



**Date:**  
**Time In:**  
**Time Out:**

**Survey Total:**

Valet Service		Percentage		
Description	Yes	No	N/A	
<b>1. Timing:</b> Valet offered assistance within 2 minutes of arrival and departure?				
<b>2. Service:</b> Upon arrival and departure, friendly greeting offered? Doors opened for the driver?				
<b>3. Exceptional Service:</b> Upon arrival and departure, valet attempted to build a rapport with guests? For example, "Welcome to the property", "Enjoy your visit," "How was your meal?" Used your name if it was known?				
<b>4. Integrity:</b> Valet explained parking policy/pricing at arrival or information was posted? All costs were correct as quoted or posted?				
<b>5. Timing:</b> Vehicle retrieved within 8 minutes?				
<b>6. Integrity:</b> Valet drove vehicle with care and caution?				
<b>7. Integrity:</b> Controls intact as left? Seats in same position? Personal effects untouched? Parking tags/stickers removed?				
<b>8. Appearance:</b> Valet staff was fully uniformed; uniforms were clean, neat, matching, and fit well? Hair and hygiene presented a well-groomed appearance?				
Person On Duty:				
Valet Service Summary:				

Host Service		Percentage	
Reservations Call			
Date of call:			
Time of call:			

Description	Yes	No	N/A
<b>1. Timing:</b> Phone answered within 3 rings?			
<b>2. Service:</b> Employee offered a friendly greeting, identified the property and introduced him/herself?			
<b>3. Service:</b> Employee spoke clearly and used polite phrases such as “Please”, “Thank you”, and “Your welcome”, during the conversation?			
<b>4. Service:</b> Employee was able to answer questions regarding the restaurant and provide directions to the facility in a confident and knowledgeable manner?			
<b>5. Exceptional Service:</b> Employee expressed regret if unable to accommodate guest’s reservation request, and offered alternative time/dates?			
<b>6. Service:</b> Employee recapped your reservation, using your name?			
Person on Duty:			
Reservations Call Summary:			

On Site Host Observations			
Arrival time at Hostess stand:			
Description	Yes	No	N/A
<b>7. Timing:</b> Guest greeted within 1 minute of arrival at host stand?			
<b>8. Service:</b> Guest acknowledged with eye contact and a smile within 10 feet? Host/ ess offered a pleasant verbal greeting within 5 feet?			
<b>9. Service:</b> If reservation was not honored/ timely, damage control was performed properly?			
<b>10. Service:</b> Host/ess escorted guest to table at a comfortable pace?			
<b>11. Exceptional Service:</b> Host/ ess engaged guest in conversation; attempted to build a rapport with guest?			
<b>12. Service:</b> Host/ ess pulled out chairs for guests?			
<b>13. Service:</b> Once guests were situated host/ ess presented menus and offered a sincere parting comment?			
<b>14. Appearance:</b> Host staff dressed professionally? Hair and hygiene presented a well-groomed appearance?			

Person(s) on Duty:
On Site Host Observations Summary:

Bar Service	Percentage		
Arrival Time at Bar:			
Description	Yes	No	N/A
<b>1. Timing:</b> Guest Acknowledged within 2 minutes?			
<b>2. Service:</b> Bartender smiled, made eye contact and offered a friendly greeting?			
<b>3. Service:</b> Bartender spoke clearly and used polite phrases such as, "Please", "Thank you", and "Your welcome", during the conversation?			
<b>4. Service:</b> Coaster/cocktail napkin placed in front of each guest?			
<b>5. Service:</b> Bartender politely solicited drink order?			
<b>6. Service:</b> Bartender asked for liquor preference or attempted to upsell?			
<b>7. Integrity:</b> Pouring procedures consistent? Proper amount of alcohol dispensed (1 to 1-1/4 ounces for single liquor drinks)?			
<b>8. Integrity:</b> Bartender used ice scoop, did not touch ice with hands?			
<b>9. Timing:</b> Drinks served within 2 minutes of placing order?			
<b>10. Integrity:</b> All drinks recorded at least one minute after service?			
<b>11. Integrity:</b> Receipt/tab printed and placed in front of guest (N/A if drinks ordered while standing behind seated guests)?			
<b>12. Service:</b> Bartender offered food menu or suggested appetizers?			
<b>13. Service:</b> Another round was suggested in a timely manner?			
<b>14. Service:</b> Bartender was attentive to all guests at the bar			
<b>15. Exceptional Service:</b> Bartender attempted to build a rapport with guests; enhanced overall experience?			
<b>16. Integrity:</b> Server handled funds in an appropriate and unsuspecting manner?			
<b>17. Integrity:</b> Cash drawer kept closed between transactions?			
<b>18. Integrity:</b> Bartender charged every patron for drinks?			

<b>19. Integrity:</b> Identification checked for all guests appearing under 35?			
<b>20. Integrity:</b> Obviously intoxicated patrons not served alcoholic drinks?			
<b>21. Integrity:</b> Service orders properly recorded? No verbal ordering noted?			
<b>22. Integrity:</b> Bartenders not observed eating, or drinking alcoholic beverages?			
<b>23. Timing:</b> Bar/ Cocktail tables cleared and cleaned within two minutes of guest's departure?			
<b>24. Service:</b> Bartender thanked guests and offered a sincere parting comment?			
<b>25. Appearance:</b> Bar staff was fully uniformed; uniforms were clean, neat, matching, and fit well? Hair and hygiene presented a well-groomed appearance?			

Person(s) on Duty
Bar Service Summary:

Dining Room Service	Percentage		
Arrival Time at Table:			
Time Server greeted guest:			
Description	Yes	No	N/A
<b>1. Timing:</b> Server greeted guest within 2 minutes of being seated?			
<b>2. Service:</b> Server smiled, made eye contact and offered a friendly greeting?			
<b>3. Service:</b> Server spoke clearly and used polite phrases such as "Please", "Thank you," and "You're welcome", during the conversation?			
<b>4. Service:</b> Server politely solicited beverage order?			
<b>5. Timing:</b> Drinks served within 5 minutes of placing order?			
<b>6. Service:</b> Server informed guest of the lunch/ dinner specials?			
<b>7. Exceptional Service:</b> Server described the specials in an enticing manner			

including preparations and accompaniments?			
<b>8. Service:</b> Server suggested appetizers or salads?			
<b>9. Exceptional Service:</b> Server recommended specific appetizers/salad using descriptive phrases?			
<b>10. Service:</b> Server was knowledgeable about menu?			
<b>11. Exceptional Service:</b> Server answered questions in an enticing manner, assisting the guest in making their selection by describing menu items in detail?			
<b>12. Service:</b> Server complied with special requests (within reason)?			
<b>13. Service:</b> Necessary service items/ condiments brought to table prior to delivery of each course?			
<b>14. Timing:</b> First course delivered within 12 minutes of placing the order?			
<b>15. Service:</b> No items auctioned at the table?			
<b>16. Exceptional Service:</b> All food items presented in the open position (no arms or elbows within one foot of guest)?			
<b>17. Service:</b> Pepper service offered with salads if there were no peppermills on the table?			
<b>18. Timing:</b> Server checked back within 2 minutes of each course to ensure satisfaction?			
<b>19. Service:</b> Beverage levels maintained appropriately?			
<b>20. Service:</b> Table was pre-bussed as needed?			
<b>21. Exceptional Service:</b> Staff made eye contact and asked permission before clearing items? Table crumbed as needed?			
<b>22. Service:</b> Server offered dessert?			
<b>23. Exceptional Service:</b> Server suggested specific desserts using descriptive phrases?			
<b>24. Service:</b> Server suggested coffee and/or coffee drinks?			
<b>25. Service:</b> Server was attentive during your meal?			
<b>26. Exceptional Service:</b> Service attempted to build a rapport with guests; enhanced overall experience?			
<b>27. Timing:</b> Pacing of meal was appropriate?			
<b>28. Timing:</b> Guest check was presented in a timely manner?			
<b>29. Integrity:</b> Guest check total was correct?			
<b>30. Timing:</b> Payment was processed within 3 minutes of placing cash/ credits card with guest check?			
<b>31. Service:</b> Server thanked guest and offered a sincere parting comment?			
<b>32. Appearance:</b> Service staff was fully uniformed; uniforms were clean, neat and matching, and fit well? Hair and hygiene presented a well-groomed appearance?			
Person(s) on Duty:			
Dining Room Service Summary:			

Summary Continued:

Food & Beverage	Percentage			
	Description	Yes	No	N/A
1. Beverage Flavorful and served at the proper temperature?				
2. Food Presentable (plate edges clean, food neatly arranged)? Attractively garnished and exciting in appearance?				
3. Food met description printed in menu and description by server?				
4. Ingredients fresh in appearance and texture?				
5. Accompanying sauces / dressings accented food?				
6. No food items under / over sauced?				
7. Hot and cold food served at the proper temperatures?				
8. All items prepared as requested? No items under/ over cooked?				
9. No foreign objects found in food?				
10. Desserts attractively presented?				
11. Portions appropriate size; not too small or too large?				
12. All items perceived to be a good value for the price paid?				
13. Would you order these items again? (non-scoring)				
14. Would you recommend the food to a friend?				
15. All food flavorful?				

Food & Beverage items ordered with ranking: Percentage				
Item	1- Poor	2-Below Average	3- Above average	4-Excellent
	Presentation		Taste	


Wine Service	Percentage		
Description	Yes	No	N/A
<b>1. Timing:</b> Wine list was offered promptly after being seated?			
<b>2. Service:</b> Server knowledgeable about wine and answered your questions?			
<b>3. Exceptional Service:</b> Server asked your preferences in wine and made suggestions based on those to complement your meal? Server knew characteristics of the wine and was able to provide that information in an appealing manner?			
<b>4. Timing:</b> Wine was delivered to the table within 8 minutes?			
<b>5. Service:</b> Wine presented with the label facing forward? Server repeated name and vintage?			
<b>6. Exceptional Service:</b> Foil was cut with the bottle held upright, with label always facing guests?			
<b>7. Service:</b> After approval, the female was served first (unless person ordering the wine was the female)? Wine presented from the right when possible?			
<b>8. Service:</b> Serviette or napkin used to control drips? No wine dripped on table during service?			
<b>9. Service:</b> Wine presented at desired temperature?			
<b>10. Service:</b> Bottle placed on table with label facing forward, or placed in wine bucket?			
Wine Service Summary:			

Teamwork	Percentage		
Description	Yes	No	N/A

<b>1. Service:</b> Surrounding guests attended to in an appropriate and timely manner?			
<b>2. Exceptional Service:</b> Staff displayed teamwork and demonstrated awareness and responsibility for all guests, beyond their individual duties?			
<b>3. Service:</b> All staff members spoke clearly and used polite phrases such as “Please”, “Thank you”, and “You’re welcome”, during the conversation?			
<b>4. Service:</b> Surrounding tables cleared and re-set in a timely manner?			
<b>5. Exceptional Service:</b> Tables set quietly with out disturbing surrounding guests?			
<b>6. Service:</b> Serviceware handled properly; glasses by stem/ handle and silverware using a tray or plate?			
<b>7. Integrity:</b> No personal or inappropriate conversations held in front of guests?			
<b>8. Integrity:</b> Staff not observed eating, smoking, or drinking alcoholic beverages in view of guests?			
<b>9. Service:</b> Upon exiting the restaurant at least one staff member acknowledged your departure?			
Teamwork Summary			

Manager	Percentage		
	Yes	No	N/A
<b>Description</b>			
<b>1. Service:</b> Manager easy to identify and visible in the bar/ restaurant?			
<b>2. Exceptional Service:</b> Manger displayed teamwork, demonstrating awareness and responsibility for all guests?			
<b>3. Service:</b> Manager was helpful and attentive to employees?			
<b>4. Service:</b> Manger visited tables, interacting with seated guests?			
<b>5. Service:</b> Manger spoke clearly and used polite phrases such as, “Please”, “Thank you”, and “You’re welcome”, during the conversation?			
<b>6. Service:</b> Manager projected a warm and friendly attitude?			
<b>7. Service:</b> When damage control was required, manager personally handled the situation? The outcome was positive?			
<b>8. Appearance:</b> Manger dressed professionally? Hair and hygiene presented a well-groomed appearance?			

Person on duty:

Manager Summary:

Facility	Percentage		
Exterior			
Description	Yes	No	N/A
<b>1. Lighting / Signage:</b> Clean and in good working order?			
<b>2. Driveway/ Parking lot:</b> Clean and free of trash? Fire lanes clear?			
<b>3. Landscaping:</b> Plants healthy and well manicured? Free of trash and debris?			
<b>4. Building/ Main entrance:</b> Clean and well maintained? No maintenance issues apparent?			
<b>5. Windows/ Doors:</b> Clean and free of streaks and spots?			
Interior			
<b>6. Lighting / Decor:</b> Clean and well maintained?			
<b>7. Ambiance:</b> Lighting and music appropriate for the theme/ concept of the restaurant? Levels appropriate?			
<b>8. Floors:</b> Clean and vacuumed / swept throughout? Free of debris?			
<b>9. Tables and Chairs / Booths:</b> Clean, in good repair, and sturdy?			
<b>10. Table Tap:</b> Consistently set throughout? Condiments clean and full? Glasses and silverware clean and free of spots and streaks?			
<b>11. Table Linen:</b> Clean and crisp, aligned and right side up? No visible patches? Seamed hem not showing?			
<b>12. Menus/ Wine List:</b> Clean, current, and in good condition?			
<b>13. Restrooms:</b> Free of odors? No physical or mechanical damage?			
<b>14. Restrooms:</b> Sinks and floors clean and dry? No slip hazards?			
<b>15. Restrooms:</b> Toilets / urinals and stalls clean and sanitary?			
<b>16. Restrooms:</b> Soap / paper products properly stocked? Trashcans not overflowing?			
Facility Summary:			

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Charges Summary:	
<b>Valet Total:</b>	
<b>Valet Tip:</b>	
<b>Bar Total:</b>	
<b>Bar Tip:</b>	
<b>Dining Room Total:</b>	
<b>Dining Room Check #:</b>	
<b>Dining Room Tip:</b>	
<b>Subtotal (without tip):</b>	
<b>Total:</b>	