

### Shop Details

How did I score on each question?

What subjective observations were made by the mystery shopper?

### Report Options

Name: Mar Donuts NY LLC - Anthony Talalay  
 Mystery Shop: Dunkin' Brands, Inc.  
 View Report For: 6/20/2007.....100%  
 Category: All Categories

### Location: 336750-DD



Shop Period: 2007-06  
 Date of Visit: 6/20/2007  
 Time of Visit: 8:02 AM  
 Job Number: 1432157  
 Location: 336750-DD  
 Address: 1427 LINDEN BLVD  
 City: BROOKLYN  
 State: NY

Total Score  
**100.0%**

### Visit Information

n/a

001	Indicate the date of your visit: <i>6/20/2007</i>	n/a
002	Indicate the type of evaluation you completed: <i>1 - Dine-in</i>	n/a
002.1	Please confirm if this restaurant has a drive-thru. <i>2 - This restaurant does not have a drive-thru.</i>	n/a
003	Indicate the region you visited: <i>1 - United States of America</i>	n/a
004	Indicate the type of restaurant you visited: <i>1 - Dunkin' Donuts</i>	n/a
005	Indicate the type of purchase you made: <i>81 - Medium Iced Coffee (Regular, Decaf or Flavored) and 2 Donuts</i>	n/a
005.1	List the name of each item you ordered: <i>I ordered a medium iced coffee and two toasted coconut donuts.</i>	n/a
006	Location Status: <i>1 - The location was open and operating.</i>	n/a
007	Indicate the number of employees that were visible inside the restaurant when you entered: <i>04</i>	n/a
008	Indicate the exact amount you spent: <i>4</i>	n/a
009	Indicate the daypart you were assigned for this visit: <i>1 - 6:00 AM - 11:00 AM</i>	n/a

### Exterior Cleanliness

100.0%  
 13/13

01	Were the parking lot and walkways clean and properly maintained? <i>1- The parking lot and walkways were clean and properly maintained.</i>	6/6
02	Was the landscaping clean and properly maintained? <i>6- There is no landscaping at this location.</i>	n/a
03	Were all exterior signs and lighting clean and operational? <i>1- All exterior signs and lighting were clean and operational.</i>	3/3
04	Were exterior trashcans and dumpsters clean and properly maintained? <i>1- Exterior trashcans and dumpsters were clean and properly maintained.</i>	4/4

05	<b>Was the drive-thru lane and pad clean and properly maintained?</b> <i>4- This location does NOT have a drive-thru.</i>	n/a
06	<b>Was the drive-thru menu board, speaker post and clearance sign clean and properly maintained?</b> <i>09- This location does NOT have a drive-thru facility.</i>	n/a
07	<b>Was the drive-thru window area clean and properly maintained?</b> <i>6- This restaurant does NOT have a drive-thru.</i>	n/a
08	<b>Please provide further details on the EXTERIOR CLEANLINESS of this visit that can assist the location in providing improved service to their customers. You MUST also provide additional details for every NO response you provide:</b> <i>This location did not have landscaping. The parking lot was clean and free of debris. The exterior sign was clean. The windows were clean and free of dirt.</i>	n/a
<b>Service</b>		<b>100.0%</b> <b>127/127</b>
09a	<b>Provide the description of the crewperson who assisted you:</b> <i>Gender: Female, Height: 5'3, Hair Style: Straight, Hair Color: Black, Hair Length: Long, Glasses: No, Other Info:</i>	n/a
09b	<b>Was the crewperson who assisted you:</b> <i>1 - Wearing a nametag with a legible name</i>	n/a
09c	<b>Provide the name of the crewperson who assisted you:</b> <i>Sal</i>	n/a
10a	<b>Time span between placing the order to receipt of complete order (in seconds):</b> <i>75</i>	15/15
11a	<b>Were you given a pleasant greeting by the crewperson who took your order?</b> <i>1- I was given a pleasant greeting by the crewperson who took my order.</i>	15/15
11b	<b>Please record the greeting the crewperson provided:</b> <i>Hi, what would you like?</i>	n/a
11c	<b>Please describe in detail what was said by you and the crewperson when you placed your order.</b> <i>Sal said: Hi, what would you like? I said: Iced coffee. She replied: Medium? I agreed. She said: Milk and sugar? I replied: Milk and Splenda. When she completed my beverage, she placed it on the counter and asked: Anything else? I said: Two toasted coconut donuts. She put the donuts in a bag and placed them on the counter. She rang up the sale and told me the amount. I paid and asked for a receipt. She handed me the receipt, change, and said: Thank you.</i>	n/a
12	<b>At the beginning and at the end of your transaction, was the crewperson who assisted you pleasant, made eye contact and focused his/her attention on you?</b> <i>1 - The crewperson was pleasant, made eye contact and focused his/her attention on me.</i>	15/15
13	<b>Did a crewperson who assisted you make a suggestive sell?</b> <i>1- The crewperson who took my order made a suggestive sell.</i>	3/3
14	<b>Was your payment handled properly?</b> <i>1- My payment was handled properly.</i>	3/3
15	<b>Did the crewperson thank you?</b> <i>4 - The crewperson thanked me</i>	15/15
16	<b>Could you easily communicate with the crewperson who took your order?</b> <i>1- I could easily communicate with the crewperson who took my order.</i>	15/15
17a	<b>Was your order filled accurately?</b> <i>1- My order was filled accurately.</i>	20/20
17b	<b>If your order was not filled accurately, was the problem corrected in a professional manner when it was brought to the attention of the crew?</b> <i>3- My order was filled accurately.</i>	n/a
18a	<b>Was the Manager wearing an 'approved' Manager shirt that was distinguishable from the rest of the crew?</b> <i>1- The Manager was wearing an 'approved' Manager's shirt.</i>	3/3
18b	<b>Was a Manager you observed actively managing the shift (providing coaching, direction and feedback on quality, service and cleanliness (QSC) to crewpersons?</b> <i>1- The Manager I observed was actively managing the shift.</i>	3/3
<b>Were all crewpersons you saw during your visit dressed in clean and</b>		

19	<b>complete uniforms?</b> <i>1- All crewpersons I saw during my visit were dressed in clean and complete uniforms.</i>	5/5
20	<b>Did all crewpersons you saw during your visit (including managers) behave in a professional manner?</b> <i>1- All crewpersons I saw during my visit behaved in a professional manner.</i>	15/15
21	<b>Please provide further details on the SERVICE of this visit that can assist the location in providing improved service to their customers. You MUST also provide additional details for every NO response you provide:</b> <i>All crew persons were in uniforms. There were two crew persons taking and filling orders at the registers; the other was in the back, and went to the toaster area to prepare bagels. The manager was manning stations as needed.</i>	n/a
<b>Quality</b>		<b>100.0% 60/60</b>
22a	<b>Was your first choice beverage item available?</b> <i>1 - My first choice beverage item was available</i>	10/10
22b	<b>Was your first choice food item available?</b> <i>1 - My first choice food item was available</i>	10/10
23a	<b>Was the beverage item you purchased of good quality?</b> <i>01- My beverage was of good quality.</i>	10/10
24a	<b>Was the food item you purchased of good quality?</b> <i>1- The food item I purchased was of good quality.</i>	10/10
25	<b>Was the items(s) you purchased neatly presented and properly packaged?</b> <i>1- The item(s) I purchased was neatly presented and properly packaged.</i>	10/10
26	<b>Were the restaurants' food products neat and well stocked?</b> <i>11 - The restaurants' food products were neat and well stocked.</i>	10/10
27	<b>Please provide further details on the QUALITY of this visit that can assist the location in providing improved service to their customers. You MUST also provide additional details for every NO response you provide:</b> <i>The beverage that I had purchased was of good quality. I purchased the last toasted coconut donuts, and there was an empty bin of poppyseed bagels. However, when I left, they had refilled the toasted coconut tray and poppyseed bins.</i>	n/a
<b>Interior Cleanliness</b>		<b>100.0% 52/52</b>
28	<b>Were the dining area floor, walls and light fixtures clean and properly maintained?</b> <i>1- The dining area floors, walls and light fixtures were clean and properly maintained.</i>	6/6
29	<b>Were the dining area chairs and tables clean and in good condition?</b> <i>1- The dining area chairs and tables were clean and in good condition.</i>	10/10
30	<b>Were all sales areas clean and properly maintained?</b> <i>01- All sales areas were clean and properly maintained.</i>	6/6
31	<b>Was the sales area stocked and well organized?</b> <i>01- The sales area was stocked and well organized.</i>	6/6
32	<b>Were the interior trashcans clean and properly maintained?</b> <i>1- The interior trashcans were clean and properly maintained.</i>	4/4
33	<b>Was the restroom clean and properly maintained?</b> <i>01- The restroom was clean and properly maintained.</i>	20/20
33b	<b>Did the restaurant you visited have its own restroom?</b> <i>1 - This restaurant has its own restroom.</i>	n/a
34	<b>Please provide further details on the INTERIOR CLEANLINESS of this visit that can assist the location in providing improved service to their customers. You MUST also provided additional details for every NO response you provided:</b> <i>All dining room light fixtures were in working order. The floors and walls were clean. The bathroom was clean and stocked with soap and toilet paper.</i>	n/a
<b>Observations</b>		<b>n/a</b>
35	<b>Please provide further details on any part of your visit that can assist the location in providing improved service to their customers.</b> <i>Even though over half of the tables and chairs were clean, there were two tables that had some minor spillage and crumbs on them. The location was very busy and all crew persons were busy attending to customer needs. My donuts and drink were fresh and delicious.</i>	n/a