

# HUMANEXPERIENCE

## MYSTERY SHOPPING REPORT

# Victoria Accommodation Awards for Excellence



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*Regional Hotel Restaurant of the Year*

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*Conducted On:*

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**H<sup>x</sup>**

# YOUR RESULTS

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

The next few pages provide a detailed breakdown of each of the sub-scores in your mystery shopping report.

### OVERALL SCORE FOR THIS REPORT



**0 - 66% High risk area**

**67 - 80% Requires management**

**81 - 100% Area of strength**

*your results*

%	%	%	%	%
ONLINE	STAFF WELCOMING, PROMPTNESS & GROOMING	RESTAURANT CLEANLINESS & HYGIENE	BACKGROUND MUSIC, NOISE & EASE OF ACCESS	PRESENTATION
%	%	%	%	%
MENU	TECHNICAL SKILLS & KNOWLEDGE OF STAFF	QUALITY OF FOOD & BEVERAGE	ENVIRONMENTAL SUSTAINABILITY	LEAVING THE VENUE
%				
ABOVE & BEYOND				

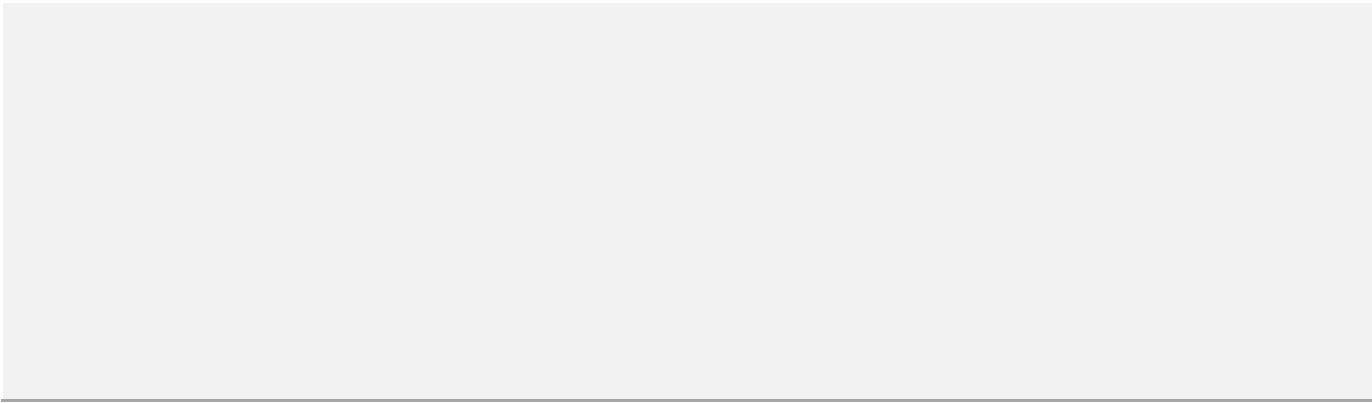
# ONLINE

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>1.01</b>	Was the information on the restaurant's website enticing?	
<b>1.02</b>	Was the information on the restaurant's website informative?	
<b>1.03</b>	Was the information on the restaurant's website up to date?	
<b>1.04</b>	Could you easily locate information regarding accessibility at the restaurant on their website?	
<b>1.05</b>	Does the venue's last two weeks of social media posts showcase the restaurant facilities and offerings in a way that was engaging visually?	
<b>1.06</b>	Were there recent posts enticing people to attend with promotions?	
<b>1.07</b>	Has the venue posted within the last seven days on one of their nominated social accounts?	
<b>1.08</b>	When making your booking online, was the booking process user-friendly?	
<b>1.09</b>	Could you locate information about the restaurant easily?	
<b>1.10</b>	When making your booking online, was there a section where you could add comments, e.g., special needs?	
<b>1.11</b>	Did you receive confirmation in writing of your reservation (text or email)?	
<b>1.12</b>	When you contacted the venue via one of their social media channels (asking a question), did the venue get back to you with an answer within 24 hours?	
<b>1.13</b>	<b>What question did you ask the venue?</b>	
<b>1.14</b>	<b>What answer did you receive?</b>	
<b>1.15</b>	Was your question answered in an informative manner?	

*notes...*



TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# STAFF WELCOMING, PROMPTNESS & GROOMING

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

Date & time arrived at the venue:

*results*

<b>2.01</b>	Were you greeted or acknowledged within 60 seconds of entering the restaurant?	
<b>2.02</b>	Did the restaurant service staff member welcome you to the restaurant?	
<b>2.03</b>	Did the restaurant service staff member make eye contact while welcoming you?	
<b>2.04</b>	Did the restaurant service staff member use courteous language?	
<b>2.05</b>	Did the restaurant service member who served you introduce themselves by name, or were they wearing a name badge?	
<b>2.06</b>	<b>If yes, what was their name?</b>	
<b>2.07</b>	<b>If not, please describe the restaurant service staff member who served you.</b>	
<b>2.08</b>	Did the restaurant service staff member walk you to your table?	
<b>2.09</b>	If the restaurant service staff member who served you at your table was different from the restaurant service staff member who welcomed you, were they wearing a name badge?	
<b>2.10</b>	<b>If yes, what was their name?</b>	
<b>2.11</b>	<b>If no, please describe the restaurant service staff member who served you.</b>	
<b>2.12</b>	Did the restaurant service staff member smile and make eye contact while serving you?	
<b>2.13</b>	Did the restaurant service staff member use courteous language?	
<b>2.14</b>	Was the restaurant service staff member friendly, and did they engage with you in a positive way?	
<b>2.15</b>	Were all the restaurant service staff members attentive?	

<b>2.16</b>	Were all the restaurant service staff members well-groomed?	
<b>2.17</b>	Were all the restaurant service staff members in full uniform?	
<b>2.18</b>	Was the uniform of all the restaurant service staff members consistent with the theme of the venue?	

*notes...*

<b>TOTALS FOR THIS SECTION</b>			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# RESTAURANT CLEANLINESS & HYGIENE

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>3.01</b>	Was the restaurant area clean?	
<b>3.02</b>	Was the restaurant area tidy?	
<b>3.03</b>	Were carpets and floors within the restaurant clean?	
<b>3.04</b>	Were the unoccupied tables inside the restaurant tidy and ready for the next guest(s)?	

*notes...*

### TOTALS FOR THIS SECTION

<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# BACKGROUND MUSIC, NOISE AND EASE OF ACCESS

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>4.01</b>	Was the lighting inside the restaurant appropriate?	
<b>4.02</b>	Was the music inside the restaurant at an appropriate level?	
<b>4.03</b>	Were there clear, easy-to-find directional signs within the restaurant?	
<b>4.04</b>	Was the temperature inside the restaurant comfortable?	

*notes...*

### TOTALS FOR THIS SECTION

<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# PRESENTATION

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>5.01</b>	Was the table set with clean, polished cutlery and napkins?	
<b>5.02</b>	Was the crockery, cutlery, and table linen of a high standard?	

*notes...*

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

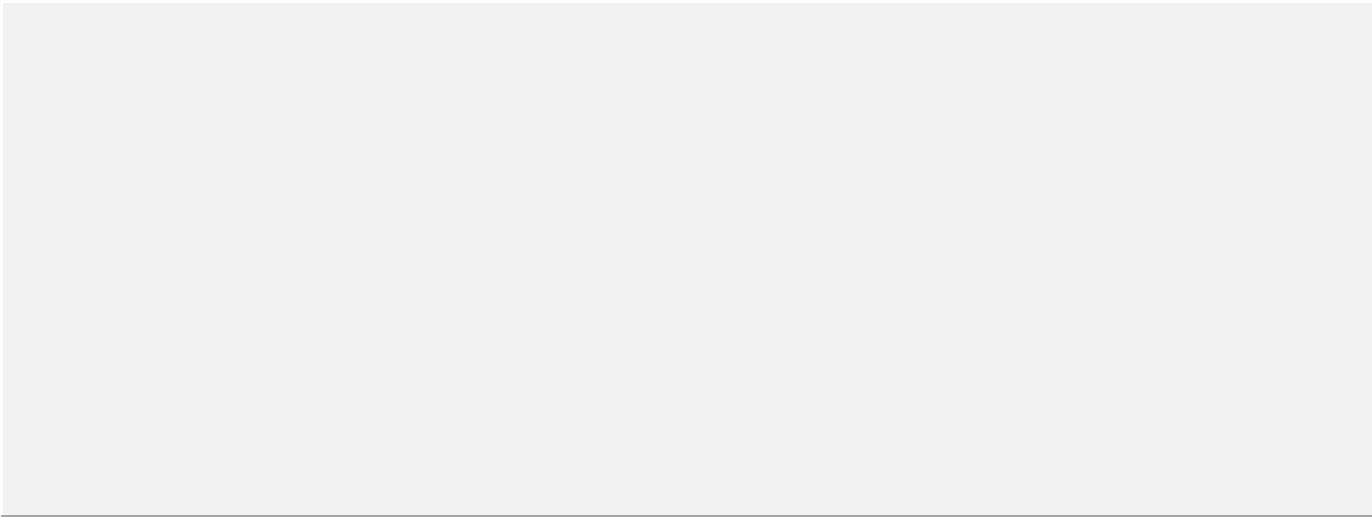
# MENU

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

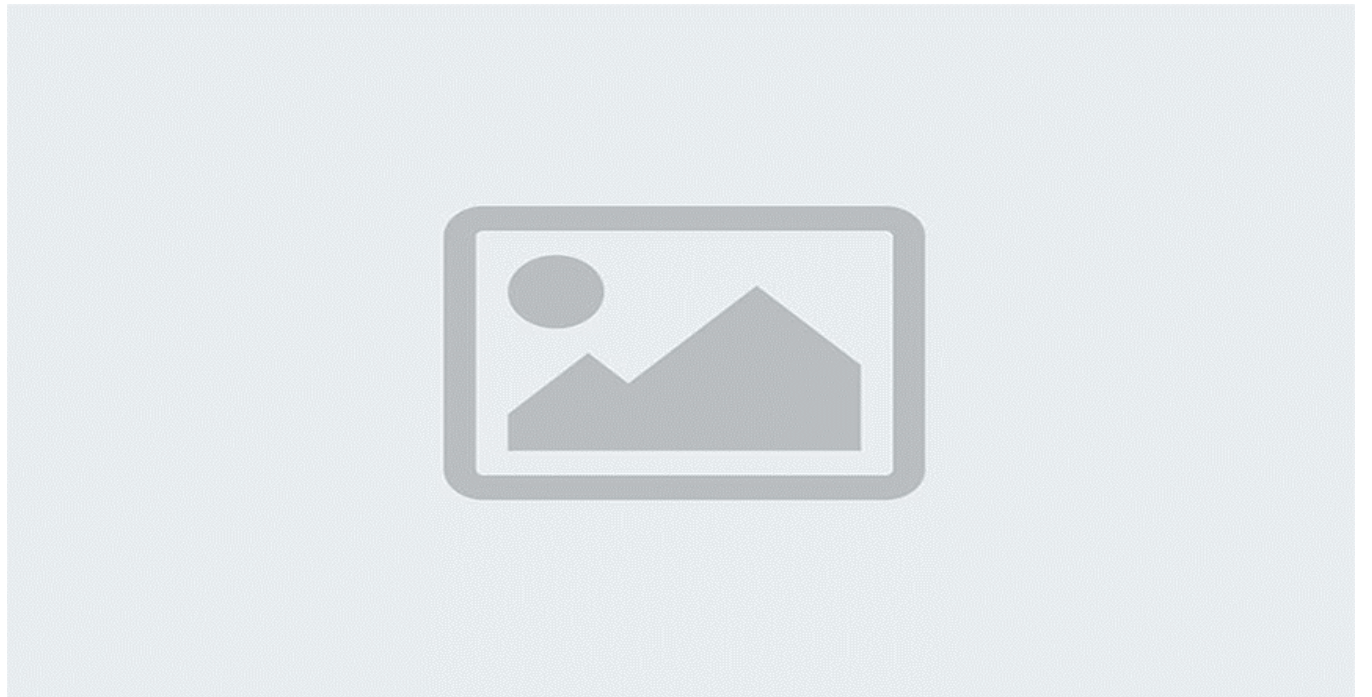
6.01	Were menus made available?	
6.02	Were the menus written in an appropriate font and easy to read?	
6.03	Were the menus undamaged?	
6.04	Were the menus clean?	
6.05	Were the menus in line with the style of the venue?	
6.06	Was there an appropriate variety of items available from the menu?	
6.07	Were Victorian produce showcased on the menu?	
6.08	Did the menu feature any specials?	
6.09	Was there evidence of seasonal variation with dishes on the menu?	
6.10	Were there at least three options of white wine by the glass?	
6.11	Were there at least three options of red wine by the glass?	
6.12	Were there at least three options of bottled beer?	
6.13	Were Victorian beverages showcased on the menu?	
6.14	<b>If yes, please give two examples.</b>	
6.15	Were there imported options available on the menu?	
6.16	<b>If yes, please give two examples.</b>	
6.17	Were there at least three non-alcoholic beverage options available on the menu?	
6.18	Was there espresso coffee available on the menu?	

*notes...*



TOTALS FOR THIS SECTION			
0	0	0	%
POSITIVE	NEGATIVE	N/A	TOTAL

*photo of the menu*



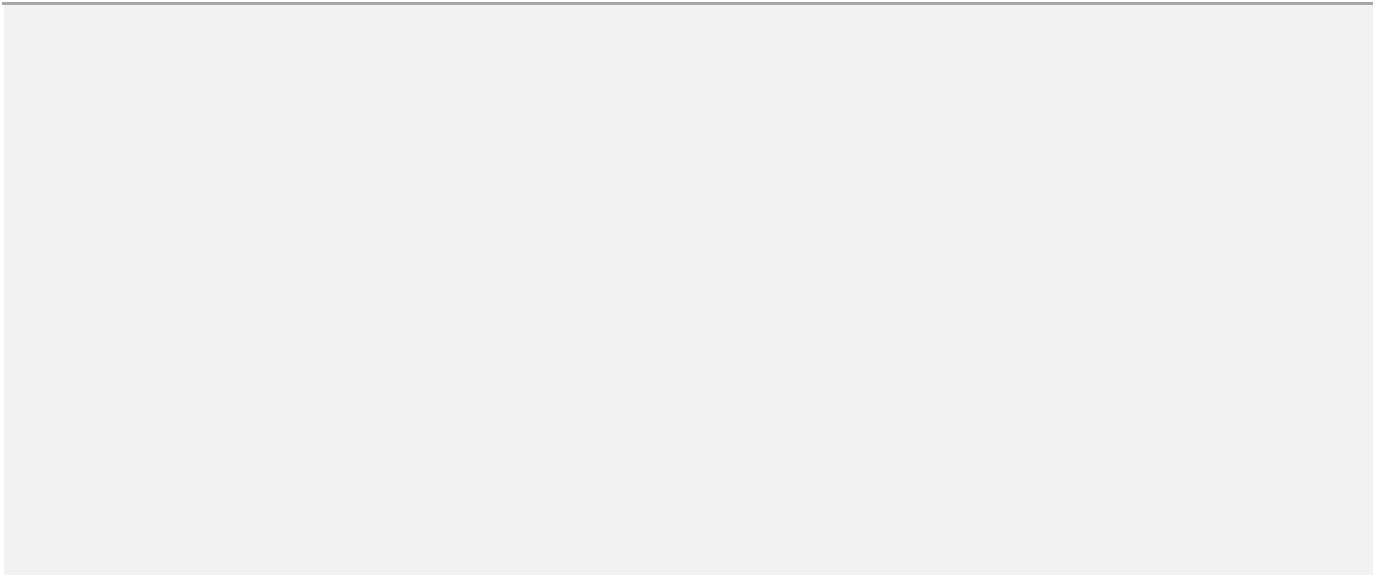
# TECHNICAL SKILLS & KNOWLEDGE OF STAFF

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

results

7.01	Did the restaurant service staff member ask if you had been to the restaurant previously?	
7.02	Did the restaurant service staff member explain how the menu works/what specials were on order?	
ASK	<i>"What's a popular dish that you'd recommend for me?"</i>	
7.03	<b>What did they recommend?</b>	
7.04	Was your query answered confidently?	
7.05	Was your query answered in an informative manner?	
7.06	Was your query answered efficiently?	
ASK	<i>"What options do you have that are dairy-free?"</i>	
7.07	<b>What did they recommend?</b>	
7.08	Was your query answered confidently?	
7.09	Was your query answered in an informative manner?	
7.10	Was your query answered efficiently?	

notes...



TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# QUALITY OF FOOD & BEVERAGE

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>8.01</b>	Did the restaurant service staff member get your food order correct?	
<b>8.02</b>	Was the cutlery clean?	
<b>8.03</b>	Was the food served on clean crockery?	
<b>8.04</b>	Was all the food served at the correct temperature?	
<b>8.05</b>	Was the description of the dish on the menu an accurate representation of the meal presented to you?	
<b>8.06</b>	If more than one meal was ordered, were all meals delivered at the same time?	
<b>8.07</b>	If more than one meal was ordered, were all meals placed in front of the correct guest?	
<b>8.08</b>	Were condiments that complemented the meal/cuisine available?	
<b>8.09</b>	Did the restaurant service staff member get your drink orders correct?	
<b>8.10</b>	Were your drinks served in clean glasses?	
<b>8.11</b>	Were your drinks served at the appropriate temperature?	
<b>8.12</b>	Was your drink order taken within five minutes of you being seated at your table?	
<b>8.13</b>	Was your drink order brought to your table within five minutes of ordering?	
<b>8.14</b>	If more than one drink was ordered, were all drinks delivered at the same time?	
<b>8.15</b>	Was your meal order taken within five minutes of you placing your menu down on the table (after deciding what you wanted to eat)?	
<b>8.16</b>	Was the first food item you ordered delivered to your table within 20 minutes of taking your order?	
<b>8.17</b>	If more than one drink was ordered, were all drinks placed in front of the correct guest?	
<b>8.18</b>	Did the restaurant service staff member ask you how your meal was at any point?	
<b>8.19</b>	Did the restaurant service staff member suggest something additional after your meal, e.g., dessert, coffee, or another beverage?	
<b>8.20</b>	Were plates cleared within five minutes of all guests finishing their meals?	
<b>8.21</b>	Would you come back to this restaurant for a meal?	

8.22 Please explain why or why not.

*notes...*

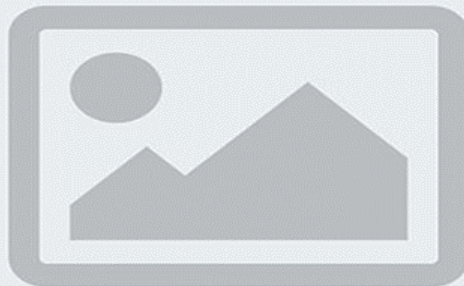
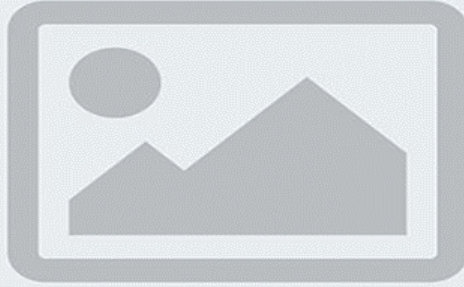
Large empty rectangular area for writing notes.

**TOTALS FOR THIS SECTION**

<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

photo of the meal and drinks

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# ENVIRONMENTAL SUSTAINABILITY

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

**9.01**

Was there visual evidence that the restaurant is supportive of and/or engaging in environmentally sustainable practices? e.g., messaging/collateral around choices the restaurant has made (no single-use water bottles).

**If yes, what were they?**

### TOTALS FOR THIS SECTION

<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# LEAVING THE VENUE

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>10.01</b>	Was the bill accurate for what was ordered?	
<b>10.02</b>	Were you farewelled as you left the restaurant?	
<b>10.03</b>	If you were farewelled, was it done in a way that encouraged you to return again (e.g., "see you next time," "see you soon," or "look forward to seeing you again")?	

*notes...*

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
POSITIVE	NEGATIVE	N/A	TOTAL

# ABOVE & BEYOND

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

<b>11.01</b>	Did any of the restaurant service staff members make an unprompted suggestion or recommendation when interacting with you? We're looking for an example whereby a staff member has taken your interaction beyond a "transaction" to show an interest in you and showcase their product knowledge.	
<b>11.02</b>	<b>What unprompted suggestion or recommendation did a restaurant service staff member make?</b>	
<b>11.03</b>	Did a restaurant service staff member go above and beyond at any time during your visit?	
<b>11.04</b>	Did a restaurant service staff member anticipate your needs before you made a request?	
<b>11.05</b>	Was there anything particularly memorable about your experience (e.g., service, atmosphere, food, or beverage quality)?	
<b>11.06</b>	<b>If yes, please tell us what was particularly memorable.</b>	
<b>11.07</b>	<b>If someone asked you about this restaurant, how would you describe it?</b>	

TOTALS FOR THIS SECTION			
<b>0</b>	<b>0</b>	<b>0</b>	<b>%</b>
<b>POSITIVE</b>	<b>NEGATIVE</b>	<b>N/A</b>	<b>TOTAL</b>

# KEY COMMENTS

## REGIONAL HOTEL RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*overall feedback...*

### THE BEST THING

### KEY AREA(S) OF IMPROVEMENT