



CUSTOMER SATISFACTION WALK

Are You Providing C.H.A.M.P.S.?

DINING ROOM

The first stop is the dining room, where you can see the operation from a customer's point of view.

■ **Look at team members as customers would.**

- ☐ Is someone ready to take the order?
- ☐ Is the order taker clear and easy to understand? Is she/he knowledgeable about the menu items?
- ☐ Is someone ready to prepare and serve the order?
- ☐ Is the order prepared quickly?
- ☐ Are team members smiling, using eye contact, suggestive selling and thanking customers?
- ☐ Do all team members present a fresh, clean appearance?

■ **Look at your customers: Are they smiling?**

- ☐ Ask your customers what we can do to improve our service.
- ☐ Ask your customers if there is anything else they need.

■ **Check the cleanliness of the dining room.**

- ☐ Are the tables and seats clean?
- ☐ Are the windows and doors free of smudges?
- ☐ Is there any trash on the floor?
- ☐ Are the trash enclosures overflowing?
- ☐ Are trays beginning to stack up?

■ **Check product quality while in the dining room.**

- ☐ Food left uneaten could indicate a problem in preparation.
- ☐ Ask customers about food quality.

■ **Check the environment in the dining room.**

- ☐ Has the temperature been set properly?
- ☐ Is the music at the right level?

■ **Check the restrooms.**

- ☐ Is there enough paper and soap?
- ☐ Are the floors, mirrors and toilets clean?

STORE EXTERIOR

Go outside and check the exterior of the store, where customers form their first impressions.

■ **Check the parking lot.**

- ☐ Is the parking lot free of trash and dirt?
- ☐ Is the landscape trimmed and free of trash?
- ☐ Are the trash cans clean, straight and not overflowing?
- ☐ Is the dumpster clean? Are the lids and gates closed?
- ☐ Are there any burned out or missing lights, including lights on signs and menuboard?

■ **Check the Drive-Thru area.**

- ☐ Is the bell being answered within 5 seconds?
- ☐ Are cars moving efficiently through?
- ☐ Are the team members using correct service procedures?
- ☐ Are the menuboard prices correct? Is print legible?

FRONT LINE

■ **Return inside and check the front line.**

- ☐ Are menu items being prepared properly and efficiently?
- ☐ Are team members using correct portioning?
- ☐ Are they using the two-handed stuff method?
- ☐ Do menu items look appealing?
- ☐ Are team members cleaning as they go?
- ☐ Are the produce bins adequately filled?
- ☐ Is there adequate product prepped for projected sales?
- ☐ Is there enough back-up?
- ☐ Are customers receiving their orders in less than one minute?

KITCHEN

■ **Check the kitchen area for use of sanitation procedures.**

- ☐ Are dishes washed and sanitized properly?
- ☐ Are employees washing hands in the sink after each task?
- ☐ Are cuts and burns properly bandaged?
- ☐ Are any sick employees working?

How Can You Deliver C.H.A.M.P.S.?