



Little Moments of Truth

Date _____

Time _____

Server _____

Please circle appropriate number:

(1) Great (2) Acceptable (3) Needs Improvement

Greeting:

- A. Within 45 seconds.....1 2 3
- B. Greeter had a suitable appearance.....1 2 3
- C. You were welcomed with a smile.....1 2 3

Comments: _____

Server Communication: Dining options presented

- A. Featured items mentioned.....1 2 3
- B. Server Attitude and friendliness.....1 2 3

Comments: _____

General Appearance:

- A. Table was comfortable and inviting.....1 2 3
- B. Glassware, dishware and silverware were clean and suitable.....1 2 3
- C. Overall cleanliness.....1 2 3

Comments: _____

Time:

- A. Drinks were served in appropriate amount of time (2 minutes).....1 2 3
- B. Food was served in appropriate amount of time (10 minutes).....1 2 3

Comments: _____

Food:

- A. Meal presentation was appropriate and appealing.....1 2 3
- B. Hot food arrived hot.....1 2 3
- C. Cold food arrived cold.....1 2 3
- D. Quality of food items was good.....1 2 3

Comments: _____

The Goodbye:

- A. You were acknowledged when leaving.....1 2 3
(“Thank you, please come back”)
- B. Staff was prepared when you were ready to leave.....1 2 3
- C. Guest check was handled properly.....1 2 3

Comments: _____

Spotter Comments, Observations, Suggestions:

- A. Ticket presentation for each drink.....Yes No
- B. Free pour or measured _____
- C. Cash Handling _____
- D. Drink order entered in POS before it was served.....Yes No
- E. POS comments; amount tendered, no sale, etc. _____

Comments _____
