

**Mobile Order & Pay with Ready On Arrival Technology -- Restaurant Visit Information**

#	SERVICE QUESTIONS	Yes	No	N/A	Comments
1	Did crew member address you by name?				
2	Was crew member wearing a stocked apron, tray or caddy (Curbside or Table Service)?				
3	Was crew member wearing a safety vest (Curbside)?				
4	Was your order 100% accurate – including drinks filled, condiments, straws, napkins, etc.?				
5	Did crew member confirm you have everything you need?				
6	Were pick ticket (s) placed properly (side of tray or centered on bag)?				
7	For Table Service did anyone check back within 1-2 minutes of receiving your food?				
8	In Drive Thru did crew member ask if you were using the mobile app at greeting?				
9	Was product quality gold standard?				
	<b>SERVICE MODEL</b>	<b>Assisted</b>	<b>Unassisted</b>		<b>Comments</b>
10	Is restaurant service model Assisted or Unassisted?				
	<b>EQUIPMENT</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
11	Has equipment been ordered?				
12	If equipment has been ordered - is it in place?				
13	Were dedicated Curbside spots clearly marked with signage?				
14	Are Table Service markers in place?				
15	Is the printer working and sticky pick tickets being used ?				
	<b>TRAINING QUESTION</b>	<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>Comments</b>
16	Were crew training materials available and positioned correctly?				
	<b>RATING</b>	<b>Exceeds Expectations</b>	<b>Meets Expectations</b>	<b>Does Not Meet Expectations</b>	<b>Comments</b>
17	Rate your overall experience.				
	<b>ADDITIONAL COMMENTS</b>				