

# HUMANEXPERIENCE

## MYSTERY SHOPPING REPORT

# 2024 Victoria Accommodation Awards



Accommodation Australia  
A DIVISION OF THE AHA | VIC

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*Sample Venue*  
*Deluxe Restaurant of the Year*

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*Conducted On: Sample Date*

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*Report Presented: Sample Date*

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**H<sup>x</sup>**

# YOUR RESULTS

## SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*The next few pages provide a detailed breakdown of each of the sub-scores  
in your mystery shopping report.*

### OVERALL SCORE FOR THIS REPORT

**0 - 66% High risk area**

**67 - 80% Requires management**

**81 - 100% Area of strength**

*your results*

|  |  |  |   |                                |
|--|--|--|---|--------------------------------|
| 5%<br>TELEPHONE TECHNIQUE              | 15%<br>STAFF WELCOMING,<br>PROMPTNESS & GROOMING | 10%<br>RESTAURANT CLEANLINESS<br>& HYGIENE | 5%<br>BACKGROUND. MUSIC,<br>NOISES & EASE OF ACCESS | 5%<br>PRESENTATION             |
| 12%<br>MENU                            | 20%<br>TECHNICAL SKILLS &<br>KNOWLEDGE OF STAFF  | 5%<br>ACCURACY OF<br>ACCOUNT               | 8%<br>QUALITY OF FOOD &<br>BEVERAGE                 | 5%<br>EFFICIENCY OF<br>SERVICE |
| 10%<br>ENVIRONMENTAL<br>SUSTAINABILITY |  |  |   |                                |

# TELEPHONE TECHNIQUE

## SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

Date & time of the phone call: Sample Date

*results*

|             |   |  |
|-------------|---|--|
| <b>1.01</b> | Was the telephone answered within three rings when you called to make a reservation?                      |  |
| <b>1.02</b> | Did the restaurant service staff member identify the name of the restaurant when they answered the phone? |  |
| <b>1.03</b> | Did the restaurant service staff member give their name when they answered the phone?                     |  |
| <b>1.04</b> | <b>If yes, what was their name?</b>   |  |
| <b>1.05</b> | Did the restaurant service staff member confirm your reservation date and time?                           |  |
| <b>1.06</b> | Did the restaurant service staff member farewell you in a friendly manner?                                |  |

*notes...*

| TOTALS FOR THIS SECTION |                 |            |              |
|-------------------------|-----------------|------------|--------------|
|                         |                 |            |              |
| <b>POSITIVE</b>         | <b>NEGATIVE</b> | <b>N/A</b> | <b>TOTAL</b> |

# STAFF WELCOMING, PROMPTNESS & GROOMING

SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR  
MYSTERY SHOPPING REPORT

Date & time arrived at the venue: Sample Date

*results*

|             |  |  |
|-------------|--|--|
| <b>2.01</b> | Did the restaurant host introduce themselves by name or were they wearing a name badge?                      |  |
| <b>2.02</b> | <b>If yes, what was their name?</b>  |  |
| <b>2.03</b> | <b>If not, please describe the restaurant service staff member who served you.</b>                           |  |
| <b>2.04</b> | Did the restaurant host walk you to your table?  |  |
| <b>2.05</b> | Did the restaurant service staff member welcome you to the restaurant?                                       |  |
| <b>2.06</b> | Did the restaurant service staff member smile and make eye contact while serving you?                        |  |
| <b>2.07</b> | Did the restaurant service staff member use courteous language?  |  |
| <b>2.08</b> | Did the restaurant service member who served introduce themselves by name or were they wearing a name badge? |  |
| <b>2.09</b> | <b>If yes, what was their name?</b>  |  |
| <b>2.10</b> | <b>If no, please describe the restaurant service staff member who served you.</b>                            |  |
| <b>2.11</b> | Were all the restaurant service staff members attentive?   |  |
| <b>2.12</b> | Were all the restaurant service staff members well groomed?  |  |
| <b>2.13</b> | Were all the restaurant service staff members in full uniform?   |  |
| <b>2.14</b> | Was the uniform of all the restaurant service staff members consistent with the theme of the venue?          |  |

notes...

| TOTALS FOR THIS SECTION |          |     |       |
|-------------------------|----------|-----|-------|
|                         |          |     |       |
| POSITIVE                | NEGATIVE | N/A | TOTAL |

## RESTAURANT CLEANLINESS & HYGIENE

SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR  
MYSTERY SHOPPING REPORT

results

|      |  |  |
|------|--|--|
| 3.01 | Was the restaurant area clean?   |  |
| 3.02 | Was the restaurant area tidy?  |  |
| 3.03 | Were carpets and floors within the restaurant clean?                               |  |
| 3.04 | Were unoccupied tables inside the restaurant, tidy and ready for the next guest/s? |  |

notes...

| TOTALS FOR THIS SECTION |          |     |       |
|-------------------------|----------|-----|-------|
|                         |          |     |       |
| POSITIVE                | NEGATIVE | N/A | TOTAL |

# BACKGROUND MUSIC, NOISE AND EASE OF ACCESS

SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR  
MYSTERY SHOPPING REPORT

*results*

|             |   |  |
|-------------|---|--|
| <b>4.01</b> | Was the lighting inside the restaurant appropriate?                     |  |
| <b>4.02</b> | Was the music inside the restaurant at an appropriate level?            |  |
| <b>4.03</b> | Were there clear, easy-to-find directional signs within the restaurant? |  |
| <b>4.04</b> | Was the temperature inside the restaurant comfortable?                  |  |

*notes...*

| TOTALS FOR THIS SECTION |                 |            |              |
|-------------------------|-----------------|------------|--------------|
|                         |                 |            |              |
| <b>POSITIVE</b>         | <b>NEGATIVE</b> | <b>N/A</b> | <b>TOTAL</b> |

# PRESENTATION

## SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

|             |   |  |
|-------------|---|--|
| <b>5.01</b> | Was the table set with clean polished cutlery and napkins?      |  |
| <b>5.02</b> | Was the crockery, cutlery and table linen of a deluxe standard? |  |

*notes...*

| TOTALS FOR THIS SECTION |                 |            |              |
|-------------------------|-----------------|------------|--------------|
|                         |                 |            |              |
| <b>POSITIVE</b>         | <b>NEGATIVE</b> | <b>N/A</b> | <b>TOTAL</b> |

# MENU

## SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

results

|      |  |  |
|------|--|--|
| 6.01 | Were menus made available?   |  |
| 6.02 | Were the menus written in an appropriate font and easy to read?                      |  |
| 6.03 | Were the menus undamaged?  |  |
| 6.04 | Were the menus clean?  |  |
| 6.05 | Were the menus in line with the style of the venue?                                  |  |
| 6.06 | Was there an appropriate variety of items available on the menu?                     |  |
| 6.07 | Did the menu feature any locally sourced produce?                                    |  |
| 6.08 | Did the menu feature any specials?   |  |
| 6.09 | Was there evidence of seasonal variation with dishes on the menu?                    |  |
| 6.10 | Were there items on the menu that you hadn't seen before or that are not mainstream? |  |
| 6.11 | <b>If yes, what were they?</b>   |  |
| 6.12 | Were there at least three options of white wine by the glass?                        |  |
| 6.13 | Were there at least three options of red wine by the glass?                          |  |
| 6.14 | Were there at least three options of bottled beer?                                   |  |
| 6.15 | Were there locally sourced beverage options available on the menu?                   |  |
| 6.16 | <b>If yes, please give three examples.</b>   |  |
| 6.17 | Were there imported options available on the menu?                                   |  |
| 6.18 | <b>If yes, please give three examples</b>  |  |



6.19 Were there at least three non-alcoholic beverage options available on the menu?

6.20 Was there espresso coffee available on the menu?

*notes...*

| TOTALS FOR THIS SECTION |          |     |       |
|-------------------------|----------|-----|-------|
|                         |          |     |       |
| POSITIVE                | NEGATIVE | N/A | TOTAL |

*photo of the menu*

# TECHNICAL SKILLS & KNOWLEDGE OF STAFF

## SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

results

|      |  |  |
|------|--|--|
| 7.01 | Did the restaurant service staff member ask if you had been to the restaurant previously?          |  |
| 7.02 | Did the restaurant service staff member explain how the menu works / what specials were on order?  |  |
| ASK  | <i>"What's a popular dish that you'd recommend for me?"</i>  |  |
| 7.03 | <b>What did they recommend?</b>  |  |
| 7.04 | Was your query answered confidently?   |  |
| 7.05 | Was your query answered in an informative manner?  |  |
| 7.06 | Was your query answered efficiently?   |  |
| ASK  | <i>"What options do you have that are dairy-free?"</i>   |  |
| 7.07 | <b>What did they recommend?</b>  |  |
| 7.08 | Was your query answered confidently?   |  |
| 7.09 | Was your query answered in an informative manner?  |  |
| 7.10 | Was your query answered efficiently?   |  |
| 7.11 | Did the restaurant service staff member up sell or suggestive sell to you, when taking your order? |  |

notes...



| TOTALS FOR THIS SECTION |                 |            |              |
|-------------------------|-----------------|------------|--------------|
|                         |                 |            |              |
| <b>POSITIVE</b>         | <b>NEGATIVE</b> | <b>N/A</b> | <b>TOTAL</b> |

# FOOD & DRINK (QUALITY, CLEANLINESS & HYGIENE, EFFICIENCY OF SERVICE, ACCURACY OF ACCOUNT)

## SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

|             |   |  |
|-------------|---|--|
| <b>8.01</b> | Did the restaurant service staff member get your food order correct?  |  |
| <b>8.02</b> | Was the cutlery clean?  |  |
| <b>8.03</b> | Was the food served on clean crockery?  |  |
| <b>8.04</b> | Was all the food served at the correct temperature?   |  |
| <b>8.05</b> | Was the description of the dish on the menu, an accurate representation of the meal presented to you?                             |  |
| <b>8.06</b> | If more than one meal was ordered, were all meals delivered at the same time?   |  |
| <b>8.07</b> | If more than one meal was ordered, were all meals placed in front of the correct guest?   |  |
| <b>8.08</b> | Was salt and pepper available or were you offered salt and pepper?  |  |
| <b>8.09</b> | Did the restaurant service staff member get your drink orders correct?  |  |
| <b>8.10</b> | Were your drinks served in clean glasses?   |  |
| <b>8.11</b> | Were your drinks served at the appropriate temperature?   |  |
| <b>8.12</b> | Was your drink order taken within five minutes of you being seated at your table?   |  |
| <b>8.13</b> | Was your drink order brought to your table within five minutes of ordering?   |  |
| <b>8.14</b> | If more than one drink was ordered, were all drinks delivered at the same time?   |  |
| <b>8.15</b> | Was your meal order taken within five minutes of you placing your menu down on the table (after deciding what you wanted to eat)? |  |
| <b>8.16</b> | Was the first food item you ordered delivered to your table within 20 minutes of taking your order?                               |  |
| <b>8.17</b> | If more than one drink was ordered, were all drinks placed in front of the correct guest?   |  |
| <b>8.18</b> | Did the restaurant service staff member ask you how your meal was at any point?   |  |
| <b>8.19</b> | Were plates cleared within five minutes of all guests finishing their meals?  |  |

notes...

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| TOTALS FOR THIS SECTION |          |     |       |
|-------------------------|----------|-----|-------|
|                         |          |     |       |
| POSITIVE                | NEGATIVE | N/A | TOTAL |

photo of the meal and drinks

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# ENVIRONMENTAL SUSTAINABILITY

{\$VENUE\_NAME} - DELUXE RESTAURANT OF THE YEAR  
MYSTERY SHOPPING REPORT

*results*

|                                |  |  |
|--------------------------------|--|--|
| <b>9.01</b>                    | Was there visual evidence that the hotel is supportive of and/or engaging in environmentally sustainable practices?"e.g. reimbursements or incentives to minimise environmental footprint (credit for not changing towels each day), messaging/collateral around choices the hotel has made (no single-use water bottles), additional information at check-in about initiatives. |  |
| <b>If yes, what were they?</b> |  |  |

| TOTALS FOR THIS SECTION |          |     |       |
|-------------------------|----------|-----|-------|
|                         |          |     |       |
| POSITIVE                | NEGATIVE | N/A | TOTAL |

# LEAVING THE VENUE

## SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*results*

|              |   |  |
|--------------|---|--|
| <b>10.01</b> | Were you farewelled as you left the restaurant? |  |
| <b>10.02</b> | Was the bill accurate for what was ordered?     |  |

*notes...*

|  |
|--|
|  |
|--|

| TOTALS FOR THIS SECTION |                 |            |              |
|-------------------------|-----------------|------------|--------------|
|                         |                 |            |              |
| <b>POSITIVE</b>         | <b>NEGATIVE</b> | <b>N/A</b> | <b>TOTAL</b> |

### KEY COMMENTS

#### SAMPLE VENUE - DELUXE RESTAURANT OF THE YEAR MYSTERY SHOPPING REPORT

*overall feedback...*

|                       |
|-----------------------|
| <b>THE BEST THING</b> |
|-----------------------|

|                                   |
|-----------------------------------|
| <b>KEY AREA(S) OF IMPROVEMENT</b> |
|-----------------------------------|