

CUSTOMER EXPERIENCE ASSESSMENT REPORT

Caliente

CALIENTE CAFE
CALIENTE CAFE EXPERIENCE
18 OCTOBER 2010

	Current	11/08
Overall Score	81%	82%

Summary

MOMENTS OF TRUTH

Arrival	88%
Seating	100%
Ordering	71%
Product Quality	67%
Cafe Staff	81%
Management/Sup	88%
Billing/Dep	80%
Overall Reflections	100%

DEPARTMENTS

Service	76%
Operations	78%
Service/Hygiene	100%
Hygiene	100%
Service/Beverages	100%
Beverage	80%
Service/Food	100%
Food	67%

CATEGORIES

Efficiency	90%
Consistency	88%
Cleanliness/Efficiency	100%
Cleanliness	100%
Attitude	79%
Product Knowledge	43%
Upselling	100%
Product Quality	100%
Accuracy	50%
Accuracy/Product Quality	NA
Likeability	NA

DIMENSIONS

Be There	79%
Choose Your Attitude	100%
Make Their Day	81%

Experience Narrative

Arrival

As we arrived on Monday, the 18th of October 2010, at 10h30, three female staff members were present at the entrance. Melinda and another female staff member who was dark of complexion and approximately 1.6m tall smiled and greeted. The other staff member stood on the opposite side of the entrance, and we had our backs to her. I could not see the "Please wait to be seated" sign. Melinda took us to a table immediately, as half the tables were open. Everything looked clean and neat. The Protea arrangement on the long table was fresh and beautiful. Melinda gave us the menus as we sat down.

Seating

As we sat down, Melinda gave us menus and said that she would be right back. She did not introduce herself. The table had an A5 advertisement, Salt and Pepper. Everything was neat and clean, and the table was stable.

Ordering

General

Melinda returned within 4 minutes.

Beverages

I ordered two Red Cappuccinos and she asked if it should be tall ones. I then asked for an explanation, which she gave professionally. All the crockery was in perfect condition.

All Day Snacking

My mom and son wanted to order Muffins, and asked what was available. Melinda explained the choices. They chose Blueberry. I asked what the Soup of the Day was and chose Butternut Soup. She returned to say my choice was out of stock. I asked about the Pasta of the Day, which she told me about. I then asked for an Avo and Chicken Wrap. Melinda brought the Muffins within 6 minutes along with knives and forks that were wrapped in serviettes. My Wrap arrived 6 minutes later.



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Product Quality

Beverages

I asked for two Cappuccinos - one Short, one Tall and a Tall Red Cappuccino. The beverages arrived within 5 minutes. My Cappuccino was served Short and hardly had any froth. I called Melinda back and asked if this was a Tall Cappuccino. She apologised, took it away and returned within 3 minutes with the correct order. It was perfect in every way.

Harvest Table

We were too early to make use of the Harvest Table. However, the staff were preparing it as we were sitting. Everything looked fresh and appealing.

All Day Snacking

We ordered two Blueberry Muffins and a Avo and Chicken Wrap. The Muffins were very nice and moist, with a distinct Blueberry taste and the White Chocolate on top was the best. The filling in the Wrap was really fresh and tasted super, but the Wrap itself was slightly hard and cold. It was tough to cut it, which made it difficult to eat.

Cafe Staff

The staff were all dressed in black pants with white t-shirts on. They had black aprons and black bandannas. The male staff member who was operating the coffee machine and a female staff member who was behind the Counter wore caramel hats/caps. The staff member who was operating the coffee machine appeared to love his job and get along very well with the other staff. All the staff were friendly and warm towards each other. At one point during the course of our visit, my son needed to use the toilet and I asked the female staff member who was at the entrance. She directed me to the staff toilets, which were very close by. I felt that it was very kind of her to do so.

Management/Sup

It appeared as though the female staff member at the door could have been the Manageress. She wore a brown jacket and black pants. We saw Gift on our departure. They were both dressed smartly and were approachable. My complaint did not require Management intervention. I did not see either of them interact with any of the Diners, except on arrival or departure.





Billing/Dep



The bill was brought to the table within 2 minutes of requesting it. It was presented in a black bill folder with a black pen. My Cappuccino was on the bill as Short, although I had ordered a Tall Cappuccino. I called to ask and Melinda said that it was fine, as she made the mistake. I paid cash and she correctly assumed that the change was for the gratuity. However, I had to call her back to get my slip that I left in the folder. On departure, Melinda, Gift and the female staff at the door greeted us goodbye.

Overall Reflections

It was a nice experience. The whole Cafe was clean and neat. The Proteas on the middle table were a very fresh 'cherry on the cake'.

Questionnaire

KEY	✓ YES	✗ NO	* NOT APPLICABLE(NA)
 COMMENT	 DEPARTMENT	 CATEGORY	 DIMENSION

1	Arrival	15/17	Yes/No/NA	Weight	Achieved
1	PLEASE NOTE: Certain Cafés have multiple entrances/can be accessed from various points. Only the main entrance will be manned by a staff member and this is also where the "Please wait to be seated" sign should be on display.		*		
2	Please state date and time of visit.  Monday, the 18th of October 2010, at 10h30.		*		
3	Please state level of trade on arrival: quiet, moderate or busy.  Moderate.		*		

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1	Arrival	15/17	Yes/No/NA	Weight	Achieved
4	If arriving at the MAIN ENTRANCE, were you greeted at the entrance on arrival? (Greenacres, Melville/Campus Square, Sea Point, Norwood, Bryanston, Northgate, Rivonia, Westgate, Constantia, Parkview, The Grove) Please indicate which entrance was used. ☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There		*		
5	Were you greeted at the entrance on arrival? (All other branches not already mentioned) ☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There		✓	5	5
6	Name/describe the Host on arrival. ☐☐☐A female staff member dark of complexion and approximately 1.6m tall.		*		
7	Was the "Please wait to be seated" signage visible? (Only visible at MAIN ENTRANCES for Cafés with multiple entrances) ☐☐☐There was no sign as far as I could see. ☐☐☐Operations ☐☐☐Consistency		✗	2	0
8	Were all the empty tables clean and free from dirty crockery/cutlery? ☐☐☐Service/Hygiene ☐☐☐Cleanliness/Efficiency ☐☐☐Be There		✓	5	5
9	Were all the chairs arranged in an orderly fashion? ☐☐☐They were all neatly pushed in. ☐☐☐Service/Hygiene ☐☐☐Efficiency ☐☐☐Be There		✓	5	5
10	Did you have to wait for a table to become available? ☐☐☐Melinda took us to a table immediately.		✗	0	0
11	If you had to wait, was the waiting period communicated to you? ☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There		*		
12	How long was the waiting period?		*		
13	If waiting, were you offered menus during the wait? ☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There		*		

2	Seating	50/50	Yes/No/NA	Weight	Achieved
1	Was the table stable? ☐☐☐Operations ☐☐☐Consistency ☐☐☐Be There		✓	5	5
2	Were all chairs clean? ☐☐☐Hygiene ☐☐☐Cleanliness ☐☐☐Be There		✓	5	5
3	Was the floor clean and tidy? ☐☐☐Service/Hygiene ☐☐☐Cleanliness ☐☐☐Be There		✓	5	5
4	Was there a A5 Perspex stand on the table? ☐☐☐Operations ☐☐☐Consistency ☐☐☐Be There		✓	5	5
5	Please briefly state what promotion/special/product was advertised in the Perspex stand. ☐☐☐One side was advertising Hot Chocolate in four flavours for R22.00. The other side was advertising two Cooks who would go around and cook, and to follow them on the Internet.		*		
6	Were you approached by a Waitron within 1 minute? ☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There		✓	5	5
7	Were you greeted in a friendly and welcoming manner? ☐☐☐Service ☐☐☐Attitude ☐☐☐Choose Your Attitude		✓	10	10
8	Were you greeted with eye contact? ☐☐☐Service ☐☐☐Attitude ☐☐☐Make Their Day		✓	5	5
9	Were you offered menus? ☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There		✓	5	5
10	Were the menus clean and in good condition? ☐☐☐Hygiene ☐☐☐Cleanliness ☐☐☐Be There		✓	5	5
11	Please state the name of the Waitron. ☐☐☐Melinda.		*		

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3	Ordering	60/85	Yes/No/NA	Weight	Achieved
General					
1	<p>Were you approached for your order within an acceptable amount of time? 4 minutes.</p> <p>☐☐☐☐Service ☐☐☐☐Efficiency ☐☐☐☐Be There</p>		✓	5	5
2	If not, how long did you wait?		*		
3	<p>If the wait was longer than expected, was an apology offered?</p> <p>☐☐☐☐Service ☐☐☐☐Attitude ☐☐☐☐Make Their Day</p>		*		
Beverages					
1	<p>Did your beverage order arrive within 8 minutes after placing the order?</p> <p>☐☐☐☐Service/Beverages ☐☐☐☐Efficiency ☐☐☐☐Be There</p>		✓	5	5
2	<p>When ordering hot beverages (excluding Tea), were the beverage sizes explained to you? SHORT CUP OR TALL MUG. I ordered two Red Cappuccinos and she asked if it should be tall ones. I then asked for an explanation, which she gave professionally.</p> <p>☐☐☐☐Service/Beverages ☐☐☐☐Product Knowledge ☐☐☐☐Be There</p>		✓	5	5
3	<p>Was your beverage order delivered without any spillages?</p> <p>☐☐☐☐Service/Beverages ☐☐☐☐Cleanliness ☐☐☐☐Make Their Day</p>		✓	5	5
4	<p>If required, was Sugar provided with your beverage?</p> <p>☐☐☐☐Service/Beverages ☐☐☐☐Efficiency ☐☐☐☐Be There</p>		✓	5	5
5	<p>Was the crockery spotless?</p> <p>☐☐☐☐Beverage ☐☐☐☐Cleanliness</p>		✓	5	5
6	<p>Was the crockery chip and crack free?</p> <p>☐☐☐☐Beverage ☐☐☐☐Cleanliness</p>		✓	5	5
Breakfast					
1	<p>If applicable, did the Waitron display excellent product knowledge with regard to the menu?</p> <p>☐☐☐☐Service ☐☐☐☐Product Knowledge ☐☐☐☐Be There</p>		*		
2	<p>If a reasonable off the menu request was made, was it honoured?</p> <p>☐☐☐☐Service ☐☐☐☐Product Knowledge ☐☐☐☐Make Their Day</p>		*		
3	<p>Was the order read back to you for confirmation?</p> <p>☐☐☐☐Service ☐☐☐☐Efficiency ☐☐☐☐Be There</p>		*		
4	<p>Was the food order delivered within 15 minutes?</p> <p>☐☐☐☐Service/Food ☐☐☐☐Efficiency ☐☐☐☐Make Their Day</p>		*		
5	<p>Was the correct cutlery delivered with the food?</p> <p>☐☐☐☐Service ☐☐☐☐Efficiency</p>		*		
6	<p>Were condiments provided promptly on request or offered when placing an order?</p> <p>☐☐☐☐Service ☐☐☐☐Efficiency ☐☐☐☐Be There</p>		*		
7	<p>Were the condiment bottles/ramekins clean and had they been replenished if necessary?</p> <p>☐☐☐☐Operations ☐☐☐☐Efficiency</p>		*		
8	<p>Was there an Espresso spoon with the ramekins (if applicable)?</p> <p>☐☐☐☐Service ☐☐☐☐Consistency</p>		*		
Lunch					
1	<p>If applicable, did the Waitron display excellent product knowledge with regard to the menu?</p> <p>☐☐☐☐Service ☐☐☐☐Product Knowledge ☐☐☐☐Be There</p>		*		
2	<p>Were you offered the option of selecting from the Harvest Table? Between 11h30 - 14h00 (Harvest Table concept stores ONLY)</p> <p>☐☐☐☐Service ☐☐☐☐Upselling ☐☐☐☐Make Their Day</p>		*		
3	<p>Was the Harvest Table concept clearly explained to you? Only after 11h30.</p> <p>☐☐☐☐Service ☐☐☐☐Product Knowledge ☐☐☐☐Make Their Day</p>		*		

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3	Ordering	60/85	Yes/No/NA	Weight	Achieved
Harvest Table					
1	HARVEST TABLE: Bryanston, Irene Mall, Hillcrest and Westgate do not have Harvest Tables, even though it states so on the menu. The Harvest Table is served from 11h30 - 14h30.		*		
2	Was assistance available at the Harvest Table? <small>☐☐☐Food ☞ Efficiency ☐☐☐Be There</small>		*		
3	Did the staff member display excellent product knowledge? <small>☐☐☐Food ☞ Product Knowledge ☐☐☐Make Their Day</small>		*		
4	Were adequate plates and cutlery available at the Harvest Table? <small>☐☐☐Operations ☞ Efficiency</small>		*		
5	Was there a serving spoon available with each dish? <small>☐☐☐Operations ☞ Efficiency</small>		*		
6	Was each dish labelled? <small>☐☐☐Operations ☞ Efficiency</small>		*		
7	Was each label correct? <small>☐☐☐Operations ☞ Efficiency</small>		*		
8	Was take-away packaging available on the Harvest Table? The containers are light brown pre-made up closed boxes or white boxes. <small>☐☐☐Operations ☞ Efficiency</small>		*		
9	Was the weighing process user-friendly? If not, please explain. <small>☐☐☐Service ☞ Efficiency</small>		*		
10	Was the payment process explained to you after weighing? <small>☐☐☐Service ☞ Efficiency</small>		*		
All Day Snacking					
1	If applicable, did the Waitron display excellent product knowledge with regards to the menu? <small>☐☐☐Service ☞ Product Knowledge ☐☐☐Be There</small>		✓	10	10
2	Did the Waitron inform you of the daily offerings of Pasta, Salad & Soup of the day? If so, what were they? (Only available and applicable after 11h00) <small>☞</small> I had to ask. Soup - Minestrone, Butternut and Vegetable Soups and Pasta - Beef Lasagne. <small>☐☐☐Service ☞ Product Knowledge ☐☐☐Be There</small>		✗	10	0
3	On ordering, if your choice of filling was unavailable, were you informed immediately? <small>☞</small> I was not informed that Butternut Soup was out of stock. <small>☐☐☐Service ☞ Product Knowledge ☐☐☐Be There</small>		✗	10	0
4	If ordering Cakes/Pastries, was the order delivered within 10 minutes? <small>☞</small> 6 minutes. <small>☐☐☐Service ☞ Efficiency ☐☐☐Be There</small>		✓	5	5
5	If ordering food, other than Cakes/Pastries, was the order delivered within 15 minutes? <small>☞</small> 12 minutes. <small>☐☐☐Service/Food ☞ Efficiency</small>		✓	5	5
6	If a reasonable off the menu request was made, was it honoured? Please explain. <small>☐☐☐Service ☞ Product Knowledge ☐☐☐Make Their Day</small>		*		
7	Was the correct cutlery delivered with the order? <small>☐☐☐Service ☞ Efficiency</small>		✓	5	5
8	Were condiments provided promptly on request or offered when placing an order? <small>☞</small> We did not ask and none were offered. <small>☐☐☐Service ☞ Efficiency ☐☐☐Be There</small>		✗	5	0

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3	Ordering	60/85	Yes/No/NA	Weight	Achieved
9	Were the condiment bottles/ramekins clean and had they been replenished if necessary? <small>☐☐☐Operations ☐☐☐Efficiency</small>		*		
10	Was there an Espresso spoon with the ramekins (if applicable)? <small>☐☐☐Service ☐☐☐Consistency</small>		*		

4	Product Quality	20/30	Yes/No/NA	Weight	Achieved
Beverages					
1	Please state which items were selected. <small>☐☐☐Two Cappuccinos - one Short, one Tall and a Tall Red Cappuccino.</small>		*		
2	Did you enjoy your beverages? <small>☐☐☐Beverage ☐☐☐Product Quality ☐☐☐Make Their Day</small>		✓	0	0
3	Was the beverage served as ordered? If not, please explain. <small>☐☐☐I first got a Short Coffee. I returned it and got the correct one.</small> <small>☐☐☐Beverage ☐☐☐Accuracy</small>		✗	5	0
4	Was the beverage served at the correct temperature? <small>☐☐☐Perfect.</small> <small>☐☐☐Beverage ☐☐☐Product Quality</small>		✓	5	5
5	Was the beverage well presented? <small>☐☐☐Beverage ☐☐☐Product Quality ☐☐☐Make Their Day</small>		✓	5	5
Breakfast					
1	Please state which items were selected.		*		
2	Please rate each items using the following ratings: poor/average/good/very good/exceeds expectation.		*		
3	Please explain your ratings.		*		
4	Did you enjoy your food? <small>☐☐☐Food ☐☐☐Product Quality ☐☐☐Make Their Day</small>		*		
5	If not, please explain.		*		
6	Was each dish served as ordered? <small>☐☐☐Food ☐☐☐Accuracy/Product Quality</small>		*		
7	Was the presentation of each dish appealing? <small>☐☐☐Food ☐☐☐Consistency ☐☐☐Make Their Day</small>		*		
8	Was the food served at the correct temperature? <small>☐☐☐Food ☐☐☐Product Quality</small>		*		
Harvest Table					
1	Did every item on the Harvest Table look fresh and appetising? <small>☐☐☐Food ☐☐☐Attitude ☐☐☐Choose Your Attitude</small>		*		
2	Was each dish attractively garnished? <small>☐☐☐Food ☐☐☐Product Quality</small>		*		
3	Were heated plates available upon request? <small>☐☐☐Operations ☐☐☐Likeability ☐☐☐Make Their Day</small>		*		
4	Were all dishes replenished when necessary? <small>☐☐☐Food ☐☐☐Efficiency</small>		*		
5	Was all food off the Harvest Table served at the correct temperature? If not, please explain. <small>☐☐☐Hygiene ☐☐☐Consistency</small>		*		
6	Please state which items were selected.		*		
7	Please rate the items using the following ratings: poor/average/good/very good/exceeds expectation.		*		
8	Please explain your ratings.		*		
9	Did you enjoy your food? <small>☐☐☐Food ☐☐☐Product Quality ☐☐☐Make Their Day</small>		*		
10	If not, please explain.		*		
All Day Snacking					

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4	Product Quality	20/30	Yes/No/NA	Weight	Achieved
1	Please state which items were selected. Two Blueberry Muffins, and an Avo and Chicken Wrap.		*		
2	Please rate each items using the following ratings: poor/average/good/very good/exceeds expectation. Muffins - very good. Avo and Chicken Wrap - good.		*		
3	Please explain your ratings. The Muffins were moist, with a very Blueberry taste and the White Chocolate on top was perfect. The filling in the Wrap was very nice and fresh, but the Wrap itself was cold and a bit hard.		*		
4	Did you enjoy your food? <input type="checkbox"/> Food <input checked="" type="checkbox"/> Product Quality <input type="checkbox"/> Make Their Day		✓	0	0
5	Was the food correct as per order? <input type="checkbox"/> Food <input checked="" type="checkbox"/> Accuracy <input type="checkbox"/> Be There		✓	5	5
6	Was the presentation appealing? Very nice. <input type="checkbox"/> Food <input checked="" type="checkbox"/> Accuracy <input type="checkbox"/> Make Their Day		✓	5	5
7	Did the items ordered meet your expectations? <input type="checkbox"/> Food <input checked="" type="checkbox"/> Accuracy		✗	5	0
8	If not, please explain. The Wrap itself was cold and a bit hard.		*		

5	Cafe Staff	65/80	Yes/No/NA	Weight	Achieved
1	Were all Café staff wearing name badges? The female staff member who I saw at the entrance was not wearing a name badge. <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Consistency		✗	5	0
2	Were all Café staff wearing aprons? <input type="checkbox"/> Operations <input checked="" type="checkbox"/> Consistency		✓	5	5
3	Were all uniforms clean? <input type="checkbox"/> Hygiene <input checked="" type="checkbox"/> Cleanliness		✓	5	5
4	Was the Kitchen Attendant manning the Harvest Table wearing a hair net, white bandana and a white jacket? <input type="checkbox"/> Hygiene <input checked="" type="checkbox"/> Consistency		*		
5	Were all Café staff wearing minimal jewellery? <input type="checkbox"/> Hygiene <input checked="" type="checkbox"/> Consistency		✓	5	5
6	Was long hair tied back? <input type="checkbox"/> Hygiene <input checked="" type="checkbox"/> Consistency		✓	5	5
7	Were all Café staff free of strong cigarette odours? <input type="checkbox"/> Hygiene <input checked="" type="checkbox"/> Consistency		✓	5	5
8	Did all Café staff appear to take pride in their appearance? <input type="checkbox"/> Service <input checked="" type="checkbox"/> Attitude <input type="checkbox"/> Choose Your Attitude		✓	5	5
9	Did all Café staff appear to take pride in their jobs? <input type="checkbox"/> Service <input checked="" type="checkbox"/> Attitude <input type="checkbox"/> Choose Your Attitude		✓	5	5
10	Did all Café staff appear to be enjoying their jobs? Especially the male staff member working the coffee machine. <input type="checkbox"/> Service <input checked="" type="checkbox"/> Attitude <input type="checkbox"/> Choose Your Attitude		✓	5	5
11	Did all Café staff behave professionally at all times? <input type="checkbox"/> Service <input checked="" type="checkbox"/> Attitude <input type="checkbox"/> Choose Your Attitude		✓	5	5
12	Did you feel as though the experience centred around you, the Diner? There was a slight hustle and bustle to get the Harvest Table ready. <input type="checkbox"/> Service <input checked="" type="checkbox"/> Attitude <input type="checkbox"/> Make Their Day		✗	10	0
13	Did you feel as if staff were attentive to your needs? <input type="checkbox"/> Service <input checked="" type="checkbox"/> Efficiency <input type="checkbox"/> Make Their Day		✓	10	10

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5	Cafe Staff	65/80	Yes/No/NA	Weight	Achieved
14	<p>Was any form of upselling done during your experience? Please specify what was upsold.</p> <p>Melinda asked if the hot beverages should be Tall ones.</p> <p>☐☐☐Service ☐☐☐Upselling ☐☐☐Make Their Day</p>		✓	10	10

6	Management/Sup	35/40	Yes/No/NA	Weight	Achieved
1	<p>Was a Manager/Supervisor visible at all during your visit? Between 10h00 & 15h00.</p> <p>It appeared as though the female staff member at the door could have been the Manageress. Gift also stood at the entrance as we left.</p> <p>☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There</p>		✓	10	10
2	<p>Was the Manager/Supervisor visibly interacting with ANY Diners during your visit?</p> <p>She stood by the door most of the time and I only saw Gift upon our departure.</p> <p>☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There</p>		✗	5	0
3	<p>Could you easily identify the Manager/Supervisor? Please note that Supervisors (not Managers) are attired in black WW Café tops.</p> <p>☐☐☐Operations ☐☐☐Consistency</p>		✓	5	5
4	<p>Was the Manager/Supervisor smart in appearance?</p> <p>☐☐☐Operations ☐☐☐Consistency</p>		✓	5	5
5	<p>Did there appear to be a positive team spirit amongst the staff?</p> <p>☐☐☐Service ☐☐☐Attitude ☐☐☐Choose Your Attitude</p>		✓	5	5
6	<p>Did there appear to be a positive relationship between Café staff and Manager/Supervisor?</p> <p>They were chatting in a relaxed manner when we arrived and right through our visit.</p> <p>☐☐☐Service ☐☐☐Attitude ☐☐☐Choose Your Attitude</p>		✓	5	5
7	<p>If a problem was not handled by staff, did Management/Supervisor handle it sufficiently?</p> <p>☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There</p>		*		
8	<p>If a complaint needed to be voiced, was the Manager/Supervisor available?</p> <p>Melinda changed my Cappuccino and that was it.</p> <p>☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There</p>		*		
9	<p>If not, were you offered a comment card to fill in?</p> <p>☐☐☐Service ☐☐☐Consistency</p>		*		
10	<p>Was the complaint dealt with in a professional manner?</p> <p>☐☐☐Service ☐☐☐Attitude ☐☐☐Make Their Day</p>		✓	5	5
11	<p>Please state the complaint and the action taken.</p> <p>I received the wrong size Cappuccino and Melinda rectified it.</p>		*		
12	<p>Please state the name of the Manager/Supervisor or provide a description.</p> <p>Gift.</p>		*		

7	Billing/Dep	40/50	Yes/No/NA	Weight	Achieved
1	<p>Was the bill brought within 5 minutes, after requesting it?</p> <p>☐☐☐Service ☐☐☐Efficiency ☐☐☐Be There</p>		✓	5	5
2	<p>If not, please state how long it took.</p>		*		
3	<p>Was the bill presented in a bill folder with a pen?</p> <p>☐☐☐Service ☐☐☐Efficiency</p>		✓	5	5
4	<p>Was the bill accurate in terms of amount, date and time?</p> <p>☐☐☐Service ☐☐☐Accuracy</p>		✓	5	5

CUSTOMER EXPERIENCE ASSESSMENT REPORT

Caliente

7	Billing/Dep	40/50	Yes/No/NA	Weight	Achieved
5	Were all the items on the bill accurately reflected as per your order? ☐☐☐Service ☑ Accuracy		✗	5	0
6	If not, what was incorrect? ☐ My Cappuccino was on the bill as Short, although I had ordered a Tall Cappuccino.		*		
7	Were the discrepancies sorted out professionally? ☐ She said it was fine since she made the mistake ☐☐☐Service ☑ Attitude ☐☐☐Make Their Day		✓	5	5
8	Was an apology offered? ☐☐☐Service ☑ Attitude ☐☐☐Make Their Day		✗	5	0
9	Was payment collected timeously? ☐☐☐Service ☑ Efficiency ☐☐☐Be There		✓	5	5
10	After payment was collected, was the payment process finalised within a reasonable period of time? ☐☐☐Service ☑ Efficiency ☐☐☐Make Their Day		✓	5	5
11	If not, how long did it take?		*		
12	Was the correct change brought to your table? ☐ I paid cash and the change was left as a gratuity. ☐☐☐Service ☑ Efficiency		*		
13	If paying by Card, were you offered the option of accompanying the Waitron to the tillpoint? ☐☐☐Service ☑ Consistency		*		
14	Only between 25th and 31st of the month: Were Comment Cards inserted in the bill folder? ☐☐☐Operations ☑ Efficiency		*		
15	On departure, were you thanked by at least one other staff member? ☐ We were thanked by three staff members. ☐☐☐Service ☑ Consistency ☐☐☐Make Their Day		✓	10	10

8	Overall Reflections	10/10	Yes/No/NA	Weight	Achieved
1	Did you enjoy your experience at Caliente Café?		✓	5	5
2	Would you recommend the Caliente Café to your friends?		✓	5	5
3	If not, please explain.		*		

On considering your overall experience at Caliente during this visit:	
Did you feel that the overall experience represented value for money?	Experience was a bit pricey <i>R21.00 for a Muffin was a bit much.</i>
Was there anything that enhanced your Experience?	<i>The kindness of the female staff member at the entrance who directed me to the staff toilet.</i>
Was there anything that detracted from your experience?	<i>The Cappuccino that arrived incorrectly, and the hard, cold Wrap.</i>