

# JOSE ANDRES GROUP

## DINING MYSTERY SHOP

# INSTRUCTIONS

## QUESTIONNAIRE

Make an online reservation to dine in at an assigned Jose Andres restaurant, then visit the location to have your meal in the dining room while evaluating food quality, staff service, and meal timing.

### Before You Begin

- Review your shop confirmation
- Make a reservation via OpenTable
- Review ordering requirements
- Visit the restaurant's website
- Know service times to capture

### Don't Forget!

- Arrive on time for your reservation
- Follow all ordering requirements
- Ask location of restroom
- Record required service times
- Take your copy of itemized receipt



## General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- You must bring at least one guest with you. All diners must be adults (no children).
- Keep the itemized receipt, given in digital form or a printed version, and your customer copy of the receipt with the tip amount clearly shown. Upload both images with your report.
  - Give a gratuity of 20% for service, regardless of service quality (e.g., tip \$12 on a \$60 bill).
  - If not given an itemized receipt, do not ask for one as doing so may reveal your identity.
- Up to 2 hours of parking fees will be reimbursed with a receipt. Get a parking receipt to upload.
- Do not reveal your identity as a mystery shopper to anyone at any time.
- Submit your report to [shopperhub.cxgroup.com](https://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 have ever worked for a JAG restaurant.



## Shop Instructions

### Step #1: Make your reservation online as soon as you receive your shop confirmation

- Check your shop confirmation for the date, time, and location to make your reservation.
  - Lunch: you must arrive between 12pm and 2:30pm.
  - Dinner: you must arrive between 6pm and 9pm.
- Make a reservation by using [opentable.com](https://opentable.com) or the Open Table app. Do not call the restaurant.
  - Note that Butterfly Nashville does not take reservations.
- Visit your assigned location's website to familiarize yourself with the concept and menu.

## Step #2: Know the minimum ordering requirements

- You must order 2 cocktails and 2 shared plates or 2 starters.
- If you prefer no alcohol, a mocktail may be ordered in lieu of any cocktail.
- You may order more food and beverage than required, but you will not be reimbursed more than the amount stated in your confirmation.

## Step #3: Sit in the dining room for your meal, and say you or your guest is a first-time guest

- Arrive shortly before the time of your reservation. Do not arrive late.
- If other guests are checking in when you arrive, observe what information they are being asked for prior to being seated.
- Sit in the dining room for your meal. You cannot sit at the bar or in the bar area.
- When asked if you've ever dined there before, answer honestly. If you've been to the restaurant previously, you must indicate that your guest is a first-time guest.

## Step #4: Make staff observations, ask the location of the restroom, and capture wait times

- Remember employee names, if provided, and their complete physical descriptions.
  - Servers do not wear nametags. If their name isn't mentioned, get their description.
- Observe if a manager is actively working in the dining area.
  - Managers will typically be in formal wear (e.g., suits, formal dress for women etc.).
- Visit the restroom. Ask your server where the restroom is (even if you can locate it on your own) to evaluate whether you are given verbal directions or walked to within view of the restroom.
- Take clear, true-colored photos of any courses that did not meet expectations.
- Take clear, true-colored photos of any issues with the table or serviceware cleanliness.
- Capture the following wait times using a watch or another device:
  1. Time from arrival to being acknowledged by the host or hostess
  2. Time from being seated in the dining room until being acknowledged by a server
- Oyamel NYC only: Confirm if TV screens are visible and note what is playing.



# QUESTIONNAIRE

Shop date:

Start time:

End time:

## Online Reservation

1. Provide the date and time you used OpenTable to schedule your reservation:

*Correct format: MM/DD/YYYY HH:MM AM/PM or enter N/A if you visited Butterfly Nashville.*

2. Was it easy to locate the restaurant on OpenTable and make the reservation?

Yes

N/A – Butterfly Nashville

No

3. Reservation comments:

*Provide a paragraph of comments describing your experience making a reservation. Comment specifically on any issues you had locating the restaurant on OpenTable or making the reservation through OpenTable.*

## Arrival and Host/Hostess Service

4. Was the restaurant easy to locate?

Yes

No

Somewhat

5. OYAMEL NYC ONLY: Which entrance did you use?

Mercado Little Spain interior entrance

N/A – did not visit Oyamel NYC

Street-facing entrance

6. Were any walk-in guests checking in while you were waiting to check in?

*This refers to guests who do not appear to have a reservation.*

Yes

No

7. If yes, were they being asked for their phone numbers and names?

*The host or hostess should be requesting all guest names and numbers regardless of wait time and even if there is seating available right away.*

Yes, asked for name and phone number

No, did not ask for phone number or name

No, asked for name but not phone number

N/A

No, asked for phone number but not name

8. When you arrived, how long did you wait to be acknowledged?

Under 1 minute

More than 2 minutes

1-2 minutes

9. If you waited more than 2 minutes, please explain:

10. What was the name of the host or hostess who assisted you?

*If name not provided, enter their gender, hair color, height, age range, and any other distinguishing characteristics.*

11. Did the host or hostess acknowledge the nature of your visit (e.g., destination trip, group outing, special occasion)?

*Answer Yes if they asked about the reason for your visit or they already knew the reason (from your reservation).*

Yes

No

12. Was the host or hostess hospitable toward you and your guest(s)?

*Hospitable examples would include giving you the right of way to sit, pulling the chair out for you and your guest(s), offering to hang your coat, etc.*

Yes

No

13. Was a wine and cocktail list provided automatically by the host or hostess when you were seated?

Yes

No

14. Did the arrival experience feel energetic and welcoming rather than transactional?

Yes

No

Somewhat

15. Arrival and seating comments:

*Provide a paragraph of comments describing your arrival and your interaction with the host or hostess.*

### Dining Room Service and Flow

16. What was the name and physical description of the server who assisted you in the dining room?

*Nametags are not worn. Include gender, hair color, height, age range, and any other distinguishing characteristics.*

17. After you were seated in the dining room, how many minutes did you wait to be acknowledged?

*Answer 'Under 2 minutes' if your server seated you.*

Under 2 minutes

More than 3 minutes

2-3 minutes

18. Were you offered bottled, still, or sparkling water?

*Answer Yes if you were verbally offered water or water was provided without prompting. Tap water should only be served upon request and should not be offered.*

Yes

No, offered tap water

No, water not offered

19. Did the server welcome you and clearly explain the restaurant concept, including pacing, the style of dining, and meal flow?

Yes – welcoming, clear, and engaging

No – not welcoming and concept not explained at all

Partially – not welcoming but clear

Partially – welcoming and mentioned style (tapas, fusion, etc.) but not clearly

20. If not yes, please explain:

21. Did the server ask to get a beverage started for you while you reviewed the menu?

Yes

No

22. Did the overall menu presentation help you understand how much to order and how dishes

would arrive?

Yes

N/A – menu not presented

No

23. Did the server mention Jose Andres or the culinary/cultural inspiration behind the restaurant?

Yes

No

24. If yes, what was said?

25. Did the server proactively guide you through the menu or help prioritize dishes rather than waiting for questions?

*To help you decide which items to consider for meal progression (flow of dishes, which to order together, etc.).*

Yes – proactively

No – no guidance offered

Yes – after we asked

26. Did the server help balance the order (hot/cold, light/hearty, vegetarian/meat)?

*To help ensure a variety of item types (e.g., suggesting a cold dish if you only ordered hot dishes).*

Yes

No

27. Did the server ask about spice tolerance or dietary preferences?

Yes

No

28. Were any specific add-on items or side dishes offered at any point?

*Answer Yes if specific menu items were suggested. Answer No if you were just asked in general if you would like to add on an item.*

Yes

No

29. 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.*

30. Did you feel confident in what you ordered by the time the order was placed?

Yes

No

Somewhat

31. Did the server highlight a particular wine, spirit, or cocktail featured by the restaurant concept?

- *Jaleo offers sangria, gin and tonics, and Spanish wines as signature beverages.*
- *Oyamel offers a selection of mezcal and other beverages.*
- *China Chilcano offers piscos.*

Yes

No

32. Did the server explain the flavor profile, ingredients, or balance of the cocktails/mocktails?

*For example, the server may describe the balance of the beverage as spicy, sweet, refreshing, smoky, etc.*

Yes, gave a complete explanation of cocktails/mocktails

No, did not describe cocktails/mocktails

Yes, partially described the cocktails/mocktails but could have provided more detail

N/A – did not order a cocktail/mocktail

33. If a bottle of wine was ordered, was it opened and served properly?

*The server should follow normal wine service protocol and present the bottle, open the bottle at the table, and pour a tasting prior to filling glasses.*

- Yes  N/A – did not order a bottle of wine  
 No

34. If wine was ordered, did the server demonstrate basic wine knowledge?

- Yes  N/A – did not order wine  
 No

35. Was each food and beverage item served correctly as ordered?

- Yes  No

36. If no, please explain:

37. Did anyone return to perform a verbal quality check of your food after two bites?

- Yes  No

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

- Yes  N/A – no refills needed  
 No

39. Did anyone clear and manicure the table as needed throughout the meal, including a full clear/reset of the table after entrees?

*Answer Yes if dirty plates, crumbs, etc. were removed from the table.*

- Yes  No

40. Was the dessert menu automatically brought to the table with specific recommendations made by the server?

*Answer No if the server only asked if you wanted dessert but did not mention any menu item specifically.*

- Yes  No

41. Was a specific coffee, tea, or after-dinner drink recommended?

*Answer No if the server did not suggest a specific drink from the menu.*

- Yes  No

42. Were you asked if you like anything else before the check was presented?

- Yes  No

43. Was BILT used as a form of digital check presentation and payment collection?

*This is a black card with a QR code and tap-to-pay feature.*

- Yes  N/A – BILT not live  
 No

44. If yes, how easy was this process?

- Easy/Intuitive  Difficult  
 Fairly easy  N/A  
 Fairly difficult

45. If it was not easy or you could not or did not want to pay through BILT, how (well) was your issue resolved?

46. If you're a repeat customer and BILT was used, describe any benefits/enhancements you

**received as a result:**

*You may be offered additional loyalty offers, including complimentary food or beverage, Lyft ride home, or other perks to enhance your visit. Enter N/A if you are not a repeat customer.*

**47. Did you feel your service lagged at any point in your dining experience?**

*Answer Yes if the timing of any course did not meet your expectations.*

Yes

No

**48. If yes, please explain:****49. Dining room service comments:**

*Please provide a paragraph of comments describing your dining room visit and your interaction with the server throughout the meal.*

**Dining Room Associate Engagement****50. Was a manager visible in the dining room for the majority of your visit and visiting tables within your line of sight?**

Yes

No

**51. Describe what the manager was doing during your visit:****Food and Beverage Overall Impressions****52. List the full menu name of all food items ordered:**

*Include each soup, salad, small plate, appetizer, entree, and dessert for you and your guest(s).*

**53. List the full menu name of all beverages ordered:**

*Include each beverage for you and your guest(s).*

**54. Was each food item served at the appropriate temperature?**

*Answer Yes if hot items were served hot and cold items were served cold.*

Yes

No

**55. Were all ingredients fresh in taste and appearance and flavorful?**

Yes

No

**56. Were all non-alcoholic beverages appropriate in quality, balance, and temperature?**

*Includes coffee, mocktails, etc.*

Yes

No

N/A – did not order a non-alcoholic beverage

**57. Were all cocktails balanced and well presented?**

Yes

No

N/A – did not order a cocktail

**58. Were all serviceware and other items on your table clean and in good repair?**

*Upload a photo showing any cleanliness issues at your table (if applicable).*

Yes

No

**59. Were proper serving utensils provided with dishes where needed?**

Yes

Sometimes

No

60. Did at least one dish feel especially memorable or emblematic of the restaurant concept?

Yes

No

61. List the food items that were most memorable or emblematic:

*Which food items did you enjoy the most or that stood out?*

62. Explain what you liked about each of these items:

63. List any food items that did not meet your expectations or that you did not enjoy:

*Enter N/A if all items met or exceeded your expectations.*

64. Explain what did not meet your expectations or what you did not enjoy about each of these items:

*If you took photos of these items, please upload them. Enter N/A if all items met or exceeded your expectations.*

65. Food and beverage comments:

*Provide a paragraph of comments describing your overall impressions of the food and beverage taste and quality.*

## Cleanliness and Atmosphere

66. Was the building exterior clean and well maintained?

Yes

No

67. If no, please explain:

68. Was the appearance of the entrance area and foyer clean and well maintained?

Yes

No

69. If no, please explain:

70. How would you describe the overall energy of the dining room?

High-energy and vibrant

Flat or disengaged

Moderately energetic

71. Did the atmosphere feel appropriate for a destination restaurant?

Exceeded expectations

Fell below expectations

Met expectations

72. Was the staff actively busing and resetting tables in an efficient and clean manner?

Yes

No

73. If no, please explain:

74. Was the restroom clean and well stocked?

- *Answer Yes if soap, toilet paper, and paper towels/hand dryer were present and the walls, floor, and fixtures were clean.*

- *Answer No if soap, toilet paper, paper towels/hand dryer were not present or if the walls, floor, or fixtures were dirty.*

- *Answer N/A if the restroom was unavailable during your visit.*

Yes, clean and well stocked

No, neither clean nor well stocked

No, clean but not well stocked

N/A – restroom not available

No, well stocked but not clean

N/A – Jaleo Vegas or Zaytinya Vegas

75. Which restroom did you observe during your visit?

Men's

Family/Unisex

Women's

N/A

76. Were you or did you observe any guests being walked to within view of the restroom?

- Answer Yes if an employee escorted you (or a guest) most of the way to the restroom so that you were easily able to find it. The employee does not need to walk you all the way to the restroom door for a Yes.
- Answer No if you (or a guest) were only given verbal directions and had to locate the restroom on your own.

Yes

No

77. If no, please explain:

78. Were the temperature, lighting, and music set at appropriate levels for the brand?

*Restaurant noise level is expected to be slightly on the elevated side to match the energetic vibe of JAG restaurants, and this should be considered in your rating.*

5 – Extremely appropriate

2

4

1 – Extremely inappropriate

3 – Somewhat appropriate

79. If not extremely appropriate, please explain:

80. OYAMEL NYC ONLY: Were screens down for lunch service/up for dinner service?

*Screens should be down and playing sports for lunch visits and up and off for dinner service.*

Yes, down during lunch

No

Yes, up during dinner

N/A – did not visit Oyamel NYC

81. Describe what was playing on the screens and the energy level:

82. Cleanliness and atmosphere comments:

*Provide a paragraph of commentary describing the cleanliness and atmosphere of all areas of the restaurant.*

## Overall Visit Impressions

83. Regardless of location size and volume, did the service feel personal?

Yes

No

Somewhat

84. Did the dining style feel intentional rather than rushed, confusing, or chaotic?

Yes

No

Somewhat

85. Select all positive behaviors you observed:

*Select all employee behaviors you saw other customers experience or that you personally experienced when interacting with the employees.*

Professional

Focused

Pleasant

Greeting was enthusiastic

Polite

Made good eye contact

Prompt

Made conversation

Engaged

Smiled

Friendly

Thanked

Attentive

Anticipated guest needs

Helpful

Honored requests gracefully

N/A – did not observe any of these behaviors

86. If you chose N/A, please explain:

87. Considering portion sizes, sharing style, service, and atmosphere, how did the value feel?

Excellent  
 Good

Fair  
 Poor

88. How would you describe your visit to a friend?

Excellent  
 Good

Fair  
 Poor

89. If not excellent, what is at least one thing that could have been done to elevate this experience?

90. Based on this visit, how likely are you to return?

*10 = Extremely likely to return; 0 = Extremely unlikely to return*

10  
 9  
 8  
 7  
 6  
 5

4  
 3  
 2  
 1  
 0

91. Based on this visit, how likely are you to recommend the restaurant?

*10 = Extremely likely to recommend; 0 = Extremely unlikely to recommend*

10  
 9  
 8  
 7  
 6  
 5

4  
 3  
 2  
 1  
 0

92. Overall Impression comments:

*Provide a paragraph of commentary describing your overall impressions of the visit and why you would or would not recommend this location to someone else.*

## Demographic Information

93. Evaluator age:

21-25  
 26-30  
 31-35  
 36-40  
 41-45

46-50  
 51-55  
 56-60  
 60+

94. Upload the receipt for your meal showing the total amount paid, including tip:

95. If applicable, upload your parking receipt showing the total amount paid:

END OF QUESTIONNAIRE