

PIZZERIA VETRI

DINING

INSTRUCTIONS

QUESTIONNAIRE

Pizzeria Vetri celebrates the art of authentic pizza making, using the best and freshest ingredients available. You will evaluate the food, service, and environment of the restaurant while dining in.

Before You Begin

- Review your shop confirmation
- Know the day and time to visit
- Know the minimum order requirements
- Find a guest to bring with you

Don't Forget!

- Follow the ordering requirements
- Ask the server a menu question
- Take all required photos
- Get a receipt for your meal



General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Check your shop confirmation for the day of the week and time to visit.
 - **Lunch:** Arrive no earlier than 11:30 AM and no later than 3:30 PM.
 - **Dinner:** Arrive no earlier than 4:30 PM and no later than 7:30 PM.
 - Business hours vary by location. Confirm the assigned location's hours before arriving.
- Sit down at a table to order your meal. No carryout or online orders.
 - Be prepared for your dining experience to take at least 45 minutes.
 - There is no call-ahead seating. Wait times during peak hours could be up to 30 minutes.
- Bring a guest with you and order/pay for you and your guest on the same transaction/receipt.
- Have a device that will correctly record the required service times.
- Keep the itemized receipt given to you when the bill arrives and your customer copy of the receipt with the tip amount clearly written on it. Upload both images with your report.
 - Give a gratuity of 20% for service, regardless of service quality.
 - If not given an itemized receipt, do not ask for one as doing so may reveal your identity.
- Submit your report to shopperhub.cxgroup.com within 12 hours of completing the shop.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for Pizzeria Vetri or any other Menus & Venues restaurant.



Ordering Requirements

- You may review the menu prior to your visit at www.pizzeriavetri.com
- Order the following items at a minimum:
 - ✓ 2 non-water beverages of your choice
 - ✓ 1 appetizer from the Antipasti section
 - ✓ 2 entrees from the Salads, Pizza, or Calzone sections
- You may order additional items. Reimbursement is up to \$70 for your meal and tip.



Photo Requirements

- Take clear, true-colored photos of the following, and upload the images with your report.
 - Table setting:** Take a photo of the tabletop after you are seated but before your server arrives to take your order. Capture silverware rollups and any table tents in the photo.
 - All food and beverage items:** Take a photo of every item served to any guest at your table. Take a photo as each item arrives and before you drink or eat anything.
 - Restroom:** Take a photo showing as much of the restroom interior as you can. If possible, also capture any cleanliness or maintenance issues in the photo. To retain your anonymity, avoid capturing yourself in the mirror.



Restaurant & Staff Observations

- If any team member asks if you are a first-time guest, answer yes (even if you are not).
- Ask the server at least one question about the menu items. Allow them to provide information about the menu before you ask your question.

Examples of questions you could ask about the menu items

What vegan options do you have?	What kind of tequila is in the PV Margarita?
What is mortadella?	What kind of tomatoes are in the pizza sauce?
What is Aperol made from?	What flour is used in the pizza dough?
Where does your limoncello come from?	How many days do you ferment your pizza dough?

- Visit the restroom. Ask your server where it's located if unable to locate it on your own.
- Record the following wait times (in minutes:seconds):
 - ✓ Time from entering to being acknowledged
 - ✓ Time from being acknowledged to being seated
 - ✓ Time from placing beverage order until beverages arrived
 - ✓ Time from placing entree order until entrees arrived
- Get the name and a complete physical description (gender, hair color and length, height, age, etc.) of the server and team member who seats you.
- Note if all staff members appear clean and neatly dressed.
 - Servers must wear a PV t-shirt, black or dark jeans, and an apron.



Neatly dressed staff



QUESTIONNAIRE

Shop date:

Start time:

End time:

Arrival

1. How quickly were you acknowledged upon entering?

Less than 15 seconds

30 seconds – 2 minutes

15 seconds – 29 seconds

More than 2 minutes

2. If you waited 15 seconds or more, please explain:

Comment on how long you waited and what you observed while waiting.

3. Did you receive a genuine welcome to the restaurant with a smile and eye contact?

The staff member should greet you verbally and with a warm smile and friendly eye contact.

Yes

No

4. After being acknowledged, how long did you wait to be seated?

Required format: 00:00 (minutes:seconds)

5. Was your quoted wait time accurate?

Yes

N/A – wait time not quoted

No

6. Were team members neat and clean, and were servers wearing proper uniforms?

See your shop instructions for server uniform requirements.

Yes

No

7. Were you introduced to the menu by a team member?

For example: "We have food at the front and wine, beer, and cocktails at the back."

Yes

No

8. Name and description of the team member who seated you:

Enter the name (if known) and a physical description including gender, hair color, height, and age.

9. Arrival and seating comments:

Describe your interaction with the staff upon arrival and the team member who seated you. Include support for any No responses selected.

Dining Room Service

10. Name and description of the server:

Enter the name (if known) and a physical description including gender, hair color, height, and age.

11. Did you receive a genuine greeting with a smile and eye contact from the server?

The server's body language and tone should be authentic during the greeting.

Yes

No

12. Did the server make suggestions of a specific appetizer or beverage by name or mention a current special/promotion?

Specials/promotions include Margherita Monday, 20% off Tuesday, Family Style Wednesday, seasonal menu items, specialty cocktails, etc.

Yes No

13. If yes, please explain:

Be specific. Include exactly what was mentioned or suggested and how the items were described.

14. Was the server knowledgeable about menu items?

Yes No

15. What question did you ask the server about the menu?

16. What exactly did the server say in response to your question?

17. Did the server explain that food is served when ready (apps or salads could arrive after pizza)?

Yes No

18. After you ordered, how many minutes did you wait for your beverages to be served?

Under 5 minutes More than 8 minutes
 5-8 minutes

19. How much time passed from placing your order to receiving your entrees?

Less than 10 minutes More than 20 minutes
 10 – 20 minutes

20. Did any team member check back on you after two minutes or two bites?

Yes No

21. Did anyone refill your beverages and waters or offer another beverage as needed throughout your experience?

Yes N/A – refills not needed
 No

22. Rate the pace of your meal service:

Consider all timing from when you were seated until you received your bill and paid. This would include the time to place your order, receiving your items, check-backs, and bill arrival and payment processing.

The pace was just right The pace felt very rushed
 The pace felt a little rushed The pace felt very slow
 The pace felt a little slow

23. Did the server provide a sincere thank you?

Yes No

24. Did any team member verbally acknowledge you as you were leaving?

Yes No

Food and Drinks

25. List the full menu name of all food and beverage items you ordered:

Include what you ordered AND what any guests at your table ordered.

26. Did you receive the correct items as ordered?

Answer No if any modifications were not accommodated.

Yes No

27. If no, please explain:

Be specific about what you should have received vs. what was received instead.

28. Was each item confirmed and presented to the correct person when delivered?

The server should state the name of the item, state any modifications you requested, and set it in front of the right person.

Yes No

29. How would you rate the quality and appearance of the beverages you ordered?

Upload the required photo(s) showing all beverages received at your table. Consider the following when rating beverages:

- *Beverages tasted balanced*
- *Wine and beer pours were appropriate*
- *Garnishes were fresh and cut nicely*

Excellent Fair
 Very good Poor
 Good

30. If not Excellent, please explain:

31. How would you rate the quality and appearance of the food you ordered?

Upload the required photo(s) showing all food received at your table. Consider the following when rating food:

- *Pizza crust and bottom have appropriate coloring*
- *Toppings evenly distributed on pizza*
- *Salad and apps seasoned properly*

Excellent Fair
 Very good Poor
 Good

32. If not Excellent, please explain:

33. Was your bill accurate?

Check your receipt to see if you were charged correctly and for all items. If you did not receive an itemized bill, answer Yes if the total was correct.

Yes No

Ambiance

34. Was your table set with silverware rollups?

Upload the required photo(s) of the tabletop.

Yes No

35. Were tables and chairs cleaned and cleared during your visit?

Yes No

36. Were the waiting and dining areas clean?

Yes No

37. If no, select all that apply:

- | | |
|---|--------------------------------|
| <input type="checkbox"/> Walls dirty | <input type="checkbox"/> Other |
| <input type="checkbox"/> Floor/mats dirty | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Furniture dirty | |

38. If other, please explain:

39. Was the restroom clean and stocked?

Upload the required photo(s) of the restroom interior.

- | | |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> N/A – restroom unavailable |
| <input type="checkbox"/> No | |

40. If no, select all that apply:

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Paper towels not stocked | <input type="checkbox"/> Walls dirty |
| <input type="checkbox"/> Toilet paper not stocked | <input type="checkbox"/> Floor dirty |
| <input type="checkbox"/> Sink dirty | <input type="checkbox"/> Mirror dirty |
| <input type="checkbox"/> Toilet dirty | <input type="checkbox"/> Other |
| <input type="checkbox"/> Trash cans overflowing | <input type="checkbox"/> N/A |

41. If other, please explain:

42. If the restroom was unavailable, select the reason:

- | | |
|---|---|
| <input type="checkbox"/> Locked or occupied | <input type="checkbox"/> Long wait/line |
| <input type="checkbox"/> Out of order signage | <input type="checkbox"/> N/A |

43. Describe how the decor/environment contributed to your overall experience:

Include support for any No responses in addition to providing detail on the restaurant decor.

Overall Experience

44. How likely are you to recommend this restaurant to family and friends?

10 = Extremely likely; 0 = Extremely unlikely

- | | |
|-----------------------------|----------------------------|
| <input type="checkbox"/> 10 | <input type="checkbox"/> 4 |
| <input type="checkbox"/> 9 | <input type="checkbox"/> 3 |
| <input type="checkbox"/> 8 | <input type="checkbox"/> 2 |
| <input type="checkbox"/> 7 | <input type="checkbox"/> 1 |
| <input type="checkbox"/> 6 | <input type="checkbox"/> 0 |
| <input type="checkbox"/> 5 | |

45. Please explain your rating:

If your rating is 10, explain why you would recommend. If your rating is lower than 10, comment on what could have been done to improve the experience.

46. Rate the level of effort it took to order and receive your beverages/food:

- | | |
|---|--|
| <input type="checkbox"/> 5 – Easy | <input type="checkbox"/> 2 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 1 – Difficult |
| <input type="checkbox"/> 3 – Neither easy nor difficult | |

47. How did you feel about your Pizzeria Vetri experience?

- | | |
|--|------------------------------------|
| <input type="checkbox"/> 5 – Delighted | <input type="checkbox"/> 2 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 1 – Upset |
| <input type="checkbox"/> 3 – Neutral | |

48. Upload the receipt for your meal:

END OF QUESTIONNAIRE