



# Drive Thru Report

Company Name [REDACTED]

Store# [REDACTED]

Address [REDACTED]

Mystery Observer Richard A

Date Oct 16-09

Start Time 1:29PM End Time 1:46PM

[REDACTED]

What time did the customer enter the property?

Does the outside parking lot and walkways appear to be clean and clear of trash or debris?  ~~Yes~~

What time did the customer enter the drive thru line?

What time did the customer reach the speaker?

How long did it take for the employee to start taking the order?

Was the customer greeted properly?  ~~Yes~~

Did the employee appear to comprehend the order?  No

What time did the customer finish the order?

What time did the customer receive the order?

Was the customer thanked when they received their order?  ~~Yes~~

Additional Notes... The Employees did not greet the customer. The employees did not seem to care about getting the order out promptly. The manager was also sitting in the dining room talking to friends. The Parking lot had overflowing trash cans and trash was scattered around. The employee was not wearing a hat and did not thank the customer.

## Overall scoring

Scoring from 1 to 10 scale. 1=Bad service and 10=Great service

Text owner if scores are below 6.

1. 2. 3. 4. 5. 6. 7. 8. 9. 10.