

TERRAIN CAFE

DINING

INSTRUCTIONS

QUESTIONNAIRE

Terrain Cafe pairs a horticultural setting with farm-to-table cuisine, blurring the line between indoor and outdoor spaces. You will evaluate the food, service, and environment while dining in.

Before You Begin

- Review your shop confirmation
- Make a reservation online
- Know the minimum order requirements
- Find an adult 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.
- Make a reservation immediately upon receiving your shop confirmation using opentable.com or the OpenTable app. Do not call the restaurant.
- Check your shop confirmation for the date, time, and location to make your reservation.
 - **Brunch/Lunch:** Arrive no earlier than 11:30 AM and no later than 3:30 PM.
 - **Sunday-Thursday Dinner:** Arrive no earlier than 4:30 PM and no later than 7:30 PM.
 - **Friday-Saturday Dinner:** Arrive no earlier than 4:30 PM and no later than 8:30 PM.
- Sit down at a table to order your meal. No carryout or online orders.
 - Be prepared for your dining experience to take approximately 90 minutes.
- Have a device that will correctly record the required service times.
- Bring a guest with you and order/pay for you and your guest on the same transaction/receipt.
 - Your guest must be an adult. Do not bring children with you on your visit.
- 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 Terrain Cafe or any other Menus & Venues restaurant.



Ordering Requirements

- You may review the menu prior to the visit at shopterrain.com/pages/restaurants
- Order the following items at a minimum:
 - ✓ 2 non-water beverages of your choice
 - ✓ 1 appetizer from the 'to Start' section
 - ✓ 2 entrees from the 'on Bread', 'on Greens', 'in Bowls', or 'on Plates' sections
- You may order additional items. Reimbursement is up to \$100 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 all items present on the table 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

- Before ordering, tell your server this is your first visit (even if it is not).
 - This is required to prompt the server to provide a menu presentation.
 - Listen as the server provides information about the restaurant and describes the menu in full. Do not indicate that you are only interested in hearing about certain items.
- 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 is in the zucchini puree?	How sweet is your Arnold Palmer?
What kind of steak is a beef coulotte?	Are the flowers in the Caesar salad edible?
What is prosecco?	What spices are in the za'atar spiced yogurt?
Is the linguini housemade?	What is onion soubise made from?

- 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 first course order until first course arrived
 - ✓ Time from placing entree order until entrees arrived

✓ Time from first course being cleared until entrees arrived

- Get the name and a complete physical description (gender, hair color and length, height, age, etc.) of the host/hostess and server.
- Note if all staff members are neatly dressed in the proper uniform.

Uniform requirements – unofficially referred to as “Farmhouse Chic”

Tops



- Cotton or linen short- or long-sleeved buttoned-down shirts
- Shirts must be tucked in and should be appropriately sized
- Shirts should be white, chambray, or earth-toned (during holidays, may add buffalo plaid in holiday colors)
- Cafe-issued linen apron

Pants: Anytime



- Dark blue indigo denim jeans
- No visible rips, tears, or heavy whiskering

Shorts: Memorial Day - Labor Day



- Shorts in denim no more than 6 inches above the knee
- If shorts are cut-offs, they must be cuffed so the frayed edges are not showing, and they must still be the appropriate length when cuffed

Footwear



- Closed-toe shoes in brown or tan, such as boots, ballet flats, or loafers
- Non-slip traditional service-industry shoes like Danskos are acceptable if they are brown or tan
- Sneakers are acceptable if they're the appropriate color or tone (no athletic shoes)

Not permitted



- No white tennis shoes and no athletic shoes of any color
- Graphic tees or visible logos on clothing
- Bare midriffs
- Heavy makeup (neutral and natural makeup is acceptable)
- Long, artificial nails (neutral, clean, and appropriate length nails are acceptable)
- Excessive jewelry
- Wrinkled, ripped, or torn clothing
- Perfume or cologne



QUESTIONNAIRE

Shop date:

Start time:

End time:

Arrival and Host/Hostess Service

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. Name and description of the host/hostess:

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

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

The host/hostess should greet you verbally and with a warm smile and friendly eye contact.

Yes

No

5. Were team members neat and clean and wearing proper uniforms?

See your shop instructions for uniform requirements.

Yes

No

6. Arrival and seating comments:

Describe your interaction with the host/hostess upon arrival and how you were seated. Include support for any No responses selected.

Dining Room Service

7. Name and description of the server:

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

8. How many minutes did you wait to be greeted by the server after being seated?

Under 2 minutes

More than 5 minutes

2-5 minutes

9. 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

10. Did you tell your server this was your first visit?

Yes

No

11. After you said this was your first visit, did the server display menu expertise and share their menu knowledge with you by guiding you through the menu or offering suggestions?

Yes

No, the server mentioned some items but not all

No, the server did not provide a menu presentation

12. Describe the server's menu presentation:

Explain what was said or done during the server's menu presentation. Include any specific suggestions made and how the server described the menu. If no menu presentation was offered, explain what happened before you placed your order.

13. Was the daily Iced Tea and Harvest Veg communicated?

Yes

No

14. Was flowerpot bread delivered before your first course, and was the seasonal butter flavor mentioned?

Yes

No, flowerpot bread delivered, but butter flavor not mentioned

No, flowerpot bread and/or butter delivered after the first course arrived

No, flowerpot bread not delivered

15. Was the server knowledgeable about menu items?

Yes

No

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

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

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

Under 5 minutes

5-8 minutes

More than 8 minutes

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

Less than 8 minutes

8 – 10 minutes

10:01 – 12 minutes

12:01 – 14 minutes

Over 14 minutes

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

Less than 10 minutes

10 – 20 minutes

More than 20 minutes

21. How long after the first course was cleared did you receive your entrees?

Less than 10 minutes

10 – 12 minutes

12:01 – 14 minutes

14:01 – 16 minutes

Over 14 minutes

N/A – entrees arrived before first course was finished

N/A – entrees arrived after first course was finished but before it was cleared

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

Yes

No

23. Was a dessert menu presented?

Answer Yes if you were given an opportunity to order dessert – either a dessert menu was given to you or the dessert menu was verbally presented.

Yes

No

24. Did anyone refill your beverages and waters or offer another beverage as needed

throughout your experience?

Yes

N/A - refills not needed

No

25. Did anyone clear and manicure the table as needed throughout the meal?

Answer Yes if dirty plates, crumbs, etc. were actively removed from your table while you were dining.

Yes

No

26. If no, please explain:

27. 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

28. Did the server provide a sincere thank you?

Yes

No

29. Did a manager or supervisor engage with you during your visit?

Yes

No

Food and Drinks

30. 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.

31. Did you receive the correct items as ordered?

Answer No if any modifications were not accommodated.

Yes

No

32. If no, please explain:

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

33. 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

34. If a cheeseboard was ordered, was each cheese identified?

Yes

N/A – did not order a cheeseboard

No

35. If yes, how thoughtfully were the cheeses and accoutrements described?

Described carefully and in detail

Described some items but not all

Items mentioned but not described

N/A

36. 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.

Excellent

Fair

Very good

Poor

Good

37. If not Excellent, please explain:

38. 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.

- Excellent Fair
 Very good Poor
 Good

39. If not Excellent, please explain:

40. 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

41. Was the cafe easy to find on the Terrain campus?

- Yes No

42. Was the environment comfortable, including temperature, lighting, and music?

- Yes No

43. Select all items present on your table when seated:

- Bread-and-butter plates Sugar caddy (brunch/lunch only)
 Silverware rollups Candle (dinner only)
 Weck jar (water glass) with a plant Wine glass (dinner only)
 Salt and pepper None of these

44. Was your table set properly?

Upload the required photo(s) of the tabletop. Your table should always have bread-and-butter plates with silverware rollups, a Weck jar (water glass) with a plant, and salt and pepper. During brunch/lunch, a sugar caddy should be available, and during dinner service, a candle and wine glass should be present.

- Yes No

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

- Yes No

46. Were the waiting and dining areas clean?

- Yes No

47. If no, select all that apply:

- Walls dirty Other
 Floor/mats dirty N/A
 Furniture dirty

48. If other, please explain:

49. Was the restroom clean and stocked?

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

- Yes N/A – restroom unavailable
 No

50. 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 |

51. If other, please explain:

52. 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 |

53. 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

54. 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 | |

55. 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.

56. 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 | |

57. How did you feel about your Terrain Cafe experience?

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

58. Upload the receipt for your meal:

END OF QUESTIONNAIRE