FAB — MYSTERY SHOPPERS — WINTER 2017

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STARBUCKS
STARBUCKS STC
WEDS. MARCH 29, 2016 @11:38 AM

Paid $18.53 for a Bacon and Gouda Breakfast Sandwich, Spinach Feta Wrap, Tall Mocha Frappuccino, Tall Mango Black Tea Lemonade

Customer Service 20/20
  ▪ Super friendly and knowledgeable
  ▪ As regular Starbucks are, put names on cups, felt personal 😊

Variety Menu 12/15
  ▪ Definitely not too lunch-friendly, but definitely good to pass by and for breakfast or a small meal

Quality 19/20
  ▪ Very consistent, delicious, the sandwiches are pre-made and toasted, but didn’t taste premade
  ▪ Drinks were as expected - awesome
WEDS. MARCH 29, 2016 @11:38 AM

Paid $18.53 for a Bacon and Gouda Breakfast Sandwich, Spinach Feta Wrap, Tall Mocha Frappucino, Tall Mango Black Tea Lemonade

Speed of Service 13/15
- Surprisingly efficient, Starbucks is always a little slower than Tim Horton’s
- 5 mins to get to front of the line, <1 min to order, 3 mins wait

Value for Money 9/15
- Sandwiches are small, drinks are expensive, but it’s Starbucks and that’s not changeable

Cleanliness/Accessibility/Atmosphere 13/15
- Lots of students studying, almost couldn’t find a seat, otherwise very clean
- Only complaint is that the line moves fast, hard to see menu and decide

Overall: 86/100
Paid $20.31 for a Caribbean Breeze Smoothie, Turkey Pesto Sandwich, and Mango Madness Smoothie

Customer Service 12/20
- Nothing specifically wrong with service, answered all questions I had
- Did not feel personable, none of the workers said hi, one lady took the order and everyone else ignored me
- Everything got served separately, which I thought was strange, it was a weird ~30 second wait between each food item

Variety Menu 14/15

Quality 18/20
- The bread cooled down, ingredients were fresh and wholesome, maybe not as flavourful but it’s expected due to healthiness
- Smoothies were delicious
Paid $20.31 for a Caribbean Breeze Smoothie, Turkey Pesto Sandwich, and Mango Madness Smoothie

Speed of Service 15/15
- No line at all

Value for Money 10/15
- “I wouldn’t choose this over caf food unless I was dieting” – my friend

Cleanliness/Accessibility/Atmosphere 15/15
- Beautiful area, separate menus easy to read

Overall: 84/100
Paid $11.54 for a Cheeseburger and Fries

Customer Service 18/20
- Pleasant, didn’t get the impression that me coming in late was a chore for them
- Happy to customize people’s orders

Menu Variety 15/15
- Had several different options, lots of customization, some healthy options

Quality 19/20

Speed of Service 12/15
- 5 minutes waiting in line, 4 for food
- Felt like they could have been grilling multiple burgers at once instead of just one – not a big deal at this time of day

Value for Money 8/15
- Food quality was great, but $11.54 for a burger and fries combo is a lot. Burger was kind of small, fries were a good size

Cleanliness/Accessibility/Atmosphere 15/15

Overall 87/100
Paid $9.54 for a Chicken Shawarma Wrap and Drink

**Customer Service 18/20**
- Were happy to customize my order exactly as I wanted it
- Everyone was friendly, despite it being busiest time of day (?)

**Menu Variety 15/15**
- Tons of different types of food available, very impressive

**Quality 20/20**
- Food was excellent!

**Speed of Service 15/15**
- 2 minute waiting in line, another 2 for food
- Had several staff preparing food, very efficient system

**Value for Money 13/15**
- Food quality was excellent, shawarma itself was $6.99. Fairly priced, but not something I would buy everyday

**Cleanliness/Accessibility/Atmosphere 15/15**

Overall 96/100
SCH LUNCH

Tuesday, March 14th, 11:38 am
Total: $19.34
My order:

1. Beef Ramen Noodles $8.99
2. Daily Special from the local eats station: bean & sweet potato chimichanga with creamy chipotle dressing and home fries $7.99
3. Pre-packaged brownie $1.59
CRITERIA

Customer service: 18/20
- the staff were friendly & informative about their menus regarding the vegetarian, halal, gluten free, and peanut free options
- staff were prompt with cleaning DIY noodle station, and restocking ingredients as needed
- staff added more vegetables and noodles to my order upon request

Variety 13/15
- the sushi bar only had 2 vegetarian options with the same filling, but the other was multigrain rice
- loved how the daily special was a vegetarian item
- three types of stock for the noodles (veggie, chicken, beef) & a lot of toppings

Quality: 17/20
- there was a lingering burn smell while I was ordering my food & brownie was too sweet (too much frosting)
- vegetarian option was really well made, perfect ratio filling & toasted bottom for the chimichanga, but wished the sauce was not a huge spoonful on the chimichanga itself (messy to eat)
- ramen preparation, not enough soup to thoroughly cook vegetables—> some what bland without hoison sauce
CRITERIA CONTINUED

Speed 14/15

- Service prompt even with a line up at the noodle bar, staff cleared line quickly even when getting chimichanga

- Wait time: 5 minutes for ramen (to cook the noodles & raw meat), spent ~10 minutes in the cafe

Value: 15/15

- Huge portion size! Could barely finish!

- Ramen bar is DIY, and you can add more to the small bowl if you just ask while staff is prepping food

Hygiene: 14/15

- Staff quickly cleaned/ wiped down the stations when it got messy
AHS FRSH DINNER

Tuesday March 28th, 11:45 am, 1:45 pm
Total: $21.37
My order:

1. Caribbean Breeze Smoothie $4.99
2. Veggie Extreme Wrap without olives $6.99
3. Smokehouse burrito $7.99
CRITERIA

Customer service: 19/20

- The staff were friendly, always smiling, & informative about their menus regarding the vegetarian, halal, gluten free, and vegan options, and asked customers if they needed anything else after receiving their food (i.e. soya sauce, straws, etc)
- The staff shared their favourite foods on the menu and which ones they recommended trying
- The staff worked together well and kept their kitchen space clean and tidy at all times

Variety 14/15

- Lots of variety (i.e. salads, wraps, burritos, rice bowls, etc), though the smoothies were all similar (mostly tropical)
- Daily special
- Plenty of customizable toppings, i.e. quinoa or brown rice, soy or whey protein, almond milk or coconut milk, etc

Quality: 15/20

- There was too much quinoa and rice in each of the wraps (overwhelmed the other ingredients) and an unequal distribution of ingredients in both wraps (i.e. dressing, cheese), corn also overcooked
- Though the pork was amazing the burrito was very sweet! Some type of acidic component (i.e. coleslaw or raw onion) recommended
- Both wraps tasted very healthy and fit in with the AHS / “Fresh” concept, not overly salty, didn’t feel sluggish after eating the food
CRITERIA CONTINUED

Speed 14.5/15

- service prompt, staff relayed order numbers efficiently
- wait time: 3 minutes for both wraps, 3 person line up at most

Value: 13/15

- Portion for the burrito was huge and so filling, can make ~2 small meals
- Veggie wrap and smoothie not worth their prices ($6.99, $4.99)
- Dishes with meat are reasonably priced, vegetarian options a little pricey

Hygiene: 15/15

- very clean work environment, and display set up in front of the cashier was always tidy and organized
Paid $20.50 for a Chicken Burger Combo and Butter Chicken Poutine (very healthy!)

Customer Service 9/10
- Knowledgeable of the menu and accurately walked me through ingredients in the menu system
- Provided me an opinion of what I wanted based on my tastes
- Had to ask one or two questions to get clarification

Variety Menu 10/10

Quality 9/10
Paid $20.50 for a Chicken Burger Combo and Butter Chicken Poutine (very healthy!)

Speed of Service 7/10
- Very busy, taking around 15-16 minutes to get food

Value for Money 8.5/10

Cleanliness 10/10

Accessibility/Convenience 6/10
- Location was fairly difficult to locate, crammed kitchen and ordering space

Overall 59.5/70
ML DINER—
TUES MAR 21ST, 2017 @ 12:45 PM
Paid $5.09 for a Yogurt Parfait (SOOOOOO GOOOD)

Customer Service 8/10
- Asked them how many times they switch out the refrigerated items, was not sure about it

Variety Menu 9/10 (Sandwiches, Breakfast Items, Drinks, etc.)

Quality 10/10
- Probably the best parfait I have ever tasted in my life

Speed of Service 10/10
- No one was in line, ordered instantly since food was pre-made
Paid $5.09 for a Yogurt Parfait (SOOOOOO GOOOD)

Value for Money 7/10
- Relatively expensive at around $5, but reasonable for the quality provided

Cleanliness 10/10
- Extremely clean area, however cleaning equipment was just out in the open the entire time I was there

Accessibility/Atmosphere 10/10
- Beautiful and relaxing space to be in, easy to spot while walking across

Overall 64/70
PITA PIT—
TUES. MARCH 27, 2016 @5:53PM

Paid $10.38 Regular Whole Wheat Spicy Black Bean Pita with Grilled Mushrooms, Assorted Veggies, No Cheese + Apple

Customer Service 10/10
- Very Friendly! Very happy with the way Ramya handled my ordered
- Many employees were involved in the creation of the Pita… Three people – one on the grill, one to steam, one to assemble
- The people all worked as if they were friends with each other!

Variety Menu 10/10 – Great! Lots of new options such as Halal Shwarma!
- Can double meat, cheese, lots of veggies!! Sauces can help adjust taste as well
- Vegetarian friendly, vegan friendly, halal friendly

Quality 9/10
- Pita was NOTICEABLY stale… need to store the pitas in air tight containers
- Would appreciate if the pita could be steamed a little longer/grilled

Speed of Service 10/10
- Very fast! No line
- Took a long time to identify which sticker to place

Value for Money 10/10
- Good relative to the school, bad relative to off-campus options (as expected)

Cleanliness/Accessibility/Atmosphere 9/10 – there was a FLY

Overall 58/60 (*Note: it did get very busy when I was finished eating, at 9:28am)
Paid $9.00 for a Make Your Own Curry Meal

Customer Service 9/10
- Not very vocal – got the job done
- Lady cooking seemed very unhappy – but she did her job well
- The person at the cash register did not know how to print receipt, and was very uncooperative when I urged her to print the receipt

Variety Menu 7/10
- Not enough healthy options other than salad and sandwiches
- Too many deep fried options that day … coconut shrimp & burgers?
- Would also prefer a brown rice option for health reasons
- Curry option was good – can choose chicken, tofu, or shrimp, and customize vegetables – came with naan as well

Quality 9/10
- Would prefer a sign that recommends how many spices I should be putting into my spice cup because I put too little and it was slightly bland
- Clean service area, very loud and lively, a few spills of beverages and crumbs on the table
Paid $9.00 for a Make Your Own Curry Meal

Speed of Service 10/10
- Line was fairly short. Got my meal in 10 minutes.

Value for Money 10/10
- Curry option was good value – I was EXTREMELY full after eating only half
- The other hot food options also seem reasonably priced, but the prepackaged items were very overpriced (cake, pastries, juice)

Cleanliness/Accessibility/Atmosphere 9/10
LUNCH — BON APPETIT
WED. MAR 29, 2017 @3 PM

Paid $12 for Ah So Sushi Salmon Rice Lunch

Customer Service 8/10
- Very Nice! The Chef for chopsticks was extremely welcoming, even though I did not make a purchase from there.

Variety Menu 7/10
- Great Variety – Asian and western options. Sandwiches available for those who do not have time for the meal to be prepared!
- Customized

Quality 9/10
- Fairly good. The rice for the sushi is a little bit stale. Usually sushi rice is not supposed to be stored in the refrigerator.
- The sushi is better than the sushi at the other location on campus.
LUNCH — BON APPETIT
WED. MAR 29, 2017 @ 3 PM

Paid $12 for Ah So Sushi Salmon Rice Lunch

Speed of Service 10/10
- Line was long for food, and long for checkout. Only one person manning the checkout area, when clearly it is a peak time.
- Love the express line option for ChopSticks! Definitely saves a lot of time for some people

Value for Money 7/10
- Fairly overpriced for the quality.

Cleanliness/Accessibility/Atmosphere 9/10
- Clean area overall. Smells amazing. Lively atmosphere.