# Restaurant Customer Service Survey

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Name: |  | | | | | | | | | |
| Address: |  | | | | | | | | | |
| Phone: |  | | | Date: | |  | Number of people in party: | |  | |
| Meal: |  | | | | | | | | | |
| Reservation: | | Yes | No | | Was this your first visit to our restaurant? | | | Yes | | No |

What menu items did you order today?

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Was your food cooked to your order? If not, was the issue resolved promptly?

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| Name of Server: |  | | | | | | | | |
| How long did it take your server to do the following: | | | | | | | | | |
| Greet you? | |  | Too Quick |  | Reasonable |  | Too Long | | |
| Take your meal order? | |  | Too Quick |  | Reasonable |  | Too Long | | |
| Bring your food? | |  | Too Quick |  | Reasonable |  | Too Long | | |
| Take your drink order? | |  | Too Quick |  | Reasonable |  | Too Long | | |
| Bring your drinks? | |  | Too Quick |  | Reasonable |  | Too Long | | |
| Was your food hot when it was brought to the table? | | | | | | | | Yes | No |
| Did you receive drink refills promptly? | | | | | | | | Yes | No |
| Were you offered dessert? | | | | | | | | Yes | No |

## Please rate the following items on a scale of 1 to 5, with 5 being best and 1 being worst.

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| Wait time to be seated | 1 | 2 | 3 | 4 | 5 |
| Seating space in waiting area | 1 | 2 | 3 | 4 | 5 |
| Quality of your meal | 1 | 2 | 3 | 4 | 5 |
| Menu and drink choices | 1 | 2 | 3 | 4 | 5 |
| Ease of reading the menu | 1 | 2 | 3 | 4 | 5 |
| Cleanliness of the restaurant | 1 | 2 | 3 | 4 | 5 |
| Restroom facilities | 1 | 2 | 3 | 4 | 5 |
| Friendliness of server and host/hostess | 1 | 2 | 3 | 4 | 5 |
| Knowledge of server concerning menu item choices | 1 | 2 | 3 | 4 | 5 |
| Atmosphere | 1 | 2 | 3 | 4 | 5 |
| Price of items when compared to similar restaurants | 1 | 2 | 3 | 4 | 5 |
| Promptness in bringing your ticket to the table and rendering payment | 1 | 2 | 3 | 4 | 5 |
| Overall, how would you rate your dining experience with us? | 1 | 2 | 3 | 4 | 5 |

Do you plan to dine with us again? Please explain.

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Do you have any suggestions that would improve our customer service?

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