

LIBERTY BELL GASTRO PUB

RESTAURANT AT PARX CASINO

INSTRUCTIONS

QUESTIONNAIRE

You and one adult guest (must both be 21+) will visit Liberty Bell Gastro Pub at Parx Casino. You will dine in at a table and order your meal with a server. Before or after your meal, you will visit the bar and order a drink from the bartender. You will evaluate the restaurant cleanliness, service provided by the greeter, server, bartender, 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!

- Visit the bar for a drink, but sit at a table to eat
- Follow all ordering requirements
- Get the names of the server and bartender
- 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 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 itemized receipts 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.
- 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 Liberty Bell Pub. Evaluate the restaurant appearance and the greeting and seating experience.

- Liberty Bell Gastro Pub 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.
- Evaluate the greeter:
 - Appearance—professional and well groomed.
 - Greet time—within 1 minute?
 - Type of greeting, attitude and energy, wait time management (if applicable).
 - Escorts to table at a comfortable pace.
- If the greeter is wearing a readable/visible name tag, remember their name. If not and they do not introduce themselves, remember their physical description.
- 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.
- Note that informing of specials and making recommendations are different evaluations:
 - Evaluate if the server informs of specials/features (e.g., "the special tonight is steak").
 - Evaluate if the server actually makes a recommendation (e.g., "I would recommend the steak special tonight; it's so good").
 - Pay close attention so you can answer these questions accurately in your survey, and provide direct dialogue in your narrative to explain if necessary.

- 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 12 minutes?
- How long to receive your entrées—within 25 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 3 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: Visit the bar before or after your meal.

- Go to the bar for a drink before or after your meal. You must sit at the bar and order your beverage directly from the bartender.
- DO NOT EAT DIRECTLY AT THE BAR. If you later move and eat at a table that is within the bar area, this is OK, as long as you have a separate server interaction. You must cash out with the bartender before moving to a table (do not transfer your tab).
- The bartender and the server CANNOT be the same person.

- Evaluate the bartender:
 - Appearance, body language, and attitude.
 - Creates a personal connection—introduces self, asks your name, asks personalized questions, and/or offers additional information about the casino?
 - Demonstrates knowledge.
 - Expresses warm parting remarks.
- Ask the bartender at least one open-ended question (cannot be answered with yes or no) about the available drinks, recommendations, specials, etc., and evaluate their response. For example:
 - What white wines do you have?
 - What specials are going on today?
 - What would you recommend for a fruity drink?
- The name of the bartender is required. If the bartender is not wearing a name tag or you can't read it, ask for their name. You must also remember their physical description.

Step #7: Evaluate your overall impression.

- Evaluate how memorable your experience at this restaurant was.
- 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 the bar

- Order at least one (1) beverage other than water.
- Do not eat at the bar. You can visit the bar before or after your meal, but the only item ordered from the bartender should be a beverage.
- 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 at the table

- 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 at the table

- 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 & BAR RECEIPTS:

- Ask for an itemized receipt if the server or bartender does not give you one, or if you pay with a card and the server or bartender doesn't return the itemized receipt with the sign slip.
- You will have two separate receipts—one for your dining experience and one for your bar experience.
- Write the shop number on your receipts, in blue or black ink, and upload a PHOTO of each receipt. A scanned image/PDF will NOT be accepted. You must handwrite the shop number in ink.
- Check your receipt photos prior to upload to ensure the images are 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. 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)

5. 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)

6. 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)

7. Do you have a photo of the menu?

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

- Yes
- No

8. 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)

9. Temperature

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

10. 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)

11. Server station

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

12. 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)

13. 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.

Host/Hostess**14. Indicate the name of the Host:****15. Indicate the approximate age of the Host:**

- | | |
|-------------------------------------|--------------------------------------|
| <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 | |

16. Indicate the gender of the Host:

- Male
 Female
 Prefer not to answer

17. Was the Host wearing glasses?

- Yes
 No

18. Indicate the hair color of the Host:

- | | |
|--|--------------------------------------|
| <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 | |

19. Indicate the hair length of the Host:

- | | |
|--|---|
| <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 | |

20. Indicate the approximate height of the Host:

- | | |
|--------------------------------------|--------------------------------------|
| <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" | |

21. Indicate the apparent race of the Host:

- | | |
|---|---|
| <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 | |

22. Host appearance

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

23. Greet time (Greeter must initiate greet / catch you immediately as you enter)

- Under 1 minute (10 points)
- More than 1 minute (0 points)

24. Host 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 an acknowledgement OR offer to assist you OR acknowledgement is not friendly (0 points)

25. Host displays a positive, caring, upbeat attitude

- Enthusiastic and energetic / uses tone, inflection, gestures to convey sincere concern about your experience, smiles and makes eye contact (10 points)
- Pleasant, polite, reserved, professional / minimal gestures and positive, steady tone, opportunity to smile and make eye contact more (5 points)
- Appears to be going through the motions / disinterested (0 points)

26. Manages the wait

Select N/A if there was no wait.

- Handles waiting guests with poise, respect, control (10 points)
- Wait process seems disorganized, not controlled (0 points)
- N/A - Not on a wait

27. If on a wait, indicate the quoted wait time:

Format response as MM:SS (e.g., 15:00 for 15 minutes)

28. If on a wait, indicate how long you actually waited:

Format response as MM:SS (e.g., 10:30 for 10 minutes 30 seconds)

29. Escorts at a comfortable pace

- Escorts you to your table at a comfortable pace (10 points)
- Escorts you to your table but pace is not comfortable (5 points)
- Does not escort you to your table (0 points)

30. Host/Hostess Supporting Narrative:

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

31. 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)

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

Enter between 50 and 1000 characters.

Server Experience**33. Indicate the name of the Server:****34. 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 | |

35. Indicate the gender of the Server:

- Male
- Female
- Prefer not to answer

36. Was the Server wearing glasses?

- Yes
- No

37. 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 | |

38. 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 | |

39. 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" | |

40. 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 | |

41. 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)

42. Server greet time

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

43. Server displays a friendly attitude

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

44. Server determines needs

- Asks you if you have any questions about the menu AND informs you of specials or featured items (10 points)
- Asks you if you have any questions about the menu OR informs you of specials or featured items (5 points)
- Does NOT ask if you have questions about the menu and does NOT inform you of specials or featured items (0 points)

45. Server 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 beyond what you requested to promote concept / food / atmosphere (5 points)
- Is unable to answer your questions AND DOES NOT provide any additional information beyond what you requested (0 points)

46. Indicate question asked:**47. Indicate response:****48. Offers recommendations/upsells**

- Makes recommendations/upsells AND describes items in an appetizing manner (10 points)
- Makes recommendation or upsells but does NOT describe items (5 points)
- Does NOT make a recommendation or upsell any item and does NOT describe items (0 points)

49. Please indicate specifically what menu options/items the server recommended or upsold:

50. 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)

51. Provides undivided attention

- Consistently checks back with you throughout your meal (refills beverages, removes soiled dishes, etc.) (10 points)
 Checks back with you during your meal, BUT there is room for more (5 points)
 Does not check back with you throughout your meal or anticipate your needs (beverage refills, removal of soiled dishes, etc.) (0 points)

52. 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)

53. Server expresses appreciation

- Yes (10 points)
 No (0 points)

54. Server maintains the table throughout your dining experience (e.g., trash / crumbs)

- Yes (10 points)
 No (0 points)

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

- Yes (10 points)
 No (0 points)

56. 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

57. Suggests at least 1 menu item (appetizer, entrée, or dessert)

- Yes (20 points)
 No (0 points)

58. Informs you of current specials or promotions, if applicable

Select N/A if there are no specials or promotions. If you are unsure whether or not there were specials or promotions, but were not told about any, select No and explain in the narrative.

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

59. Beverage timing

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

60. Appetizer timing

- within 12 minutes (10 points)
 12+ minutes (0 points)

61. Entrée timing within 25 minutes (10 points) 25+ minutes (0 points)**62. Table cleared timing** within 4 minutes (10 points) 4+ minutes (0 points)**63. Payment process timing (from server picking up payment)** within 3 minutes (10 points) 3+ minutes (0 points)**64. 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.

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

Enter between 50 and 1000 characters.

Bartender**67. Indicate the name of the Bartender:****68. Indicate the approximate age of the Bartender:** 20 or less 21 - 25 26 - 30 31 - 35 36 - 40 41 - 45 46 - 50 51 - 55 56 or older**69. Indicate the gender of the Bartender:** Male Female Prefer not to answer**70. Was the Bartender wearing glasses?** Yes No**71. Indicate the hair color of the Bartender:** Auburn/Red Green/Blue/Purple Black Blonde Light Brown Brown Dark Brown Gray/White Shaved/Bald

72. Indicate the hair length of the Bartender:

- | | |
|--|---|
| <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 | |

73. Indicate the approximate height of the Bartender:

- | | |
|--------------------------------------|--------------------------------------|
| <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" | |

74. Indicate the apparent race of the Bartender:

- | | |
|---|---|
| <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 | |

75. Ready to serve

- Smiles and makes eye contact when approached / Exhibits outreaching physical behavior (open body language, arms uncrossed) AND is actively looking to assist guests (acknowledges you with intentional eye contact, smile, nod, wave, etc.) (10 points)
- Exhibits open body language / Acknowledges you when approached (5 points)
- Does not smile and make eye contact / Does not exhibit outreaching physical behavior (closed body language - leaning, arms crossed) and does not acknowledge you when approached (0 points)

76. Appears professional

- IS wearing nametag AND attire is neat, clean, and pressed (10 points)
- IS NOT wearing nametag AND / OR attire does not appear neat, clean, and pressed (0 points)

77. Conveys positive energy & exhibits an upbeat attitude

- Conveys enthusiasm and is welcoming / Presents an upbeat & positive attitude / Uses tone and gestures to convey positive energy (e.g., smiles and engages conversation: "Good morning, how can I help you?", "Welcome to Parx Casino, how can I assist you?") (10 points)
- Projects a calm professional attitude / Pleasant, polite & courteous (5 points)
- Does not appear enthusiastic / Lacks positive energy / Facial expressions and body language convey that the associate is going through the motions / Does not engage you and/or appears disinterested (0 points)

78. Remains focused and makes a personal connection

Review the response options for bartender behavior in the next question before answering this question. Only select the top response to this question if the bartender performed at least one of the listed behaviors.

- Remains attentive and focused on you throughout interaction AND makes a personal connection by performing at least one of the behaviors listed in the next question (10 points)
- Remains attentive and focused on you throughout interaction but does NOT makes a personal connection by performing at least one of the behaviors listed in the next question (5 points)
- Does not remain attentive and focused on you throughout the interaction (0 points)

79. Please indicate which behaviors were performed:*Select all that apply.*

- Introduces him/herself (e.g., "Hi, my name is Jen and I will be in this area for the next few hours to assist you.", "Hello, my name is Jen, how can I help you?")
- Uses or asks for your name (e.g., "Hello, it is nice to meet you, my name is Joe, what is your name?")
- Asks a question to learn more about you (e.g., "Is this your first visit to Parx Casino?", "Have you dined in any of our food outlets?")
- Asks a question about your experience (e.g., "Have you been able to find your favorite game?", "How are you enjoying your visit?")
- Offers additional information about Parx to enhance your overall casino experience (e.g., "Have you visited the Sports Book?", "Do you have a player's card?")
- Did not perform any of the above behaviors OR did not remain focused on me

80. Answers question

- Answers your question or refers you to someone who can (10 points)
- Does NOT answer your question and fails to refer you to someone who can (0 points)

81. Indicate the question you asked:**82. Indicate the employee's response to your question:****83. Closes warmly**

- Expresses appreciation for the visit and / or extends a positive parting remark (e.g., "Thank you for visiting today!", "Have a great evening.", "We will look forward to seeing you again.") (10 points)
- Does NOT express appreciation for the visit AND does NOT extend a positive parting remark (0 points)

84. Bartender Supporting Narrative:*Explain the responses you selected for the Bartender questions. Be sure to explain ALL responses of less than full point value. You must enter between 500 and 1000 characters.***85. 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)

86. 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****87. 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

88. 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.*

89. Indicate the approximate age of the Manager:

- | | |
|-------------------------------------|--------------------------------------|
| <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 | <input type="checkbox"/> N/A |

90. Indicate the gender of the Manager:

- Male
 Female
 Prefer not to answer
 N/A

91. Was the Manager wearing glasses?

- Yes
 No
 N/A

92. Indicate the hair color of the Manager:

- | | |
|--|--------------------------------------|
| <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 | <input type="checkbox"/> N/A |

93. 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 |

94. 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 |

95. 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 |

96. 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

97. 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

98. 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.

99. 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

100. 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**101. Appetizer ordered:****102. Appetizer presentation - The presentation matches the menu description of the item**

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

103. Appetizer temperature - Hot items hot/cold items cold

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

104. 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

105. 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.

106. 1st entrée ordered:**107. 1st entrée preparation - Order is correct**

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

108. 1st entrée presentation - The presentation matches the menu description of the item

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

109.1st entrée temperature - Hot items hot/cold items cold Yes (10 points) No (0 points)**110.Accompanying 1st entrée items are correct** Yes (10 points) No (0 points)**111.1st entrée portions - Portion sizes / quantity served matches menu description** Yes (10 points) No (0 points)**112.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**113.1st 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.

114.2nd entrée ordered:**115.2nd entrée preparation - Order is correct** Yes (10 points) No (0 points)**116.2nd entrée presentation - The presentation matches the menu description of the item** Yes (10 points) No (0 points)**117.2nd entrée temperature - Hot items hot/cold items cold** Yes (10 points) No (0 points)**118.Accompanying 2nd entrée items are correct** Yes (10 points) No (0 points)**119.2nd entrée portions - Portion sizes / quantity served matches menu description** Yes (10 points) No (0 points)**120.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**121.2nd 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

122. Overall, how memorable was your experience at this restaurant on this visit?

Indicate the degree to which your expectations were met.

- Exceeds (10 points)
 Meets (5 points)
 Disappoints (0 points)

123. 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.

- | | |
|--|--|
| <input type="checkbox"/> 10 - Very motivated (10 points) | <input type="checkbox"/> 4 (4 points) |
| <input type="checkbox"/> 9 (9 points) | <input type="checkbox"/> 3 (3 points) |
| <input type="checkbox"/> 8 (8 points) | <input type="checkbox"/> 2 (2 points) |
| <input type="checkbox"/> 7 (7 points) | <input type="checkbox"/> 1 (1 points) |
| <input type="checkbox"/> 6 (6 points) | <input type="checkbox"/> 0 - Not at all motivated (0 points) |
| <input type="checkbox"/> 5 (5 points) | |

124. Based on your experience, how likely would you be to RECOMMEND this restaurant to others?

Select a rating based on this one experience only.

- | | |
|---|---|
| <input type="checkbox"/> 10 - Very likely (10 points) | <input type="checkbox"/> 4 (4 points) |
| <input type="checkbox"/> 9 (9 points) | <input type="checkbox"/> 3 (3 points) |
| <input type="checkbox"/> 8 (8 points) | <input type="checkbox"/> 2 (2 points) |
| <input type="checkbox"/> 7 (7 points) | <input type="checkbox"/> 1 (1 points) |
| <input type="checkbox"/> 6 (6 points) | <input type="checkbox"/> 0 - Not at all likely (0 points) |
| <input type="checkbox"/> 5 (5 points) | |

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

Enter between 3 and 500 characters.

126. Indicate anything that you experienced that made the experience unique and/or staff went above and beyond:

Enter between 3 and 500 characters.

127. 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

128. Do you have a receipt?

Select Yes then upload your receipts. You should have one receipt for the bar and one receipt for the table. Make sure each image is clear and not blurry.

- Yes
 No

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

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

130. Did you take a location exterior selfie photo?

Select Yes then upload your location exterior selfie.

- Yes
 No

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

Enter N/A if you uploaded your selfie.

END OF QUESTIONNAIRE