

# Mystery Shoppers Template

## (RESTAURANT NAME) Mystery Shopping Report

Shopper's Name \_\_\_\_\_ Date \_\_\_\_\_ # in Party \_\_\_\_\_  
Location \_\_\_\_\_ Server's Name \_\_\_\_\_  
Manager on Duty \_\_\_\_\_ Day of Week \_\_\_\_\_ Meal Period \_\_\_\_\_

CATEGORY	POINTS EARNED	POSSIBLE POINTS	PERCENT
Facility / Environment		125	
Service / Personnel		175	
Food & Beverage		50	
<b>TOTALS</b>		<b>350</b>	

### Comments:

The 3 top things this restaurant did very well:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

The 3 top things that could be improved:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Overall comments/observations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

