



Restaurant Customer Satisfaction Survey

Customer Name (Optional)

Harley Castro

Survey Date and Time

16 Aug 2018 03:27 PM

Completed on

16 Aug 2018 03:27 PM

Score


8/11.0 - 72.73%

Failed Responses

This section lists responses that were set as "failed responses" in the template used for this audit

Question	Response	Details
Was the ambience pleasant?	No	Music was too loud sometimes
Was the food in good quality and worth your money?	No	It is a bit expensive
Were order taken correctly?	No	I ordered mango shake but they served me iced tea

Audit - 8/11 72.73%

Question	Response	Details
Restaurant Survey		Score (8/11) 72.73%
Was the reservation done in the most possible convenient way?	Yes	
Were the restaurant facilities clean and well-maintained?	Yes	
Was the ambience pleasant?	No	Music was too loud sometimes
Were the staff friendly and professional?	Yes	
Was the food in good quality and worth your money?	No	It is a bit expensive
Were order taken correctly?	No	I ordered mango shake but they served me iced tea
Were the cutlery, glassware and crockery provided?	Yes	
Were requests done in a timely manner?	Yes	
Overall, was the restaurant service excellent?	Yes	
Will you comeback next time?	Yes	
Are you going to recommend this restaurant to others?	Yes	
Recommendations		
Please share us few things where we could do better	I know you guys are doing a bunch of things into your plate. Just pay attention with the orders. Otherwise it's a good service.	
Completion		
Full Name and Signature of Customer (Optional)	Harley Castro	

Question	Response	Details
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