

ACME COMPANY

RESTAURANT MYSTERY SHOPPER CHECKLIST



Millstone Avenue - Rutherford | Millstone Avenue,

FRIDAY 13TH MARCH 2026

SUMMARY

Most aspects of the visit were positive, with only a few minor issues observed, including a dirty dining floor area, worn menus, and limited teamwork among staff. Addressing these areas would further improve the overall customer experience.

Atmosphere

Q#	QUESTION	RESPONSE
1.	Was the parking lot free from dirt and trash?	YES
2.	Were the entrance doors clean?	YES
3.	Was the lobby and waiting area clean and organized?	YES
4.	Were bathrooms clean?	YES
5.	Were the bathrooms equipped with paper towels, soaps and disinfectants?	YES
6.	Was the dining room floor free from spills or any dirt?	NO



13 Mar 26 10:08 PM

Food crumbs and a spilled drink were visible on the dining room floor near the table and had not been cleaned.

7.	Was the general ambiance relaxing and comfortable?	YES
8.	Was the background music pleasant and not too loud?	YES
9.	Were tables and chairs organized and free from any damage?	YES
10.	Were high chairs available for young guests?	YES
11.	Was the ventilation system adequate?	YES

Food Service and Accommodation

Q#	QUESTION	RESPONSE
12.	Did the staff greet you in a friendly manner upon arrival?	YES
13.	Did the server introduce himself/herself to you?	YES
14.	Were the menus in good condition?	NO



13 Mar 26 10:10 PM

Menu stained and worn.

15.	Was the server accommodating?	YES
16.	Did the server have knowledge about the menu?	YES
17.	Did the server offer you bestsellers or appetizers?	YES
18.	Were your beverages delivered within 4 minutes of being ordered?	YES
19.	Did you receive the correct order and on time?	YES
20.	Was the food visually appealing?	YES
21.	Did the food have the right temperature?	YES
22.	Did the server remove empty plates or glasses right away?	YES
23.	Did the server refill your glass of water automatically?	YES
24.	Did the server offer any desserts?	YES
25.	Was the server professional?	YES

Restaurant Staff

Q#	QUESTION	RESPONSE
26.	Did all staff wear clean aprons and unwrinkled uniforms?	YES
27.	Did the staff follow proper hygiene practices?	YES
28.	Were the staff professional and welcoming?	YES
29.	Did the employees show teamwork? Staff worked independently and did not appear to assist each other during busy periods.	NO
30.	Were all tables cleaned and sanitized after guests left the restaurant?	YES

Management

Q#	QUESTION	RESPONSE
31.	Did you meet the manager?	YES
32.	Did the manager visit you at the table?	YES

33.	Did the manager provide directions to the crew?	YES
34.	Was the manager accommodating and professional?	YES

Overall Visit

Q#	QUESTION	RESPONSE
35.	Overall rating?	4 / 5 – Good

Completion

Q#	QUESTION	RESPONSE
36.	Any recommendations?	

DECLARATION



Auditor
(Jennifer Hunt)

AUDITOR'S LOCATION