MYSTERY SHOPPERS

BETH, CARLY, RICHARD, VIVIEN
Sandwich, Iced Herbal Tea, Pretzel with Dijon Mustard

Customer Service 10/10
- Staff were knowledgeable and enthusiastic, accommodating

Variety Menu 4/10
- Having something easy like bagels would really improve variety

Quality 5/10
- Quality of drinks was very high, food was low
- Sometimes tea over steeped, especially jasmine

Speed of Service 9/10
- Quick, self-serve, drinks not always ready

Value for Money 6/10
- Having nicer cups would increase perceived value

Cleanliness/Accessibility/Atmosphere 10/10
- Appreciate sample options, nice study space, clean counters

Overall 44/60
Thai Rice Box, Pomegranate Passion Juice
Customer Service 10/10
   - Knowledgeable, open to questions
Variety Menu 9/10
   - More vegetarian options? Available unadvertised?
Quality 8/10
   - Bright, fresh vegetables
   - Some dishes somewhat bland, forgotten ingredients
Speed of Service 8/10
Value for Money 4/10
   - Including more rice and cheaper vegetables
   - Smoothies could include more healthy ingredients
Cleanliness/Accessibility/Atmosphere 9/10
   - Electronic food boards attractive, but otherwise poor signage
   - Inefficient placing of straws and forks
Overall 48/60
   - Why, finishing thoughts
TIM HORTONS DC- NOV 17

• Iced Cap, Chocolate Lava Muffin, 40 Timbits $12.30
• Customer Service 10/10
  – They were able to unusual customer requests in a very well mannered way.
• Variety Menu 8/10
  – Some of their Menu was blocked by a promotion banner.
• Quality 8/10
• Speed of Service 9/10
  – Took 5 minutes in total
• Value for Money 9/10
• Cleanliness/Accessibility/Atmosphere 8/10
  – Blocking a narrow hallway of DC
  – Not enough Timbits to order 50.
  – It was hard for workers to call for customers next in line.
• Overall 52/60
  – The location of Tim Hortons made it hard to service the customers and passengers to move around
STARBUCKS AHS - NOV 26

- Double Bacon Egg, Vanille frappuccino, Latte $15.58
- Customer Service 10/10
  - Very friendly, and nice service
  - Was able to provide a detailed ingredients of foods
- Variety Menu 9/10
- Quality 10/10
- Speed of Service 9/10
  - Took around 5 mins
- Value for Money 9/10
- Cleanliness/Accessibility/Atmosphere 10/10
  - It is not very crowded, but no seat to sit
  - A great display of food options
- Overall 57/60
  - They provided a great experience to customers.
  - It seemed a bit distant from the rest of AHS.
SOUTH CAMPUS HALL- 17TH NOV. LUNCH

Falafel Platter

- **Customer Service 9/10**
  - Person who served me didn’t know a lot- possibly training? But was friendly
  - Didn’t offer any garnish until I asked.

- **Variety Menu 9/10**
  - One option was vegan.

- **Quality 8/10**
  - Big portion, cooked well but tasted a little bland.

- **Speed of Service 8/10**
  - Long que 10+mins had to wait for falafels but glad it was fresh.

- **Value for Money 8/10**
  - Big quantity but bland.

- **Cleanliness/Accessibility/Atmosphere 9/10**
  - Very clean open spaces and tables but no plastic cutlery (out of stock) or bag to take away.
  - Hard to find.

- **Overall 51/60**
  - It wasn’t very clear to me where the food hall was but there was lots of variety and it was very clean.
TIM HORTONS SLC- 27TH NOV. BREAKFAST

Black Coffee, Bagel with peanut butter, hash brown

• Customer Service 9/10
  – Very busy but very efficient and helpful service.

• Variety Menu 9.5/10
  - Full T.H menu. Fully stocked.

• Quality 9/10

• Speed of Service 9/10
  - 5 min to order, 5 to get food.

• Value for Money 10/10

• Cleanliness/Accessibility/Atmosphere 10/10
  - Fully stocked and friendly atmosphere.

• Overall 56.5/60
  - Busy time of day but very quick and efficient.
TIM HORTON’S SLC –
TUES. NOV. 29TH, 2016 @9:13AM

• Paid $10.09 for a Cherry Cheese Danish, Plain Croissant, Egg and Cheese McMuffin, Medium Iced Coffee, and a Medium Steeped Tea
• Customer Service 10/10
  – Very good with my customization (Light cream in iced coffee, one cream 2 sweetener in tea)
  – Knew that oats were not gluten-free
  – Friendly and courteous
• Variety Menu 10/10
• Quality 9/10
  – Only thing was that English muffin was a bit too soft?
• Speed of Service 10/10
  – Usually busy, but was surprisingly fast, 6 min. wait in line, and 1 min. wait for food
• Value for Money 10/10
  – Found it hard to spend $20
• Cleanliness/Accessibility/Atmosphere 9/10
• Overall 58/60 (*Note: it did get very busy when I was finished eating, at 9:28am)
TIM HORTON’S SLC – TUES. NOV. 29TH, 2016 @9:13AM
ML DINER—TUES. NOV. 29TH, 2016 @12:04 PM

• Paid $13.22 for a Big Apple Burger & Tomato Grilled Cheese
• Customer Service 8/10
  – They were not certain what went on the Big Apple Burger
• Variety Menu 9/10 (Burgers, sandwiches, fries, and some salad / fruit)
• Quality 9/10
  – Burger was very good, grilled cheese was very slightly soggy at the bottom
• Speed of Service 10/10
  – No one was in line, so service was instant, however the cooking time was around 6 mins.
• Value for Money 6/10
  – Found it fairly expensive, my friend got a chicken burger and it was $9.22
• Cleanliness/Accessibility/Atmosphere 9/10
  – Very clean service area, but eating area was a bit crowded)
• Overall 53/60