



BYOTA 
Restaurant



Live Free Live

BYOTA



Restaurant Name: _____

Address: _____

Phone #: _____

Email Address: _____

Restaurant Appearance

Was the restaurant's outside appearance attractive – Did it have curb appeal?

1 2 3 4 5
Needs Imp. Good Excellent

Did the outside appear to be clean – clear sidewalks, clean windows and doors, etc.?

1 2 3 4 5
Needs Imp. Good Excellent

Was the restaurant clean and attractive inside?

1 2 3 4 5
Needs Imp. Good Excellent

Was the host/hostess area attractive and spacious?

1 2 3 4 5
Needs Imp. Good Excellent

Restaurant Staff

Were you promptly greeted by the host/hostess?

1 2 3 4 5
Needs Imp. Good Excellent

Was the greeting friendly & professional?

1 2 3 4 5
Needs Imp. Good Excellent

Were you seated promptly?

1 2 3 4 5
Needs Imp. Good Excellent

If not immediately seated, was the host/hostess

- a. on the phone_____
- b. talking with staff_____
- c. on the computer_____
- d. helping another customer_____
- e. no one present_____
- f. other_____

If the host was occupied, did the host/hostess let you know that he/she would be right with you?

_____Yes_____No

Was the server knowledgeable about the menu selection?

1 2 3 4 5
Needs Imp. Good Excellent

Did the server suggest a beverage or appetizer?

1 2 3 4 5
Needs Imp. Good Excellent

Was the server's appearance appropriate to the nature of the restaurant?

1 2 3 4 5
Needs Imp. Good Excellent

Was the greeter's appearance appropriate to the nature of the restaurant?

1 2 3 4 5
Needs Imp. Good Excellent

Did the food arrive in a timely fashion?

1 2 3 4 5
Needs Imp. Good Excellent

Did the server check back with you during the course of your meal?

1 2 3 4 5
Needs Imp. Good Excellent

Were the plates cleared at the end of your meal?

1 2 3 4 5
Needs Imp. Good Excellent

Was the bill settled in a timely fashion?

1 2 3 4 5
Needs Imp. Good Excellent

What was your overall experience with the customer service?

1 2 3 4 5
Needs Imp. Good Excellent

Comments:

For each of the following categories, please rate your satisfaction level with the food menu:

What is your overall impression of the menu selection?

1 Needs Imp. 2 3 Good 4 5 Excellent

Did your meal arrive as ordered?

1 Needs Imp. 2 3 Good 4 5 Excellent

How would you rate the overall food presentation?

1 Needs Imp. 2 3 Good 4 5 Excellent

Did the food meet expectations, i.e. quality, temperature?

1 Needs Imp. 2 3 Good 4 5 Excellent

Was the menu item a good value for the price?

1 Needs Imp. 2 3 Good 4 5 Excellent

At the completion of your meal, did your server invite you to return?

1 Needs Imp. 2 3 Good 4 5 Excellent

Was the overall dining experience enjoyable, leaving you with a desire to return?

1 Needs Imp. 2 3 Good 4 5 Excellent

Were the restaurant hours convenient? _____ Yes _____ No

Comments: _____

#myBYOTAtrip

OUR PRODUCTS:

