# Restaurant Customer Service Survey

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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?

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

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | | | | |
| 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.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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.

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

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

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

**Copyright information - Please read**

© This [**Free Microsoft Office Template**](http://www.hloom.com/more/) is the copyright of Hloom.com. You can download and modify this template for your own personal use. You can (and should!) remove this copyright notice ([click here to see how](http://www.hloom.com/resumes/how-to-format-word/)) before customizing the template.

You may not distribute or resell this template, or its derivatives, and you may not make it available on other websites without our prior permission. All sharing of this template must be done using a link to <http://www.hloom.com/>. For any questions relating to the use of this template please email us - [info@hloom.com](mailto:info@hloom.com)