

# BAMBU NOODLE BAR

## RESTAURANT AT PARX CASINO

# INSTRUCTIONS

## QUESTIONNAIRE

You and one adult guest (must both be 21+) will visit Bambu Noodle Bar at Parx Casino. You will dine in at a table and order your meal with a server. You will evaluate the restaurant cleanliness, service provided by the server and management, food and beverage quality, speed of service and table maintenance, and your overall impression.

### Before You Begin

- Review your shop confirmation & scenario
- Verify restaurant hours in advance—ensure you go when they are open
- Review ordering requirements
- Review photo & receipt requirements

### Don't Forget!

- Sit at a table in the dining area
- Follow all ordering requirements
- Get the server's name
- Take required photos: menu, appetizer and entrées (prior to consumption), selfie



## General Requirements

- **Submission Deadline: 12:00 PM EST the day following your scheduled shop date.** The deadline is noted in eastern standard time. If your completed survey is not submitted to [shopperhub.cxgroup.com](https://shopperhub.cxgroup.com) by the deadline, it will be automatically cancelled.
- Read all instructions and the entire questionnaire before you complete the shop.
- Answer all questions and provide detailed supporting narrative to explain your responses.
- 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 doesn't return the itemized receipt with the sign slip.
- Take a selfie photo for shop validation (this is part of your "receipt").
- Do not reveal your identity as a mystery shopper to anyone at any time.
- Do not say or do anything to limit the opportunity for the associate(s) to perform the behaviors the survey is designed to evaluate.
- 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 Parx Casino.
- No children or guests under 21 are allowed to accompany you. You must bring one adult guest who is 21+.
- If you choose to order alcohol, limit to 1 alcoholic drink per person.
- Failure to follow the specifications for this project as outlined in this document may result in shop cancellation and non-payment.



## Shop Instructions

### Step #1: Arrive at Bambu Noodle Bar. Evaluate the restaurant appearance.

- Bambu Noodle Bar is located at Parx Casino. Go on your assigned shop date and ensure you arrive when the restaurant is open and at least 1 hour prior to closing. Call or check hours online in advance.
- If you are completing this shop as part of a shop set (i.e., if you are also assigned a casino evaluation for the same shop date), make sure to plan ahead to ensure you can complete all evaluations within the timeframes required by both shops.
- Evaluate the restaurant presentation and cleanliness:
  - Exterior signage and cleanliness of entry area.
  - How busy the restaurant was upon arrival.
  - Appearance of floors, tables, menus, tableware.
  - Atmosphere and ambiance including temperature, lighting, server station maintenance.
- Before ordering, remember to discreetly take photos of the menu as outlined below.

### Step #2: Evaluate the server throughout your dining experience.

- Evaluate the server:
  - Appearance—in uniform and well presented.
  - Greet time—within 3 minutes?
  - Friendliness and knowledge.
  - Checks for satisfaction—within 3 minutes of food delivery?
  - Maintains the table.
  - Offers additional beverages or refills as appropriate.
  - Presents check at appropriate time (you don't feel rushed or it took too long).
  - Expresses appreciation/thanks.
- Note any specific beverages, appetizers, entrées, and/or desserts the server suggests.
- Ask the server at least one open-ended question (cannot be answered with yes or no) about the menu items, seasonings, preparation, etc., and evaluate their response. For example:
  - What sides are popular?
  - What comes on the [menu item]?
  - What is [unfamiliar ingredient]?
- The name of the server is required. If the server is not wearing a name tag or you can't read it, ask for their name. You must also remember their physical description.

### Step #3: Note speed of service throughout your visit. Provide exact times in minutes.

- How long to receive beverages—within 6 minutes?
- How long to receive your appetizer—within 10 minutes?
  - Select N/A if you were notified that the appetizer you ordered would take longer than 10 minutes.
- How long to receive your entrées—within 20 minutes of when you ordered?

- How long until table is cleared—within 4 minutes of when you are finished?
- How long to process payment—within 2 minutes of server picking up payment?

#### **Step #4: Evaluate manager presence.**

- Determine if there is a manager present/visible during your visit.
- If yes, evaluate their appearance, engages guests, sets the tone of shift, etc.
- If the manager is wearing a readable/visible name tag, remember their name. If not and they do not introduce themselves, remember their physical description.
- If no manager is present, select N/A for the manager questions in your survey.

#### **Step #5: Evaluate food quality. Remember to take photos.**

- Evaluate your appetizer and entrées:
  - Order is correct.
  - Presentation matches menu description.
  - Hot items are hot, cold items are cold.
  - Accompanying items are correct.
  - Portion size matches menu description.
- Remember to take photos of your appetizer and both entrées prior to consumption, as outlined below.

#### **Step #6: Evaluate your overall impression.**

- Evaluate how satisfied you were with the presentation and quality at this restaurant, based on this one visit.
- Evaluate how motivated you would be to return or recommend this restaurant, based on this one visit.
- Note anything that stood out as positive or negative.
- Do not mark down for factors outside the staff's control.



## Ordering Requirements

### **1 Beverage**

- Order at least one (1) beverage other than water.
- If you order alcohol, provide valid ID if asked. Do not exceed one alcoholic drink per guest throughout your entire casino experience.

### **1 Appetizer**

- Order one (1) appetizer.
- Place appetizer order before entrée order, or specify that you want your appetizer to come out first.

### **2 Different Entrées**

- Order two (2) different entrées.
- Entrées ordered must be significantly different. For example, ordering the same entrée with different sides or the same pasta dish with different proteins does not satisfy this requirement.



## Photo & Receipt Requirements

### MENU:

- Discreetly take at least one (1) photo of the menu to show menu condition.

### APPETIZER & ENTRÉES:

- **Take food photos prior to consumption—before taking a bite of any food or removing anything from the serving plate!** This is extremely important to ensure your shop is valid. The photos must show how the food item was presented to you. Make sure your guest is aware of this requirement.
- Take at least one (1) photo of your appetizer.
- Take at least one (1) photo of entrée #1.
- Take at least one (1) photo of entrée #2.
- Check your photos before eating to ensure they are clear and not blurry. Poor quality photos will NOT be accepted.

### LOCATION EXTERIOR SELFIE:

- Discreetly take one (1) selfie-style photo in front of the restaurant exterior.
- This photo MUST show YOU in the picture (selfie-style).
- The restaurant with identifying exterior signage must be visible in the background.

### ITEMIZED DINING RECEIPT:

- Ask for an itemized receipt if the server does not give you one, or if you pay with a card and the server doesn't return the itemized receipt with the sign slip.
- Write the shop number on your receipt, in blue or black ink, and upload a PHOTO of that receipt. A scanned image/PDF will NOT be accepted. You must handwrite the shop number in ink.
- Check your receipt photo prior to upload to ensure the image is large enough and the receipt text is readable.

**Shops that do not include the required photos/documentation as outlined above will be rejected without payment.**

 **QUESTIONNAIRE**

**Shop date:**

**Start time:**

**End time:**

### Restaurant Presentation

**1. Restaurant Name:**

- Bambu Noodle Bar
- Parx Grill
- Liberty Bell Gastro Pub

**2. Restaurant signage**

- All restaurant signage is easily visible and identified (10 points)
- All restaurant signage is not visible/easy to locate (0 points)

**3. Restaurant entrance/exit/entryway**

- Entry area is completely free of litter and debris (10 points)
- Entry area contains minor litter or debris (5 points)
- Entry area contains substantial litter or debris (0 points)

**4. Please indicate how full / empty the restaurant was when you arrived:**

- EXTREMELY busy
- SOMEWHAT busy
- NOT busy

**5. Dining area floors**

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

**6. Table appearance**

- Chairs and tables are comfortable, clean, and in good repair (not wobbly) (10 points)
- Chairs and tables are comfortable and clean but in need of minor repair / attention (5 points)
- Most tables and chairs appear to be dirty or in poor condition (0 points)

**7. Menu cleanliness/presentation**

- Menu material(s) are in good condition, pleasing to the eye, and clean (10 points)
- Menu material(s) are pleasing to the eye but have minor rips/tears/spills on the menu (5 points)
- Many of the menus are not clean and in poor condition (0 points)

**8. Do you have a photo of the menu?**

*Select Yes and upload at least one photo of the menu.*

- Yes
- No

**9. Service ware**

- Service ware is clean, spot-free, and in good condition (10 points)  
 In minor need of attention (5 points)  
 In substantial need of attention (0 points)

**10. Temperature**

- Temperature is comfortable during your visit (not too hot or cold) (10 points)  
 Temperature is NOT comfortable (e.g., too warm) (0 points)

**11. Lighting**

- Lighting is right for the situation (able to see the menus clearly, not too dark) (10 points)  
 Lighting is NOT comfortable (e.g., too dark or too bright) (0 points)

**12. Menu variety / selection**

- Menu is distinctive/appropriate for the concept (popular items are indicated) (10 points)  
 Menu is limited - you have difficulty finding something you would like to order (0 points)

**13. Server station**

- Station is neat and clean, free of stacked dishes or menus (10 points)  
 Station is cluttered and/or dirty (0 points)

**14. Upon exiting the restaurant at LEAST ONE person (any person: e.g., manager, host, server) acknowledges you and thanks you**

*Select Yes if any staff member acknowledges/thanks you when you leave the restaurant.*

- Yes (10 points)  
 No (0 points)

**15. Restaurant Presentation Supporting Narrative:**

*Explain the responses you selected for the Restaurant Presentation questions. Be sure to explain ALL responses of less than full point value. You must enter between 50 and 1000 characters.*

**Server Experience****16. Indicate the name of the Server:****17. Indicate the approximate age of the Server:**

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 20 or less | <input type="checkbox"/> 41 - 45     |
| <input type="checkbox"/> 21 - 25    | <input type="checkbox"/> 46 - 50     |
| <input type="checkbox"/> 26 - 30    | <input type="checkbox"/> 51 - 55     |
| <input type="checkbox"/> 31 - 35    | <input type="checkbox"/> 56 or older |
| <input type="checkbox"/> 36 - 40    |                                      |

**18. Indicate the gender of the Server:**

- Male  
 Female  
 Prefer not to answer

**19. Was the Server wearing glasses?**

- Yes  
 No

**20. Indicate the hair color of the Server:**

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> Auburn/Red        | <input type="checkbox"/> Brown       |
| <input type="checkbox"/> Green/Blue/Purple | <input type="checkbox"/> Dark Brown  |
| <input type="checkbox"/> Black             | <input type="checkbox"/> Gray/White  |
| <input type="checkbox"/> Blonde            | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Light Brown       |                                      |

**21. Indicate the hair length of the Server:**

- |  |   |
|--|---|
| <input type="checkbox"/> Short           | <input type="checkbox"/> Long           |
| <input type="checkbox"/> Ear Length      | <input type="checkbox"/> Pulled Back/Up |
| <input type="checkbox"/> Shoulder/Collar | <input type="checkbox"/> Shaved/Bald    |
| <input type="checkbox"/> Mid-Back        |   |

**22. Indicate the approximate height of the Server:**

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 5' or less  | <input type="checkbox"/> 5'10"       |
| <input type="checkbox"/> 5'1"        | <input type="checkbox"/> 5'11"       |
| <input type="checkbox"/> 5'2" - 5'3" | <input type="checkbox"/> 6' - 6'1"   |
| <input type="checkbox"/> 5'4" - 5'5" | <input type="checkbox"/> 6'2" - 6'3" |
| <input type="checkbox"/> 5'6" - 5'7" | <input type="checkbox"/> 6'4" plus   |
| <input type="checkbox"/> 5'8" - 5'9" |                                      |

**23. Indicate the apparent race of the Server:**

- |   |   |
|---|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Middle Eastern or Arab |
| <input type="checkbox"/> Caucasian        | <input type="checkbox"/> Native-American        |
| <input type="checkbox"/> East Asian       | <input type="checkbox"/> Other                  |
| <input type="checkbox"/> South Asian      | <input type="checkbox"/> Prefer not to answer   |
| <input type="checkbox"/> Hispanic         |   |

**24. Server appearance**

- In full uniform: clean, pressed apron, and shirt tucked into slacks or skirt (10 points)
- Appearance in need of minor attention in one or more areas (5 points)
- Appears unprofessional or poorly groomed (0 points)

**25. Server greet time**

- Within 3 minutes (10 points)
- 3+ minutes (0 points)

**26. Server displays a friendly attitude**

- Yes (20 points)
- No (0 points)

**27. Server demonstrates menu knowledge**

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

**28. Checks for satisfaction**

- Server checks back within 3 minutes of food delivery AND ensures you have everything you need (10 points)
- Server does NOT check back within 3 minutes of food delivery (0 points)

**29. Check delivery**

- 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)

**30. Server expresses appreciation**

- Yes (10 points)  
 No (0 points)

**31. Server maintains the table throughout your dining experience (e.g., trash)**

- Yes (10 points)  
 No (0 points)

**32. Server maintains a presence throughout your visit**

- Yes (10 points)  
 No (0 points)

**33. Server offers additional beverages or refills for non-alcoholic beverages 1/4 from being finished (not completely empty)**

- Yes (10 points)  
 No (0 points)

**34. Did the server take your drink order before your food order?**

*Select N/A if you indicate to the server that you are ready to order food at the same time you order your drinks.*

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

**35. Suggests at least 1 menu item**

- Yes (10 points)  
 No (0 points)

**36. Suggests appetizer/entrée**

- Yes (20 points)  
 No (0 points)

**37. Beverage timing**

- Within 6 minutes (10 points)  
 6+ minutes (0 points)

**38. Appetizer timing**

*Select N/A if the server proactively informed you that the appetizer would take longer than 10 minutes to prepare.*

- within 10 minutes (10 points)  
 10+ minutes (0 points)  
 N/A - server notifies longer prep time

**39. Entrée timing**

- within 20 minutes (10 points)  
 20+ minutes (0 points)

**40. Table cleared timing**

- within 4 minutes (10 points)  
 4+ minutes (0 points)

**41. Payment process timing (from server picking up payment)** within 2 minutes (10 points) 2+ minutes (0 points)**42. Server Experience Supporting Narrative:**

*Explain the responses you selected for the Server Experience questions. Be sure to explain ALL responses of less than full point value. You must enter between 500 and 1000 characters.*

**43. When summarizing your interaction with this ONE employee, how would you best complete this sentence:  
"This associate..."** was on! He/she exceeded my expectations (25 points) was not on. He/she failed to exceed my expectations (0 points)**44. Please explain the exact reasons why you selected "was on" or "was not on" in the previous question:**

*Enter between 50 and 1000 characters.*

**Manager on Duty****45. Manager presence**

*Select N/A if you never observed a manager.*

 Appears to clearly set the tone of the shift for both the staff and guests / very active in the operation (10 points) Appears to be in control of the shift but appears to be passively leading - somewhat active in the operation (5 points) Is present but does NOT appear to be in control of shift (0 points) N/A - No manager present**46. Indicate the name of the Manager:**

*Enter N/A if there was no manager present. Enter Unknown if there was a manager present, but you did not get their name.*

**47. Indicate the approximate age of the Manager:** 20 or less 21 - 25 26 - 30 31 - 35 36 - 40 41 - 45 46 - 50 51 - 55 56 or older N/A**48. Indicate the gender of the Manager:** Male Female Prefer not to answer N/A**49. Was the Manager wearing glasses?** Yes No N/A**50. Indicate the hair color of the Manager:** Auburn/Red Green/Blue/Purple Black Blonde Light Brown Brown Dark Brown Gray/White Shaved/Bald N/A

**51. Indicate the hair length of the Manager:**

- |  |   |
|--|---|
| <input type="checkbox"/> Short           | <input type="checkbox"/> Long           |
| <input type="checkbox"/> Ear Length      | <input type="checkbox"/> Pulled Back/Up |
| <input type="checkbox"/> Shoulder/Collar | <input type="checkbox"/> Shaved/Bald    |
| <input type="checkbox"/> Mid-Back        | <input type="checkbox"/> N/A            |

**52. Indicate the approximate height of the Manager:**

- |                                      |                                      |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 5' or less  | <input type="checkbox"/> 5'10"       |
| <input type="checkbox"/> 5'1"        | <input type="checkbox"/> 5'11"       |
| <input type="checkbox"/> 5'2" - 5'3" | <input type="checkbox"/> 6' - 6'1"   |
| <input type="checkbox"/> 5'4" - 5'5" | <input type="checkbox"/> 6'2" - 6'3" |
| <input type="checkbox"/> 5'6" - 5'7" | <input type="checkbox"/> 6'4" plus   |
| <input type="checkbox"/> 5'8" - 5'9" | <input type="checkbox"/> N/A         |

**53. Indicate the apparent race of the Manager:**

- |   |   |
|---|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Middle Eastern or Arab |
| <input type="checkbox"/> Caucasian        | <input type="checkbox"/> Native-American        |
| <input type="checkbox"/> East Asian       | <input type="checkbox"/> Other                  |
| <input type="checkbox"/> South Asian      | <input type="checkbox"/> Prefer not to answer   |
| <input type="checkbox"/> Hispanic         | <input type="checkbox"/> N/A                    |

**54. Manager appearance**

- Appears well-groomed and professional (10 points)
- Appearance in need of minor attention in one or more areas (5 points)
- Appears unprofessional or poorly groomed (0 points)
- N/A

**55. Engages guests**

- Makes a personal connection with customers AND ensures that every effort is being made to make his/her visit special (10 points)
- Does NOT appear to be engaging guests (0 points)
- N/A

**56. Manager on Duty Supporting Narrative:**

*Explain the responses you selected for the Manager on Duty questions. Be sure to explain ALL responses of less than full point value. You must enter between 50 and 1000 characters.*

**57. When summarizing your interaction with this ONE employee, how would you best complete this sentence:**

**"This associate..."**

- was on! He/she exceeded my expectations (25 points)
- was not on. He/she failed to exceed my expectations (0 points)
- N/A

**58. Please explain the exact reasons why you selected "was on" or "was not on" in the previous question:**

*Enter between 50 and 1000 characters.*

**Food Quality**

**59. Appetizer ordered:**

**60. Appetizer presentation - The presentation matches the menu description of the item**

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

**61. Appetizer temperature - Hot items hot/cold items cold** Yes (10 points) No (0 points)**62. Do you have a photo of the appetizer?**

*Select Yes and upload at least one photo of the appetizer. Photo must show presentation of appetizer prior to consumption.*

 Yes No**63. Appetizer Supporting Narrative:**

*Explain the responses you selected for the Appetizer questions. Be sure to explain ALL responses of less than full point value. You must enter between 50 and 1000 characters.*

**64. 1st entrée ordered:****65. 1st entrée preparation - Order is correct** Yes (10 points) No (0 points)**66. 1st entrée presentation - The presentation matches the menu description of the item** Yes (10 points) No (0 points)**67. 1st entrée temperature - Hot items hot/cold items cold** Yes (10 points) No (0 points)**68. Accompanying 1st entrée items are correct** Yes (10 points) No (0 points)**69. 1st entrée portions - Portion sizes / quantity served matches menu description** Yes (10 points) No (0 points)**70. Do you have a photo of the 1st entrée?**

*Select Yes and upload at least one photo of the 1st entrée. Photo must show presentation of entrée prior to consumption.*

 Yes No**71. 1st Entrée Supporting Narrative:**

*Explain the responses you selected for the 1st Entrée questions. Be sure to explain ALL responses of less than full point value. You must enter between 50 and 1000 characters.*

**72. 2nd entrée ordered:****73. 2nd entrée preparation - Order is correct** Yes (10 points) No (0 points)**74. 2nd entrée presentation - The presentation matches the menu description of the item** Yes (10 points) No (0 points)

**75. 2nd entrée temperature - Hot items hot/cold items cold** Yes (10 points) No (0 points)**76. Accompanying 2nd entrée items are correct** Yes (10 points) No (0 points)**77. 2nd entrée portions - Portion sizes / quantity served matches menu description** Yes (10 points) No (0 points)**78. Do you have a photo of the 2nd entrée?***Select Yes and upload at least one photo of the 2nd entrée. Photo must show presentation of entrée prior to consumption.* Yes No**79. 2nd Entrée Supporting Narrative:***Explain the responses you selected for the 2nd Entrée questions. Be sure to explain ALL responses of less than full point value. You must enter between 50 and 1000 characters.***Overall Impression****80. Overall, how satisfied were you with the presentation and quality at this restaurant on this visit?***Indicate the degree to which your expectations were met.* Exceeds (10 points) Meets (5 points) Disappoints (0 points)**81. Based on your experience, how motivated would you be to RETURN to this restaurant on your own?***Select a rating based on this one experience only.* 10 - Very motivated (10 points) 4 (4 points) 9 (9 points) 3 (3 points) 8 (8 points) 2 (2 points) 7 (7 points) 1 (1 points) 6 (6 points) 0 - Not at all motivated (0 points) 5 (5 points)**82. Based on your experience, how likely would you be to RECOMMEND this restaurant to others?***Select a rating based on this one experience only.* 10 - Very likely (10 points) 4 (4 points) 9 (9 points) 3 (3 points) 8 (8 points) 2 (2 points) 7 (7 points) 1 (1 points) 6 (6 points) 0 - Not at all likely (0 points) 5 (5 points)**83. Overall Impression Supporting Narrative:***Explain the responses you selected for the Overall Impression questions. Be sure to explain ALL responses of less than full point value. Ratings for Overall Impression should be based on the customer experience ONLY. Do not score down for factors outside the staff's control. You must enter between 50 and 1000 characters.*

## Shop Validation

### 84. Do you have a receipt?

*Select Yes then upload your receipt. Make sure the image is clear and not blurry.*

Yes

No

### 85. If you do not have a receipt, explain why:

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

### 86. Did you take a location exterior selfie photo?

*Select Yes then upload your location exterior selfie.*

Yes

No

### 87. If you do not have a location exterior selfie photo, explain why:

*Enter N/A if you uploaded your selfie.*

END OF QUESTIONNAIRE