses You Can Start Almanac* Adams Media,2006-09-17 500 businesses you can start The time to start your own business is now Whether you re a

previously employed manager seeking new opportunities and greater job satisfaction starting up a home based business re entering the job market or just looking to earn some extra cash on the side this book helps you discover the business that s just right for you This detailed reference provides more than 500 different business opportunities to choose from Each entry features A description of the business Start up and hidden costs Potential earnings Qualifications and equipment needed Marketing and advertising tips for the best results In addition this book contains critical advice on Creating a business plan Survival strategies Legal considerations Long term growth strategies No matter what your criteria start up costs skill sets professional and personal interests the Adams Businesses You Can Start Almanac 2nd Edition prepares you to take the most exciting step of your career being your own boss

**Hotel Law** Nelson Migdal,2015-05-08 Hotel Law Transactions Management and Franchising presents a practical guide to the issues that face lawyers and industry leaders working in the hospitality field It aims to develop the reader s understanding of the acquisition process and the complex relationships in management and franchise deals that dominate the hotel industry This text is written primarily as a desktop reference for legal practitioners working in the hotel law field and is also suitable for students studying towards hotel and hospitality careers both at an undergraduate and law school or graduate level The highly experienced author contributors and editors offer insights into the industry players and their preferred positions desired outcomes and the potential pitfalls that can ensnare even the most well planned deals With broad coverage of the rapidly growing field of hospitality law including gaming recreation and amenities the book s approach examines the dominant models of hotel ownership management and franchising and includes independent hotels and the move towards complex resorts The book s coverage of key legal topics ranges from real estate to intellectual property contracts and finance Hotel Law will give readers an understanding of the hospitality industry from the perspective of the transactional practitioner while examining the multi party relationships and agreements that develop between an owner operator licensor and lender

**A Guide to Non-Cash Reward** Michael Rose,2011-02-03 The single most significant cause of motivation problems can be a lack of basic day to day recognition Taking recognition seriously can soon have a major impact on the effectiveness of your business A Guide to Non Cash Reward takes the reader through the different types of recognition and teaches you how to implement recognition programmes With key learning points from public and private sector organizations it gives valuable advice on the value of recognition how and when you should recognize people use of non cash rewards prizes and gifts to incentivize costs and budgeting how to implement strategies pitfalls to avoid With case studies from powerful international companies A Guide to Non Cash Reward is an essential read at a time when salaries are under pressure and staff are more important than ever

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