

CAP'T LOUI

DINNER DINE-IN VISIT

INSTRUCTIONS

QUESTIONNAIRE

You and one adult guest will visit the assigned CAP'T LOUI location, on your assigned shop date, between 6PM-8PM. You will go as a walk-in guest and wait for a table to be available in the dining area to enjoy your meal. You will evaluate the location appearance, staff service, restroom, food and beverage quality, and your overall impressions.



Before You Begin

- Review your shop confirmation
- Know your scenario
- Know your assigned location & timeframe
- Review ordering requirements
- Review photo & receipt requirements



Don't Forget!

- Complete between the hours of 6PM - 8PM
- Sit at a table in the dining area (not bar)
- Follow all ordering requirements
- Ask the server a knowledge question
- Take photos prior to consumption



General Requirements

- **Submission Deadline: 11:00 AM 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 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 CAP'T LOUI.
- 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: Evaluate the location appearance, “CARE STATION,” restroom, and host interaction.

- Evaluate cleanliness of the restaurant exterior, entryway, dining area floors and tables, and restroom.
 - Do not penalize for minor litter, debris, or crumbs.
- Note how busy it is when you arrive and when you leave.
- Note how long it takes for you to be greeted (length of time from when you enter to being greeted by any associate), and how long you waited for a table to be available (total time waiting from making reservation as a walk-in to when the table becomes available for you and your guest).
- During your shop, you must visit the restroom to evaluate the cleanliness and atmosphere.
- Take one photo of the Care Station at your assigned location. See example below.



- Evaluate the host/hostess appearance, welcoming greeting, communication of any wait time, etc.
- Upon being seated, discreetly take one photo of the Table Setup and Utensil Set provided for you and your party.
- See example below:



Step #2: Evaluate server interaction, ordering experience, food delivery.

- Evaluate the server appearance, greet timing, handling of the order-taking process, etc.
- Evaluate the overall service experience and engagement with your table during the meal (from any team member).
 - Did they deliver the food all at one time?
 - Did they check in on you and your guest? Did they offer refills of beverages?
 - Was the order correct when you received it?
 - Does the server confirm the contents inside of the Boil Bag(s), before you open them?
 - Clear your dishes as appropriate.
 - Handle any issues appropriately (if applicable)
- The server who primarily assists should be wearing a name tag, remember their name. If not and they do not introduce themselves, remember their physical description and check the receipt for the name of the server.
- Below is the uniform the server/staff should be wearing:



- Evaluate speed of service, order correctness, freshness and taste, and value of items ordered.
- Evaluate the payment transaction process.
 - If a handheld device is used, did the server turn away or give privacy while you completed the transaction and tip?
- Remember to take photos of your food and beverages prior to consumption.

Step #2: Evaluate table check-ins and overall experience.

- Evaluate your overall impressions, including your likelihood to return or recommend and anything that stood out as positive or negative. Do not mark down for factors outside the staff's control.



Ordering Requirements

Evaluate speed of service, presentation, freshness and taste, temperature, and value of items ordered.

- **2 Beverages:**
 - Order two beverages other than water.
 - If you order alcohol, evaluate how long it takes to receive your drink. Also note if you are asked for ID (you must provide valid ID if asked). Do not exceed more than one alcoholic drink per guest.
- **1 Fry Basket:**
 - Order one Fry Basket and evaluate how long it takes to receive it.
 - This refers to an entrée from the Fryer section of the menu, NOT a basket of fries! Fries are considered a side item (below).
 - Valid Fry Basket entrées from the Fryer section of the menu include: Soft Shell Crab Basket, Fish & Chips Basket, Fried Shrimp Basket, Calamari Basket, Chicken Tenders Basket, Wings Basket, and Fisherman's Platter.
- **1 Boil Bag:**
 - Order one Boil Bag with a protein, sauce, and spice level of your choosing and evaluate how long it takes to receive it.
 - This refers to an entrée from The Boiler section of the menu.
 - It is OK to order more than one protein.
- **2 Side Items:**
 - Order two different side items and evaluate how long it takes to receive them.
 - Fries are a valid side item.
 - Sides ordered must be significantly different. For example, ordering 2 sides of fries with different dipping sauce does not satisfy this requirement. It must be 2 different sides, such as fries and sausages.
- **Dessert** is optional.
- **Review the menu** before you go to ensure you understand the requirements: <https://captloui.com/menu>



Photo & Receipt Requirements

LOCATION EXTERIOR:

- Take at least one (1) photo of the location storefront/exterior.

LOCATION EXTERIOR SELFIE:

- After your visit, discreetly take one (1) selfie-style photo in front of the location exterior.
- This photo MUST show YOU in the picture (selfie-style).
- The location/building with identifying exterior signage must be visible in the background.
- Note that this photo is different from the regular location exterior photo that you will upload in your survey.
- You should NOT be in the regular location exterior photo that you upload in your survey, but you MUST be in the

selfie photo that you upload in the Shop Validation section—these are two different pictures.

INTERIOR PROMOTIONAL POSTER/SIGNAGE:

- Discreetly take at least one (1) photo of the monthly promotional poster.



CARE STATION:

- Discreetly take at least one (1) photo of the Care Station.

TABLE SETUP:

- Take at least one (1) photo of your table setup showing the utensil sets provided.

FOOD & BEVERAGE:

- Take photos prior to consumption—before taking a sip of your drinks or a bite of any food!** This is extremely important to ensure your shop is valid.
- Six to seven (6-7) total photos of your meal are required:
 - Beverages (2) – take 2 photos if you cannot adequately show both beverages in 1 image
 - Fry Basket (1)
 - Boil Bag (1)
 - Side Items (2) – take 2 photos if you cannot adequately show both side items in 1 image
 - Dessert (1 – if ordered, you must provide a photo)
- Check your photos before drinking/eating to ensure they are clear and not blurry. Poor quality photos will NOT be accepted.

ITEMIZED RECEIPT:

- Ask for an itemized receipt if the server does not give you one.
- 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.



QUESTIONNAIRE

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

Shop date:

Start time:

End time:

Location Appearance

1. Do you have a photo of the restaurant exterior?

Select Yes and upload at least one photo of the location exterior.

☐ Yes

☐ No

2. Restaurant exterior cleanliness

☐ Glass on doors and windows clean and smudge-free AND entry area is completely free of litter and debris and well maintained (10 points)

☐ Glass on windows and doors has minor streaks or smudges OR entry area contains minor litter or debris - not completely maintained (5 points)

☐ Glass on windows and doors has substantial streaks or smudges OR entry area has substantial litter or debris visible - not well-maintained (0 points)

3. Promotional poster available in the dining area (reference your shop instructions for current promotional poster)

☐ Yes

☐ No

4. Do you have a photo of the promotional poster on display at location?

Select Yes and upload at least one photo of the promotional poster on display at location, if applicable.

☐ Yes

☐ No

5. Signage for care station available

☐ Yes (5 points)

☐ No (0 points)

6. Care station available for guest use

☐ Yes (10 points)

☐ No (0 points)

7. Care station organized and fully stocked

☐ Yes (10 points)

☐ No (0 points)

8. Indicate which of the following were available at the Care Station:

- ☐ Stain remover (5 points)
- ☐ Floss (5 points)
- ☐ Cell phone bag (5 points)

- ☐ Hair tie (5 points)
- ☐ Hand cream (5 points)
- ☐ None of the above (0 points)

9. Do you have a photo of the location's Care Station?

Select Yes and upload at least one photo of the location's Care Station.

- ☐ Yes
- ☐ No

10. 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)

11. 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)

12. Napkin dispenser was available, fully stocked, and clean

- ☐ Yes (10 points)
- ☐ No (0 points)

13. Table paper placed with the seafood design facing up

- ☐ Yes (10 points)
- ☐ No (0 points)

14. Table paper clean, intact, and not wrinkled or torn

- ☐ Yes (10 points)
- ☐ No (0 points)

15. Do you have a photo of your table setup?

Select Yes and upload at least one photo of your table setup.

- ☐ Yes
- ☐ No

16. Menu (physical menu or digital display) clean and well maintained (i.e. without visible grease, sauce stains, or damage)

- ☐ 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 (5 points)
- ☐ Many of the menus are not clean and in poor condition (0 points)

17. Feminine hygiene products available at the Care Station or Restroom

- ☐ Yes (5 points)
- ☐ No (0 points)

18. Which restroom did you visit?

- ☐ Men's
- ☐ Women's

19. Indicate which of the following were observed for restroom cleanliness:

- | | |
|---|--|
| ☐ Sink and drain clean and free of debris (5 points) | ☐ Toilet clean and free of stains inside and outside (5 points) |
| ☐ Mirror clean and free of fingerprints/water marks (5 points) | ☐ Toilet seat clean and dry (5 points) |

- ☐ Toilet tank lid free of dust (5 points)
- ☐ Toilet paper holder free of dust (5 points)
- ☐ Dispensers clean (5 points)

- ☐ Trash bin clean and not overflowing (5 points)
- ☐ None of the above (0 points)

20. Restroom smell

- ☐ Restroom has no unpleasant odors (5 points)
- ☐ Restroom had unpleasant odors (0 points)

21. Restroom checklist visible and in-use

- ☐ Yes (10 points)
- ☐ No (0 points)

22. Restroom lights working properly

- ☐ Yes (5 points)
- ☐ No (0 points)

23. Indicate which of the following were observed for restroom being fully stocked:

- | | |
|--|---|
| ☐ Toilet paper fully stocked (5 points) | ☐ Supplies neatly organized and not cluttered (5 points) |
| ☐ Paper towels fully stocked/hand dryer(s) working (5 points) | ☐ Baby potty available (5 points) |
| ☐ Soap dispenser fully stocked (5 points) | ☐ Step stool available for children (5 points) |
| ☐ Mouthwash and cups fully stocked (5 points) | ☐ None of the above (0 points) |

24. Location Appearance Supporting Narrative:

Explain the responses you selected above for the Location Appearance questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Host/Hostess**25. Indicate the name of the Host/Hostess:****26. Indicate the approximate age of the Host/Hostess:**

- | | |
|-------------------------------------|--------------------------------------|
| ☐ 20 or less | ☐ 41 - 45 |
| ☐ 21 - 25 | ☐ 46 - 50 |
| ☐ 26 - 30 | ☐ 51 - 55 |
| ☐ 31 - 35 | ☐ 56 or older |
| ☐ 36 - 40 | |

27. Indicate the gender of the Host/Hostess:

- ☐ Male
- ☐ Female
- ☐ Prefer not to answer

28. Was the Host/Hostess wearing glasses?

- ☐ Yes
- ☐ No

29. Indicate the hair color of the Host/Hostess:

- | | |
|--|--------------------------------------|
| ☐ Auburn/Red | ☐ Light Brown |
| ☐ Green/Blue/Purple | ☐ Brown |
| ☐ Black | ☐ Dark Brown |
| ☐ Blonde | ☐ Gray/White |

☐ Shaved/Bald

30. Indicate the hair length of the Host/Hostess:

☐ Short

☐ Ear Length

☐ Shoulder/Collar

☐ Mid-Back

☐ Long

☐ Pulled Back/Up

☐ Shaved/Bald

31. Indicate the approximate height of the Host/Hostess:

☐ 5' or less

☐ 5'1"

☐ 5'2" - 5'3"

☐ 5'4" - 5'5"

☐ 5'6" - 5'7"

☐ 5'8" - 5'9"

☐ 5'10"

☐ 5'11"

☐ 6' - 6'1"

☐ 6'2" - 6'3"

☐ 6'4" plus

32. Indicate the apparent race of the Host/Hostess:

☐ African-American

☐ Caucasian

☐ East Asian

☐ South Asian

☐ Hispanic

☐ Middle Eastern or Arab

☐ Native-American

☐ Other

33. Indicate which of the following were observed for the host/hostess appearance:

☐ Host wore a Cap't Loui logo t-shirt/long-sleeve shirt/sweater (5 points)

☐ Host wore black pants (no athletic wear, ripped jeans, shorts, or joggers) (5 points)

☐ Host wore a black Cap't Loui apron (5 points)

☐ Host wore a name tag (5 points)

☐ Host wore black or dark-colored sneakers (5 points)

☐ None of the above were observed for the host/hostess appearance (0 points)

34. Greet time (Host/Hostess must initiate greet / catch you immediately as you enter)

☐ 0-30 sec (10 points)

☐ 31-60 sec (5 points)

☐ 60+ sec (0 points)

35. Offered correct greeting

☐ Delivered "Welcome to Cap't Loui!" with a warm smile, positive, energetic tone (10 points)

☐ Used "Welcome to Cap't Loui" but lacked smile or positive energy (5 points)

☐ Did not use the correct greeting and/or did not smile (0 points)

36. Host/Hostess smiles and makes eye contact

☐ Consistently maintains eye contact and smiles during customer interactions, creating a welcoming (10 points)

☐ Maintains eye contact and smiles at times, but there are missed opportunities during interactions (5 points)

☐ Rarely or does not maintain eye contact and/or smile during interactions (0 points)

37. Escorts at a comfortable pace

☐ Escorts you to your table at a comfortable pace (10 points)

☐ Escorts you to your table but pace is slightly uncomfortable (5 points)

☐ Does not escort you to your table (0 points)

38. After seating, the Host/Hostess inform customers that our seafood is priced based on the current market price by showing the market price board

☐ Yes (10 points)

☐ No (0 points)

39. Host/Hostess Supporting Narrative:

Explain the responses you selected above for the Host/Hostess experience questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Server Interaction

40. Indicate the name of the Server:

41. Indicate the approximate age of the Server:

☐ 20 or less

☐ 21 - 25

☐ 26 - 30

☐ 31 - 35

☐ 36 - 40

☐ 41 - 45

☐ 46 - 50

☐ 51 - 55

☐ 56 or older

42. Indicate the gender of the Server:

☐ Male

☐ Female

☐ Prefer not to answer

43. Was the Server wearing glasses?

☐ Yes

☐ No

44. Indicate the hair color of the Server:

☐ Auburn/Red

☐ Green/Blue/Purple

☐ Black

☐ Blonde

☐ Light Brown

☐ Brown

☐ Dark Brown

☐ Gray/White

☐ Shaved/Bald

45. Indicate the hair length of the Server:

☐ Short

☐ Ear Length

☐ Shoulder/Collar

☐ Mid-Back

☐ Long

☐ Pulled Back/Up

☐ Shaved/Bald

46. Indicate the approximate height of the Server:

☐ 5' or less

☐ 5'1"

☐ 5'2" - 5'3"

☐ 5'4" - 5'5"

☐ 5'6" - 5'7"

☐ 5'8" - 5'9"

☐ 5'10"

☐ 5'11"

- ☐ 6' - 6'1"
- ☐ 6'2" - 6'3"

☐ 6'4" plus

47. Indicate the apparent race of the Server:

- | | |
|---|---|
| ☐ African-American | ☐ Hispanic |
| ☐ Caucasian | ☐ Middle Eastern or Arab |
| ☐ East Asian | ☐ Native-American |
| ☐ South Asian | ☐ Other |

48. Indicate which of the following were observed for the server appearance:

- ☐ Server wore a Cap't Loui logo t-shirt/long-sleeve shirt/sweater (5 points)
- ☐ Server wore black pants (no athletic wear, ripped jeans, shorts, or joggers) (5 points)
- ☐ Server wore a black Cap't Loui apron (5 points)
- ☐ Server wore a name tag (5 points)
- ☐ Server wore black or dark-colored sneakers (5 points)
- ☐ None of the above were observed for the server appearance (0 points)

49. After seating, how long did it take for the server to introduce themselves and bring water to the table:

- ☐ 0-3 minutes (10 points)
- ☐ 3:01-5 minutes (5 points)
- ☐ More than 5 minutes (0 points)

50. If more than 5 minutes, how long was it before you were greeted and served water at your table:

Format response as mm:ss (e.g., 06:40 for 6 minutes 40 seconds)

51. Server introduced name and wrote on table

- ☐ Introduced their name and wrote it on the table paper (10 points)
- ☐ Either introduced their name or wrote it on the table paper (5 points)
- ☐ Did not introduce their name and did not write it on the table paper (0 points)

52. Server displays positive personality and energy

- ☐ Demonstrates a genuine, sincere, and energetic attitude using tone of voice, volume, and gestures (10 points)
- ☐ Pleasant and professional but somewhat reserved with limited energy or engagement (5 points)
- ☐ Appears disengaged, disinterested, or going through the motions (0 points)

53. Server smiles and makes eye contact

- ☐ Consistently maintains eye contact and smiles with a warm, energetic, and engaging presence (10 points)
- ☐ Maintains eye contact and smiles, but lacks consistency, warmth, or energy (5 points)
- ☐ Rarely or does not maintain eye contact and/or smile during interactions (0 points)

54. Server 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)

55. Server leads the order-taking process professionally

- ☐ Yes (10 points)
- ☐ No (0 points)

56. Server asks about any allergies☐ Yes (10 points)☐ No (0 points)**57. Server recaps the order**☐ Yes (10 points)☐ No (0 points)**58. When the customer said "thank you," Server responds appropriately (e.g., "my pleasure," "no problem")***Select N/A if you did not say thank you to the server at any point.*☐ Yes (10 points)☐ No (0 points)☐ N/A - Did not say thank you to the server**59. Utensil set provided before the food arrived**☐ Yes (10 points)☐ No (0 points)**60. Server announces the name of each menu item when it is served**☐ Yes (10 points)☐ No (0 points)**61. Server places each item on the table carefully**☐ Yes (10 points)☐ No (0 points)**62. Before opening the boil bag, Server confirms the contents inside**☐ Yes (10 points)☐ No (0 points)**63. Server properly mixes the contents by shaking the boil bag**☐ Yes (10 points)☐ No (0 points)**64. Server rolls down the boil bag for easy access**☐ Yes (10 points)☐ No (0 points)**65. Server explains the purpose of the metal bucket**☐ Yes (10 points)☐ No (0 points)**66. Server says "Enjoy your meal" with a smile**☐ Yes (10 points)☐ No (0 points)**67. Server checks back within 10 minutes after opening the boil bag**☐ Yes (10 points)☐ No (0 points)**68. Server checks on the table with a smile and asks if anything is needed**

☐ Yes (10 points)

☐ No (0 points)

69. Problem solving ability

Select N/A if no problems observed.

☐ If there is a problem, server takes the initiative to try to resolve the problem to the guests' satisfaction or find someone who could

☐ Server did not attempt to resolve the problem or find someone who could

☐ N/A - No problems observed

70. Server maintains the table throughout your dining experience (e.g., removing trash and crumbs)

☐ Yes (10 points)

☐ No (0 points)

71. Server asks before pre-bussing the table

☐ Yes (10 points)

☐ No (0 points)

72. Check delivered at an appropriate time, without making you/your party feel rushed

☐ Yes (10 points)

☐ No (0 points)

73. If handheld device used to pay, server turns away OR gives your party privacy during the tip selection process

Select N/A if you did not pay using a handheld device.

☐ Yes

☐ No

☐ N/A - Did not use a handheld device for payment

74. Server asked for feedback on your dining experience

☐ Yes (10 points)

☐ No (0 points)

75. Server's interaction made your experience feel unique based on establishing a genuine connection and engaging with you during your visit

☐ Yes (10 points)

☐ No (0 points)

76. Server Supporting Narrative:

Explain the responses you selected above for the Server questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Food Quality

77. Beverage(s) Ordered:

78. Beverage(s) prepared accurately / as ordered

☐ Yes (10 points)

☐ No (0 points)

79. Taste and quality of the beverage(s), makes this an enjoyable choice

☐ Yes

☐ No

80. Beverage value - You felt you received an excellent value for the price

☐ Yes

☐ No

81. If a generic cocktail (e.g. vodka martini, rum and coke, etc.) was ordered, were you asked if you preferred a specific liquor?

Select N/A if you did not order a generic cocktail.

☐ Yes

☐ No

☐ N/A - Did not order a generic cocktail

82. Do you have a photo of your Beverage(s)?

Select Yes and upload at least one photo of your beverage(s) prior to consumption.

☐ Yes

☐ No

83. Beverage(s) Supporting Narrative:

Explain the responses you selected above for the Beverage(s) questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

84. Fry Basket ordered:

All references to "Fry Basket" in this section refer to the entrée item you ordered from the Fryer section of the menu.

85. Fry Basket - The plating and presentation is distinctive, eye catching and stimulates your appetite

☐ Yes (10 points)

☐ No (0 points)

86. Fry Basket taste - Food looks and tastes exceptionally fresh, made with the highest quality ingredients and well seasoned

☐ Yes (10 points)

☐ No (0 points)

87. Fry Basket texture - The texture enhances your enjoyment of this selection

☐ Yes (10 points)

☐ No (0 points)

88. Fry Basket temperature - Hot items hot/cold items cold

☐ Yes (10 points)

☐ No (0 points)

89. Fry Basket portions - how many pieces were given

Format response as a whole number (e.g., 5)

90. Fry Basket value - You felt you received an excellent value for the price

☐ Yes

☐ No

91. Do you have a photo of your Fry Basket?

Select Yes and upload at least one photo of your Fry Basket prior to consumption.

☐ Yes

☐ No

92. Fry Basket Supporting Narrative:

Explain the responses you selected above for the Fry Basket questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

93. Boil Bag ordered:

94. Boil Bag presentation - The plating and presentation is distinctive, eye catching and stimulates your appetite

☐ Yes (10 points)

☐ No (0 points)

95. Boil Bag taste - Food looks and tastes exceptionally fresh, made with the highest quality ingredients and well seasoned

☐ Yes (10 points)

☐ No (0 points)

96. Boil Bag texture - The texture enhances your enjoyment of this selection

☐ Yes (10 points)

☐ No (0 points)

97. Boil Bag temperature - Hot items hot/cold items cold

☐ Yes (10 points)

☐ No (0 points)

98. Boil Bag accompanying items are of excellent quality

☐ Yes (10 points)

☐ No (0 points)

99. Boil Bag portions - how many pieces were given

Format response as a whole number (e.g., 5)

100. Boil Bag value - You felt you received an excellent value for the price

☐ Yes

☐ No

101. Do you have a photo of your Boil Bag?

Select Yes and upload at least one photo of your Boil Bag prior to consumption.

☐ Yes

☐ No

102. Boil Bag Supporting Narrative:

Explain the responses you selected above for the Boil Bag questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

103. Side Items Ordered:

104. Side Items presentation - The plating and presentation is distinctive, eye catching and stimulates your appetite

☐ Yes (10 points)

☐ No (0 points)

105.Side Items taste - Food looks and tastes exceptionally fresh, made with the highest quality ingredients and well seasoned

☐ Yes (10 points)

☐ No (0 points)

106.Side Items texture - The texture enhances your enjoyment of this selection

☐ Yes (10 points)

☐ No (0 points)

107.Side Items temperature - Hot items hot/cold items cold

☐ Yes (10 points)

☐ No (0 points)

108.Side Items accompanying items are of excellent quality

☐ Yes (10 points)

☐ No (0 points)

109.Side Items portions - how many pieces were given

Format response as a whole number (e.g., 5)

110.Side Items value - You felt you received an excellent value for the price

☐ Yes

☐ No

111.Do you have a photo of your Side Items?

Select Yes and upload at least one photo of your Side Items prior to consumption.

☐ Yes

☐ No

112.Side Items Supporting Narrative:

Explain the responses you selected above for the Side Items questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

113.Did you order dessert?

☐ Yes

☐ No

114.Do you have a photo of your Dessert?

Select Yes and upload at least one photo of your Dessert prior to consumption.

☐ Yes

☐ No

115.Dessert Supporting Narrative:

If you ordered a Dessert, explain the responses you selected above for the Dessert questions. You must enter between 75 to 2000 characters.

Overall Impression

116. How would you rate your overall experience at this restaurant?

- | | |
|----------------------------|-----------------------------|
| ☐ 0 | ☐ 6 |
| ☐ 1 | ☐ 7 |
| ☐ 2 | ☐ 8 |
| ☐ 3 | ☐ 9 |
| ☐ 4 | ☐ 10 |
| ☐ 5 | |

117. Based on your experience, how likely are you to RETURN to this restaurant?

- | | |
|----------------------------|-----------------------------|
| ☐ 0 | ☐ 6 |
| ☐ 1 | ☐ 7 |
| ☐ 2 | ☐ 8 |
| ☐ 3 | ☐ 9 |
| ☐ 4 | ☐ 10 |
| ☐ 5 | |

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

- | | |
|----------------------------|-----------------------------|
| ☐ 0 | ☐ 6 |
| ☐ 1 | ☐ 7 |
| ☐ 2 | ☐ 8 |
| ☐ 3 | ☐ 9 |
| ☐ 4 | ☐ 10 |
| ☐ 5 | |

119. Based on this ONE experience, how do you feel this establishment compares to its competition?

- ☐ Much Better
☐ Somewhat Better
☐ Same
☐ Somewhat Worse
☐ Much Worse

120. Please indicate whom you consider to be this location's competition:

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

You must enter between 30 and 1000 characters.

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

You must enter between 30 and 1000 characters.

123. Overall Impression Supporting Narrative:

Explain the responses you selected above for the Overall Impression questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Shop Validation

124. Do you have a receipt?

Select Yes and upload a photo of your receipt. Make sure the image is clear and not blurry.

☐ Yes

☐ No

125. 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.

126. Did you take a location exterior selfie photo?

Select Yes and upload your location exterior selfie.

☐ Yes

☐ No

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

Enter N/A if you uploaded your selfie.

END OF QUESTIONNAIRE