



Delivery Secret Shoppers



Restaurant Name _____ Driver's Name _____

Date _____ Time _____

Please circle appropriate number:

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

Website and Phone Call

- A. I found the website using Google search.....1 2 3
- B. Website was appealing and easy to navigate.....1 2 3
- C. You were able to view a menu.....1 2 3
- D. Image of restaurant appeared appealing.....1 2 3
- E. Easy to order on-line.....1 2 3

Comments: _____

Delivery

- A. Driver had a suitable appearance.....1 2 3
- B. Driver smiled.....1 2 3
- C. Vehicle approached your home at proper speed.....1 2 3
- D. Money was handled properly.....1 2 3

Comments: _____



Delivery Secret Shoppers



Time Ordered _____ Time Delivered _____

Comments: _____

Food

- A. Meal presentation was appropriate and appealing.....1 2 3
- B. Items had valued for the money.....1 2 3
- C. Hot food arrived hot.....1 2 3
- D. Cold food arrived cold.....1 2 3
- E. Quality of food items was good.....1 2 3
- F. Enjoyed the taste of the food items.....1 2 3

Comments: _____

The Goodbye

- A. Driver appreciated my business.....1 2 3
- B. I was offered a special to order again.....1 2 3
- C. I was given a To-Go-Menu.....1 2 3

Comments: _____
