

DUFFY'S SPORTS GRILL

RESTAURANT MYSTERY SHOP

INSTRUCTIONS

QUESTIONNAIRE

You and one adult guest will visit the assigned restaurant for lunch or dinner on your assigned shop date. You will evaluate the location appearance, staff service, food and beverage quality, and your overall impressions.

Before You Begin

- Review your shop confirmation
- Know your scenario (lunch or dinner)
- Know your required completion timeframe
- Review ordering requirements
- Review photo requirements

Don't Forget!

- Sit in your assigned area (dining or bar)
- Complete shop in assigned timeframe
- Follow all ordering requirements
- Ask the server/bartender a knowledge question
- Take photos prior to consumption

General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Answer all questions and provide detailed supporting narrative where requested.
- Get an itemized receipt to upload with your report. Ask for the itemized receipt if you are not offered one, or if you pay with a card and the server/bartender doesn't return the itemized receipt with the sign slip.
- Do not reveal your identity as a mystery shopper to anyone at any time.
- Submit your report to shopperhub.cxgroup.com within 12 hours of completing the shop.
- If a Quality Assurance Editor contacts you for additional information or clarification about your experience, respond promptly.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for Duffy's Sports Grill.
- Children are not allowed to accompany you on this shop.

Shop Instructions

Evaluate the location appearance, staff interactions, and customer service.

- Evaluate cleanliness of the restaurant exterior, entryway, dining area floors, and restroom.
- Note how busy it is when you arrive and when you leave.
- Remember to sit in your assigned area.
 - Dining Room Shops: Sit in the dining room, even if you must wait for a table to be available.
 - Bar Shops: Sit directly at the bar, even if you must wait for seats to open up.

- Evaluate the host/hostess appearance, greeting, escort to the table, and behaviors performed once you have arrived at your table.
 - Specifically note if the host/hostess asks if you have an MVP card and, if no, if they leave an MVP card and application at your table.
- Evaluate the server/bartender appearance, greeting, knowledge and customer service, table maintenance, check delivery, and parting remarks.
 - Ask for the server/bartender's name if they do not introduce themselves.
 - Specifically note if the server/bartender offers you a Duffy's MVP Margarita and/or Amazing Mozzarella Sticks. Be sure to give them the opportunity to make suggestions (i.e., do not immediately say you are ready to order).
 - Specifically note if the server/bartender suggests the Chocolate Brownie Sundae. Be sure to give them the opportunity to suggest it (i.e., do not immediately say you are not interested in dessert).
- Ask an open-ended knowledge question about the menu items, seasonings, preparation, etc., and evaluate the server/bartender's response. For example:
 - What sides are popular?
 - What comes on the [menu item]?
 - What is [unfamiliar ingredient]?
- Evaluate the appearance and behaviors of the food runner, busser, and manager.
- Bring a smartphone or watch to discreetly record service speed times.
- Evaluate your overall impressions, including your likelihood to return or recommend and anything that stood out as positive or negative. Do not score down for factors outside the staff's control.



Ordering Requirements

Evaluate speed of service, presentation, freshness and taste, temperature, and value of items ordered.

- **2 Beverages:** Order two beverages other than water and evaluate how long it takes to receive them.
 - Note that the timing standards are different for non-alcoholic beverages vs. alcoholic drinks.
- **1 Appetizer:** Order one appetizer and evaluate how long it takes to receive it.
- **2 Entrées:** Order two different entrées and evaluate how long it takes to receive them.
 - Entrées ordered must be significantly different. For example, ordering two cheeseburgers with different sides or the same pasta dish with different proteins does not satisfy this requirement.



Photo Requirements

- **Take photos prior to consumption—before taking a sip of your drinks or a bite of any food.** This is extremely important to ensure your shop is valid.
- Five (5) total photos are required: each beverage (2), your appetizer (1), and each entrée (2).
- Check your photos before drinking/eating to ensure they are clear and not blurry. Poor quality photos will NOT be accepted.
- Check your receipt photo prior to upload to ensure the image is large enough and the receipt text is readable.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Scenario

1. Did you complete a lunch or dinner visit?

- Lunch
 Dinner

Location Appearance

2. Restaurant exterior (parking lot, walkways, landscaping, etc.)

- Free of litter and debris and well-maintained (10 points)
 Minor litter or debris visible - not completely maintained (5 points)
 Substantial litter or debris visible - not well-maintained (0 points)

3. Restaurant entrance/exit/entryway

- Glass on doors and windows clean and smudge-free AND entry area is completely free of litter and debris (10 points)
 Glass on windows and doors has minor streaks or smudges OR entry area contains minor litter or debris (5 points)
 Glass on windows and doors has substantial streaks or smudges OR entry area contains substantial litter or debris (0 points)

4. Indicate how busy the restaurant was when you arrived:

- Extremely Busy
 Somewhat Busy
 Not Busy

5. Indicate how busy the restaurant was when you departed:

- Extremely Busy
 Somewhat Busy
 Not Busy

6. Dining area floors are free of litter and crumbs?

- Yes (10 points)
 No (0 points)

7. Was the restroom clean and well stocked?

- Yes (10 points)
 No (0 points)

8. Explain the responses you selected above for the Location Appearance questions:

Explain your responses for ALL of the Location Appearance questions. Write about what occurred or what you observed during this part of your experience. Be sure to explain ALL responses of less than full point value. You must enter at least 250 characters.

Host/Hostess

9. Indicate the name of the Host/Hostess:

If you could not obtain their name, enter "Unknown."

10. Provide a description of the Host/Hostess:

Include age range, hair color, hair length, height, and glasses or none.

11. Host/Hostess – Appearance

Attire is neat, clean, professional, well-groomed and in full uniform (10 points)

Appears unkempt or appearance is in need of minor attention (5 points)

Appears unprofessional and/or poorly groomed (0 points)

12. Greet time (Host must initiate greet / catch you immediately as you enter)

If more than 60 seconds, provide the exact greet time in your narrative.

0-30 seconds (10 points)

31-60 seconds (5 points)

60+ seconds (0 points)

13. Host/Hostess initiates a friendly greet

Initiates a friendly verbal acknowledgement AND offers to assist you (10 points)

Initiates a friendly verbal acknowledgement OR offers to assist you (5 points)

Does NOT initiate a friendly verbal acknowledgement AND does NOT offer to assist you (0 points)

14. Escorts at a comfortable pace while engaging in casual conversation (e.g., "What brings you in today?" "Have you visited Duffy's before?")

Answer this question if you completed a dining room shop. Select N/A if you completed a bar shop.

Escorts you to your table at a comfortable pace while engaging in casual conversation (10 points)

Escorts you to your table but pace is slightly uncomfortable with little conversation (5 points)

Escorts you to your table but pace is not comfortable and/or does not engage in conversation (0 points)

N/A - Completed a bar shop

15. Was your table clean?

Yes (10 points)

No (0 points)

16. Host/Hostess waits until you are seated to provide you menus

Answer this question if you completed a dining room shop. Select N/A if you completed a bar shop.

Yes (10 points)

No (0 points)

N/A - Completed a bar shop

17. Host/Hostess asks if you have an MVP card?

Answer this question if you completed a dining room shop. Select N/A if you completed a bar shop.

Yes (10 points)

No (0 points)

N/A - Completed a bar shop

18. If no, did the Host/Hostess leave an MVP card and application at the table?

Yes (10 points)

No (0 points)

N/A - Host/Hostess asked about MVP card OR completed a bar shop

19. After seating, the Host/Hostess checks for satisfaction/extends parting remark

Answer this question if you completed a dining room shop. Select N/A if you completed a bar shop.

- Checks for satisfaction upon seating (e.g., "Does this table work for you?") AND extends a positive parting remark after seating you (e.g., "Enjoy your meal!" "Your server will be right with you!") (10 points)
- Checks for satisfaction upon seating OR extends a positive parting remark after seating you (5 points)
- Does NOT check for satisfaction with table / booth upon seating AND does NOT extend a positive parting remark after seating you (0 points)
- N/A - Completed a bar shop

20. Explain the responses you selected above for the Host/Hostess questions:

Explain your responses for ALL of the Host/Hostess questions. Write about what occurred or what you observed during this part of your experience. Be sure to explain ALL responses of less than full point value. You must enter at least 250 characters.

Server/Bartender**21. Indicate the name of the Server/Bartender:**

Ask if not provided.

22. Provide a description of the Server/Bartender:

Include age range, hair color, hair length, height, and glasses or none.

23. Server/Bartender – Appearance

- Attire is neat, clean, professional, well-groomed and in full uniform (10 points)
- Appears unkempt or appearance is in need of minor attention (5 points)
- Appears unprofessional and/or poorly groomed (0 points)

24. Server/Bartender greet time

If more than 2 minutes, provide the exact greet time in your narrative.

- 0-1 minute (10 points)
- 1:01-2 minutes (5 points)
- More than 2 minutes (0 points)

25. Server/Bartender initiates friendly greet

- Greet includes their name with genuine engagement that feels personalized to your party (10 points)
- Greet includes their name but introduction does not feel genuine and does not engage your party (5 points)
- Greet does not include their name OR no greeting received (0 points)

26. Server/Bartender smiles and makes eye contact

- Yes (10 points)
- No (0 points)

27. Server/Bartender asks if you have dined at Duffy's before

- Yes (10 points)
- No (0 points)

28. Adds MVP card to check

- Yes (10 points)
- No (0 points)

29. Offers you a Duffy's MVP Margarita

- Yes (10 points)
- No (0 points)

30. Offers you Amazing Mozzarella Sticks

Yes (10 points)

No (0 points)

31. Server/Bartender determines needs

Asks you if you have any questions about the menu (10 points)

Does NOT ask if you have questions about the menu (0 points)

32. Demonstrates knowledge

Thoroughly answers your questions AND provides additional information to promote concept/food (10 points)

Thoroughly answers your questions but does NOT provide additional information to promote concept/food/atmosphere (5 points)

Is unable to answer your questions AND DOES NOT provide any additional information (0 points)

33. Indicate the question you asked:**34. Indicate the Server/Bartender's response:****35. Repeats your order back to you for accuracy**

Server/Bartender reviews your order with you to ensure accuracy (10 points)

Server/Bartender does NOT review your order with you to ensure accuracy (0 points)

36. Appetizer plates and condiments provided for your table

Yes (10 points)

No (0 points)

37. Server/Bartender maintains the table (or bar area) throughout your dining experience (e.g., soiled dishes, trash/crumbs)

Consistently checks back with you throughout your meal and maintains the table (refills beverages, removes dirty dishes, etc.) (10 points)

Does not check back with you throughout your meal or anticipate your needs (0 points)

38. Minutes from entrée delivery until Server/Bartender check back

If more than 2 minutes, provide the exact wait time in your narrative.

0-2 minutes (10 points)

More than 2 minutes (0 points)

39. LUNCH ONLY: Check delivery

If you completed a dinner shop, select N/A.

Check is delivered when server checked back to allow for speed of service (10 points)

Check is NOT delivered at time of check back (0 points)

N/A - Not a lunch visit

40. Server/Bartender suggests Chocolate Brownie Sundae

Yes (10 points)

No (0 points)

41. DINNER ONLY: Check delivery

If you completed a lunch shop, select N/A.

Check is delivered at appropriate time to meet your needs (does not rush you) (10 points)

Check is NOT delivered at appropriate time to meet your needs (you felt rushed or took too long) (0 points)

N/A - Not a dinner visit

42. Handles Transaction Efficiently Yes (10 points) No (0 points)**43. Handles Transaction Correctly** Yes (10 points) No (0 points)**44. Expresses appreciation** Sincerely thanks you AND offers a positive closing remark ("Thank you, have a great day!") (10 points) Sincerely thanks you OR offers a positive closing remark (5 points) Does NOT thank you or thank you is insincere and does NOT offer a positive closing remark (0 points)**45. Explain the responses you selected above for the Server/Bartender questions:**

Explain your responses for ALL of the Server/Bartender questions. Write about what occurred or what you observed during this part of your experience. Be sure to explain ALL responses of less than full point value. You must enter at least 250 characters.

Food and Beverage**46. Dine-In Scenario:** Lunch at the bar Lunch in the dining room Dinner at the bar Dinner in the dining room**47. Indicate all items ordered:****48. Minutes from beverage order to beverage delivery**

If you ordered one alcoholic beverage and one non-alcoholic beverage and they arrived at different times, provide an explanation in your narrative. If more than 3 minutes/5 minutes, provide the exact wait time in your narrative.

 0-2 minutes (0-4 mins, if alcohol) (10 points) 2:01-3 minutes (4:01-5 mins, if alcohol) (5 points) More than 3 minutes (more than 5 mins, if alcohol) (0 points)**49. Minutes from appetizer order to appetizer delivery**

If more than 11 minutes, provide the exact wait time in your narrative.

 6-10 minutes (10 points) 10:01-11 minutes (5 points) More than 11 minutes (0 points)**50. LUNCH ONLY: Minutes from entrée order to entrée delivery**

If more than 13 minutes, provide the exact wait time in your narrative. If you completed a dinner shop, select N/A.

 8-12 minutes (10 points) 12:01-13 minutes (5 points) More than 13 minutes (0 points) N/A - Not a lunch visit

51. DINNER ONLY: Minutes from entrée order to entrée delivery

If more than 19 minutes, provide the exact wait time in your narrative. If you completed a lunch shop, select N/A.

- 12-18 minutes (10 points)
 18:01-19 minutes (5 points)
 More than 19 minutes (0 points)
 N/A - Not a dinner visit

52. Food looks and tastes exceptionally fresh, made with the highest quality ingredients and well seasoned

- Yes (10 points)
 No (0 points)

53. Temperature - Hot items hot/cold items cold

- Yes (10 points)
 No (0 points)

54. Plate presentation was neat and looked appealing

- Yes (10 points)
 No (0 points)

55. You felt you received an excellent value for the price

- Yes (10 points)
 No (0 points)

56. Did you take a photo of each beverage?

Photos must be taken prior to consumption (before taking a sip). Provide one image for each beverage. Click "Yes" and then upload your photos.

- Yes
 No

57. Did you take a photo of your appetizer?

Photo must be taken prior to consumption (before taking a bite). Click "Yes" and then upload your photo.

- Yes
 No

58. Did you take a photo of entrée #1?

Photo must be taken prior to consumption (before taking a bite). Click "Yes" and then upload your photo.

- Yes
 No

59. Did you take a photo of entrée #2?

Photo must be taken prior to consumption (before taking a bite). Click "Yes" and then upload your photo.

- Yes
 No

60. Explain the responses you selected above for the Food and Beverage questions:

Explain your responses for ALL of the Food and Beverage questions. Write about what occurred or what you observed during this part of your experience. Be sure to explain ALL responses of less than full point value. You must enter at least 250 characters.

Food Runner

61. Food delivery

- The person who delivers your food presents it with a smile (10 points)
 The person who delivers your food does NOT present it with smile (0 points)

62. Food runner auctions food off to the table (announces each food item ordered to ensure it is given to the correct person)

- Yes (10 points)
 No (0 points)

63. Food runner confirms everything on order is correct (once all guests have their food)

- Yes (10 points)
 No (0 points)

64. Food runner asks if you needed anything else

- Yes (10 points)
 No (0 points)

65. Explain the responses you selected above for the Food Runner questions:

Explain your responses for ALL of the Food Runner questions. Write about what occurred or what you observed during this part of your experience. Be sure to explain ALL responses of less than full point value. You must enter at least 250 characters.

Busser

66. Tables cleared quickly

- Yes (10 points)
 No (0 points)

67. Average time before vacated tables are bussed in the dining room

If more than 5 minutes, provide the estimated average time in your narrative. Select N/A if you completed a bar shop.

- 0-5 minutes (10 points)
 More than 5 minutes (0 points)
 N/A - Sat at the bar

68. Floor was swept

Select N/A if the floor was not dirty, no crumbs or litter, etc.

- Yes (10 points)
 No (0 points)
 N/A

69. Explain the responses you selected above for the Busser questions:

Explain your responses for ALL of the Busser questions. Write about what occurred or what you observed during this part of your experience. Be sure to explain ALL responses of less than full point value. You must enter at least 100 characters.

Manager Presence

70. Did you see a manager present on the floor?

- Yes (10 points)
 No (0 points)

71. Indicate the name of the Manager:

If you could not obtain their name, enter "Unknown."

72. Provide a description of the Manager

Include age range, hair color, hair length, height, and glasses or none.

73. Manager – Appearance

Attire is neat, clean, professional, well-groomed and in full uniform (10 points)

Appears unkempt or appearance is in need of minor attention (5 points)

Appears unprofessional and/or poorly groomed (0 points)

74. Did a manager engage the table in conversation?

Yes (10 points)

No (0 points)

75. If yes, did the table engagement seem sincere and genuine and not simply "How was your food?"

Yes (10 points)

No (0 points)

76. Explain the responses you selected above for the Manager Presence questions:

Explain your responses for ALL of the Manager Presence questions. Write about what occurred or what you observed during this part of your experience. Be sure to explain ALL responses of less than full point value. You must enter at least 250 characters.

Overall Impressions**77. How would you rate your overall experience at this restaurant? (0 being the worst and 10 being the best)**

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

78. Based on your experience, how likely are you to RETURN to this restaurant? (0 being extremely unlikely and 10 being extremely likely)

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

79. Based on your experience, how likely would you be to RECOMMEND this restaurant to others? (0 being extremely unlikely and 10 being extremely likely)

- 0
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

80. Based on this ONE experience, how do you feel this establishment compares to its competition?

- Much Better
- Somewhat Better
- Same
- Somewhat Worse
- Much Worse

81. Indicate whom you consider to be this location's competition:

82. Indicate any area of opportunity that will allow this location to better serve you:

You must enter at least 30 characters.

83. Explain the responses you selected above for the Overall Impressions questions:

Check your responses above. Do not score down for factors outside the staff's control. You must enter at least 250 characters.

84. Did you get a receipt?

Upload the itemized receipt to show the items ordered and your copy of the credit card receipt, if applicable, to show the tip amount. Click "Yes" and then upload your receipt. Make sure the image is clear and not blurry.

- Yes
- No

85. If you did not get a receipt, explain why:

Enter N/A if you uploaded your receipt. If you have any comments about your receipt, include them here.

END OF QUESTIONNAIRE