

Mystery Diner Program



Designed By And For The Independent Operator

Lets face it, as independent operators we all let stuff fall through the cracks. The mystery diner program provides effective restaurant marketing by reporting your restaurant's customer service levels and customer satisfaction through mystery shopping and customer research. Our focus is to present you an unbiased evaluation of your host staff's performance, wait staff's knowledge of the menu, food presentation and various aspects of the dining experience thru the customers eyes.

Our mystery diners will evaluate your employees in everyday customer service and satisfaction situations to provide you with accurate and unbiased feedback. Through the eyes of our management team and our extensive database of mystery shopping professionals, you can understand where your training dollars would be better spent.

Our custom designed mystery diner programs are specifically developed to enhance your employees performance, while at the same time providing valuable information to make decisions that will directly impact your bottom line. It is our goal to create long-term strategic partnerships to help you meet new challenges in today's ever-changing business climate.

Our reports are invaluable tools to measure customer satisfaction and the restaurant dining experience. Our comprehensive reports will provide you with objective feedback in support of your training, performance reviews and incentive programs. The detailed feedback can help you resolve problems, before you lose customers and can help you recognize and reward your superstars before you lose them to competition.

Restaurant Owners need to know certain things, like:

- What occurs in your business when you are not there?
- Are your customers pleased with the way they were treated and served?
- Did the wait-person offer the special of the day?

Our sole purpose is to provide restaurants the necessary data to make improvements in the restaurant's outside appearance, inside appearance, food quality, and to check the attitude and operations of its employees

No Out of Pocket Cost!

It's Simple. Just provide us with nine \$25 gift cards to insure 9 new customers this year