



## Felipe's Taqueria Mystery Shop Assignment Summary and Requirements



Use these instructions for DINING ROOM VISITS ONLY. If you do not have a dining room shop scheduled, please contact your scheduler to receive the correct instructions.

### Background

Felipe's Taqueria has been serving excellent Mexican fare since 2004. They say their philosophy for good food is simple: ingredients should always be fresh and the recipes authentic. Felipe's is interested if their restaurants are upholding these standards.

### Summary

You will be covertly evaluating your assigned location for cleanliness, service, food quality and ID-check procedures. You will be purchasing an entrée to eat at the location.



This assignment is date and time sensitive. You must visit on your assigned date and time range.



This shop requires 15-30 minutes of in-store time to complete.



Compensation: \$8 Shop Fee and Up To \$15 Merchandise Reimbursement

### Requirements

By accepting this assignment, you are agreeing to complete the following requirements in order to receive compensation for the assignment.

### **Before the Visit**

1. Read these instructions and review the blank shop form.
2. Note your assigned date and shift (found in the shop title online). If you need to reschedule, please contact your scheduler or call (866) 870-1251.
  - a. Lunch – 11:30AM-3:00PM

### **Arrival**

3. Record the time you arrive.
4. Make general observations about the parking lot, exterior and interior store cleanliness.
5. Upon entrance, approached the main ordering area (there should be a cook or other employee taking orders from the food prep area). Do NOT order anything from the bar.

### **Order Taker/Cook**

6. Record the number of people in line ahead of you.
7. Record the amount of time you waited to be greeted.
8. Record the name (if available) AND description of the cook.
9. Make general observations about the service received from the cook (e.g. how you were greeted, suggestions the cook provided, if you were thanked, etc.).
10. Ask one menu-related question. Note how the cashier responds to the question.
11. Order at least one prepared hot food item (e.g. burrito, quesadilla, dinner plate, etc.). You may order additional items if you want, however, we will only reimburse up to \$15.

### **Cashier**

12. Record the name AND description of the cashier.
13. Make general observations about the service received from the cashier (e.g. how you were greeted, suggestions the cook provided, if you were thanked, etc.).
14. Obtain an ITEMIZED receipt (register, not credit card).
15. Note the salutation.

### **Departure**

16. Note if a manager is present. Record the name AND description.
17. Make general observations about the cleanliness of the dining area.
18. Visit the restroom and make general observations about cleanliness.
19. Note if any employee thanks you upon departure.

### **After the Visit**

20. Submit your visit survey online within 24 hours of your visit.
21. Upload your receipt to the survey (you can scan or take clear pictures of it to attach). If you do not have this ability, you may fax it to (818) 238-1257.

### **General Information**

Employee Description – Make sure to record the name (if possible), sex, age, height, weight, hair color/style and glasses/no glasses. Example: John – Male, 25, 5'11", 190 lbs, short brown hair, no glasses

If you have any additional questions, please feel free to contact us

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