

GHOST REPORT - RESTAURANT

DIRECTIONS

Please follow directions carefully:

1. **Fill out this PDF form** in your browser or PDF program
([download Adobe Reader, free](#))
2. **Save the PDF** to your desktop in a folder called "GuestGhosts".
3. **Open the PDF** to double check your entries are filled out correctly.
4. **Compose a new email** with your **name** and **date sent** in the SUBJECT.
5. **Attach the PDF** from your "GuestGhosts" folder to the email and send it to info@questghosts.com
6. We will confirm our receipt within 48 - 72 hours.

Thank you,
CEG

Restaurant Check List

You may type any length of comment even though it may go past the comment area.
Please **DO NOT use the "Enter Key" or the "Return Key" until you are ready to submit the form.**

ODOM Reading Start:		Ghost ID:	
ODOM Reading End:		Client Name and Address:	
Time Left Home:		Inspection Date:	
Time Arrived Home:		Time Arrived at Location/Time Departed Location:	
Directions used from Home to Facility:			

1. Street Visibility:	Rating:		Comments:		Pics Taken	
a. Road Signage:	Rating:		Comments:		Pics Taken	
b. Road Entrance:	Rating:		Comments:		Pics Taken	
c. Property Signage:	Rating:		Comments:		Pics Taken	

2. Restaurant						
a. Name of Restaurant			Comments:		Pics Taken	
b. Type of Food:			Comments:		Pics Taken	
c. Layout:	Rating:		Comments:		Pics Taken	
d. Waiting Time:			Comments:		Pics Taken	
e. Host/Hostess			Comments:		Pics Taken	
i. Name:			Comments:		Pics Taken	
ii. Name Tag:			Comments:		Pics Taken	
iii. Greeting:			Comments:		Pics Taken	
iv. Uniform-Attire:	Rating:		Comments:		Pics Taken	
v. Cleanliness:	Rating:		Comments:		Pics Taken	

vi. Walk to Table:	Rating:		Comments:		Pics Taken	
vii. Chit Chat:			Comments:		Pics Taken	
viii. Seated:	Rating:		Comments:		Pics Taken	
f. Ambiance:	Rating:		Comments:		Pics Taken	
g. Table Cleanliness:	Rating:		Comments:			
i. Table Decor-Flowers, Candle etc.	Rating:		Comments:		Pics Taken	
ii. Table Linens	Rating:		Comments:		Pics Taken	
iii. Table Setup	Rating:		Comments:		Pics Taken	
h. Menus Presented:			Comments:		Pics Taken	
i. Cleanliness:	Rating:		Comments:		Pics Taken	
i. Waiting Time for Server:			Comments:		Pics Taken	
j. Server Name:						
i. Name Tag:			Comments:		Pics Taken	
ii. Language:	Rating:		Comments:		Pics Taken	
iii. Uniform - Attire:	Rating:		Comments:		Pics Taken	
iv. Cleanliness:	Rating:		Comments:		Pics Taken	
v. Attitude:	Rating:		Comments:		Pics Taken	
vi. Greeting:			Comments:		Pics Taken	
vii. Specials Told:			Comments:		Pics Taken	
viii. Wine List:	Rating:		Comments:		Pics Taken	
k. Time Drink Order Taken:			Comments:		Pics Taken	
(No Lemon or Lime)						
l. Time Drink Order Arrived:			Comments:		Pics Taken	
i. Order Correct:			Comments:		Pics Taken	
m. Time Food Order:			Comments:		Pics Taken	
n. Ease of Placing Order:			Comments:		Pics Taken	
(Remember to Order Special Condiment)						
o. Time Order Arrived:			Comments:		Pics Taken	
p. Server Name:						
i. Name Tag:			Comments:		Pics Taken	
ii. Uniform - Attire:	Rating:		Comments:		Pics Taken	
iii. Cleanliness:	Rating:		Comments:		Pics Taken	
iv. Attitude:	Rating:		Comments:		Pics Taken	
v. Presentation:	Rating:		Comments:		Pics Taken	

vi. Chit Chat:			Comments:		Pics Taken	
q. Order Correct:			Comments:		Pics Taken	
r. (Special Condiment)			Comments:		Pics Taken	
s. Food:						
i. Taste:	Rating:		Comments:		Pics Taken	
ii. Temperature:	Rating:		Comments:		Pics Taken	
iii. Problem:			Comments:		Pics Taken	
(Remember to Create Setup)						
iv. Time Order Returned To Kitchen:			Comments:		Pics Taken	
v. Time Order Return To Table:			Comments:		Pics Taken	
vi. Order Correct:			Comments:		Pics Taken	
vii. (Same Server ?)			Comments:		Pics Taken	
1. Attitude:	Rating:		Comments:		Pics Taken	
2. Presentation:			Comments:		Pics Taken	
3. Chit Chat:			Comments:		Pics Taken	
t. Visit Restrooms:						
i. Cleanliness: Rating:			Comments:		Pics Taken	
ii. Toiletries:	Rating:		Comments:		Pics Taken	
iii. Attendant:			Comments:		Pics Taken	
iv. Tip:			Comments:		Pics Taken	
u. Dessert:	Rating:		Comments:		Pics Taken	
i. Separate Menu:			Comments:		Pics Taken	
ii. Cart Presentation:	Rating:		Comments:		Pics Taken	
iii. Tray Presentation:	Rating:		Comments:		Pics Taken	
1. Selection:	Rating:		Comments:		Pics Taken	
iv. Time Ordered:			Comments:		Pics Taken	
v. Time Delivered:			Comments:		Pics Taken	
vi. Order Correct			Comments:		Pics Taken	
vii. Taste:	Rating:		Comments:		Pics Taken	
viii. Temperature	Rating:		Comments:		Pics Taken	
v. Misc.	Rating:		Comments:		Pics Taken	
w. Presentation of Bill - Time:			Comments:		Pics Taken	
i. Discounts Applicable:			Comments:		Pics Taken	
ii. Method Of Payment:			Comments:		Pics Taken	
					Pics	

1. Gratuity \$ Amount:			Comments:		Taken	
2. Response to Tip:		Rating:	Comments:		Pics Taken	
iii. Cashier Name:						
1. Name Tag:			Comments:		Pics Taken	
2. Method of Payment:			Comments:		Pics Taken	
3. Uniform-Attire:		Rating:	Comments:		Pics Taken	
4. Cleanliness:		Rating:	Comments:		Pics Taken	
5. Attitude:		Rating:	Comments:		Pics Taken	
iv. Ambiance:		Rating:	Comments:		Pics Taken	
v. Noise Level:		Rating:	Comments:		Pics Taken	
1. Babies Crying or Running:			Comments:		Pics Taken	
vi. *Meet the Management:			Comments:		Pics Taken	
3. Valet Parking:		Rating:	Comments:		Pics Taken	
4. Getting Your Vehicle:		Rating:	Comments:		Pics Taken	
5. Misc.:		Rating:	Comments:		Pics Taken	
OVERALL RESTAURANT EXPERIENCE			Comments:		Pics Taken	

Personnel Report

(*)

1. First Name:						
Title:						
Met Under What Circumstance:						
Solution Achieved:			If Not Achieved, Why:			
Length of Time to Resolve Issue:						
2. Second Name:						
Title:						
Met Under What Circumstance:						
Solution Achieved:			If Not Achieved, Why:			
Length of Time to Resolve Issue:						
2. Third Name:						
Title:						
Met Under What Circumstance:						
Solution Achieved:			If Not Achieved, Why:			
Length of Time to Resolve Issue:						
Time & Date Report Completed:						

How did **YOU** enjoy your assignment:

Please give us any suggestions that will enhance our program.
Thanks **GuestGhosts.com**

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