

**LOGO**

**EVALUATION #**  
2927920

12-14-2021

**SURVEY: DRIVE- THRU**

**TEST**

TEST  
123 TEST  
Austin TX US

Location: TEST

**AVGS & SHOP COUNTS**

Location avg (0) 0%

Company avg (0) 0%

**SECTIONAL SCORES**

**Overall : (29/29)**

100%

**Environment : (3/3)** 100%

**Service : (13/13)** 100%

**Overall Experience :** 100%  
(13/13)

**YOUR SCORE**

**100%**

29/29 points

**COMPANY RANK YTD**

**1/1**

**THIS SCORE VS LOCATION YTD**

**100%**  
This Evaluation



**--%**  
YTD Average

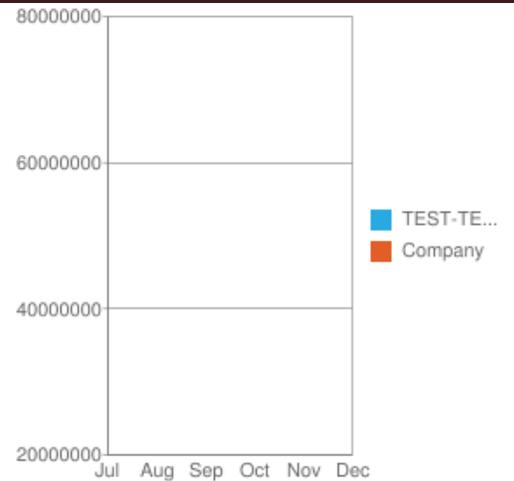
**LOCATION VS COMPANY YTD**

**--%**  
YTD Average



**--%**  
YTD Average

Section	This Evaluation	Last Evaluation	+/-
<b>Overall</b>	100%	--%	--%
Environment	100%	--%	--%
Service	100%	--%	--%
Overall Experience	100%	--%	--%

**TREND VS. LEVELS****QUESTION****SCORE****ANSWER**

**Date shop performed**

12/14/2021

Time shop performed

1:00 PM

Amount spent:

\$10.29



Main Street Restaurant  
6332 Business Drive  
Suite 528  
Palo Alto California 94301  
575-1628095

Fri 04/07/2017 11:36 AM

Merchant ID: 9hqjxvufdr  
Terminal ID: 11111

Transaction ID: #e6d598ef  
Type: CREDIT

PURCHASE

Number: XXXXXXXXXXXXX0041  
Entry Mode: Swiped  
Card Type: DISCOVER

Response: APPROVED  
Approval Code: 819543

Sub Total USD\$ 25.23  
Tip: 3.78

-----  
Total USD\$ 29.01

Thanks for supporting  
local business!

THANK YOU

Picture Upload of your Order:



**ENVIRONMENT 100% (3/3)**

If arriving after dark, were both the building and the parking lot well lit?	1/1	✓ Yes No N/A
Was the exterior of the pick-up window area clean?	1/1	✓ Yes No
Was the menu board in good condition, clean, and easy to read?	1/1	✓ Yes No

**SERVICE 100% (13/13)**

Approximately how many cars were waiting to place their order at the speaker/ menu board when you arrived?		1
Once you pulled up to the speaker/ menu board, were you greeted within 5 seconds?	1/1	✓ Yes No
Were you greeted in a friendly, clear, and easy to understand manner?	1/1	✓ Yes No
Please list all that you ordered:		Vanilla ice cream with caramel in a cone

At some point during your interaction, did the order taker repeat your order back to you?	1/1	✓ Yes No
Did the order taker attempt to up-sell any items or add something additional on to your order?	1/1	✓ Yes No
Did the order taker provide you with your total?	1/1	✓ Yes No
Did the order taker politely ask you to pull to the window?	1/1	✓ Yes No N/A
Once you pulled up to the pick-up window, were you greeted by someone in less than 30 seconds?	1/1	✓ Yes No
Was the person that greeted you at the pick-up window wearing a name tag?	1/1	✓ Yes No
If so, what was their name?		Carina
Did the person that greeted you at the pick-up window make eye contact, and engage with you in a friendly manner?	1/1	✓ Yes No
Did the cashier verify they had the correct order by repeating some or all of the items?	1/1	✓ Yes No
Did the employee ask if you were a sweet rewards member, or ask if you have our app?	1/1	✓ Yes No
If you were asked if you were a sweet rewards member, and you replied that you were not a member, did the associate provide more information?	1/1	✓ Yes No N/A
N/A this question if you answered YES to the above question, and you have the app or are a sweet rewards member.		
How long was your wait from the time you finished placing your order at the speaker/menu board until you received your items at the pick-up window?		04:59 min:sec
When you received your order at the pick-up window, were all of your items made to your expectation?	1/1	✓ Yes No
Please explain any NO answers in detail. There were no NO answers.		

### OVERALL EXPERIENCE 100% (13/13)

Based on this experience, would you return to this location?	10/10	✓ Yes No
Please give a detailed explanation as to why you would or would not return to this location again. This location was clean, and quick. The icecream was tasty and the associates were welcoming and polite.		
Were you please with the food quality?	1/1	✓ Yes No
Did you feel safe and comfortable at this establishment?	1/1	✓ Yes No
Were you please with the level of service you received?	1/1	✓ Yes No

