



Rio Wraps Evaluation Form

Customer Service:	Y or N	Comments
Were you greeted in a timely matter		
If you inquired, was the menu explained to you		
Were suggestions offered		
Was there carry out and catering menus available		
Were you asked if you had or would like a punch card		
Did the employees make you feel welcomed during your wrap prep		
Was there a menu or coupon offered at the end of your transaction		
Were you greeted at your table		
Were there any extra or hidden charges?		

Observations:

Were the bathrooms clean and well stocked		
Was your hot food hot or your cold food cold		
Was the dining room clean		
Were the tables well stocked		
How many people were in line in front of you _____		
Approximately how many customers were in the dining room _____		
How many employees were working in the front area _____		
Were the employees in full uniform		
Hats Y or N Logo Shirt Y or N Clean Clothes Y or N		
Were the promotional signs visible? ie. Taco Tuesday? Monday Kids Free?		
What promotion would you like to see at Rio Wraps?		

Rating Scale:

Speed of Service				
Below Average	Fair	Average	Above Average	Outstanding
Overall Cleanliness of Restaurant				
Below Average	Fair	Average	Above Average	Outstanding

