

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: 7/9/2007.....100%
 Category: All Categories

Location: 343683-DD



Shop Period: 2007-07
 Date of Visit: 7/9/2007
 Time of Visit: 12:34 PM
 Job Number: 3789648
 Location: 343683-DD
 Address: 1358 Pennsylvania Ave
 City: Brooklyn
 State: NY

Total Score
100.0%

Visit Information

n/a

001	Indicate the date of your visit: <i>07/09/2007</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
005	Indicate the type of purchase you made: <i>82 - Medium Iced Coffee (Regular, Decaf or Flavored) and any bfast sandwich</i>	n/a
005.1	List the name of each item you ordered: <i>A Medium Iced Coffee and an Egg, Sausage and Cheese Breakfast Sandwich on a Croissant</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>03</i>	n/a
008	Indicate the exact amount you spent: <i>\$5.61</i>	n/a
009	Indicate the daypart you were assigned for this visit: <i>4 - 11:00 AM - 4:00 PM</i>	n/a

Exterior Cleanliness

100.0%
 3/3

01	Were the parking lot and walkways clean and properly maintained? <i>7- There are no parking lots or walkways at this location.</i>	n/a
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>9- There are no exterior trashcans or dumpsters at this location.</i>	n/a

05	Was the drive-thru lane and pad clean and properly maintained? <i>4- This location does NOT have a drive-thru.</i>	n/a
06	Was the drive-thru menu board, speaker post and clearance sign clean and properly maintained? <i>09- This location does NOT have a drive-thru facility.</i>	n/a
07	Was the drive-thru window area clean and properly maintained? <i>8- I was instructed to complete a dine-in visit.</i>	n/a
08	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: <i>This is a storefront location. There is no drive-thru and no parking lot.</i>	n/a
Service		100.0% 127/127
09a	Provide the description of the crewperson who assisted you: <i>Glasses:Not wearing glasses, Haircolor:Black, Hairlength:Shaved, Hairstyle:Shaved, Height:5 feet 4 inches - 5 feet 9 inches, Sex:Male</i>	n/a
09b	Was the crewperson who assisted you: <i>1 - Wearing a nametag with a legible name</i>	n/a
09c	Provide the name of the crewperson who assisted you: <i>Lioney</i>	n/a
10a	Time span between placing the order to receipt of complete order (in seconds): <i>105</i>	15/15
11a	Were you given a pleasant greeting by the crewperson who took your order? <i>1- I was given a pleasant greeting by the crewperson who took my order.</i>	15/15
11b	Please record the greeting the crewperson provided: <i>Hi, may I take your order?</i>	n/a
11c	Please describe in detail what was said by you and the crewperson when you placed your order. <i>I said, "May I have an Iced Coffee with cream and sugar please?" The crewperson said, "Medium?" I said, "Yes." The crewperson said, "Is that it?" I said, "And an Egg, Sausage and Cheese Croissant." The crewperson said, "\$5.61."</i>	n/a
12	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? <i>1 - The crewperson was pleasant, made eye contact and focused his/her attention on me.</i>	15/15
13	Did a crewperson who assisted you make a suggestive sell? <i>1- The crewperson who took my order made a suggestive sell.</i>	3/3
14	Was your payment handled properly? <i>1- My payment was handled properly.</i>	3/3
15	Did the crewperson thank you? <i>4 - The crewperson thanked me</i>	15/15
16	Could you easily communicate with the crewperson who took your order? <i>1- I could easily communicate with the crewperson who took my order.</i>	15/15
17a	Was your order filled accurately? <i>1- My order was filled accurately.</i>	20/20
17b	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? <i>3- My order was filled accurately.</i>	n/a
18a	Was the Manager wearing an 'approved' Manager shirt that was distinguishable from the rest of the crew? <i>1- The Manager was wearing an 'approved' Manager's shirt.</i>	3/3
18b	Was a Manager you observed actively managing the shift (providing coaching, direction and feedback on quality, service and cleanliness (QSC) to crewpersons? <i>1- The Manager I observed was actively managing the shift.</i>	3/3
19	Were all crewpersons you saw during your visit dressed in clean and complete uniforms? <i>1- All crewpersons I saw during my visit were dressed in clean and complete uniforms.</i>	5/5
Did all crewpersons you saw during your visit (including managers) behave		

20	in a professional manner? <i>1- All crewpersons I saw during my visit behaved in a professional manner.</i>	15/15
21	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: <i>The crewpersons behaved in a professional manner. The crewpersons were in complete uniform.</i>	n/a
Quality		100.0% 60/60
22a	Was your first choice beverage item available? <i>1- My first choice beverage item was available</i>	10/10
22b	Was your first choice food item available? <i>1- My first choice food item was available</i>	10/10
23a	Was the beverage item you purchased of good quality? <i>01- My beverage was of good quality.</i>	10/10
24a	Was the food item you purchased of good quality? <i>1- The food item I purchased was of good quality.</i>	10/10
25	Was the item(s) you purchased neatly presented and properly packaged? <i>1- The item(s) I purchased was neatly presented and properly packaged.</i>	10/10
26	Were the restaurants' food products neat and well stocked? <i>11- The restaurants' food products were neat and well stocked.</i>	10/10
27	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: <i>The restaurant's food products were neat and well stocked. My food items were neatly presented and properly packaged.</i>	n/a
Interior Cleanliness		100.0% 32/32
28	Were the dining area floor, walls and light fixtures clean and properly maintained? <i>1- The dining area floors, walls and light fixtures were clean and properly maintained.</i>	6/6
29	Were the dining area chairs and tables clean and in good condition? <i>1- The dining area chairs and tables were clean and in good condition.</i>	10/10
30	Were all sales areas clean and properly maintained? <i>01- All sales areas were clean and properly maintained.</i>	6/6
31	Was the sales area stocked and well organized? <i>01- The sales area was stocked and well organized.</i>	6/6
32	Were the interior trashcans clean and properly maintained? <i>1- The interior trashcans were clean and properly maintained.</i>	4/4
33	Was the restroom clean and properly maintained? <i>09- There are no restrooms at this location OR I visited a kiosk / food court / airport location.</i>	n/a
33b	Did the restaurant you visited have its own restroom? <i>2- This restaurant does NOT have its own restroom.</i>	n/a
34	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: <i>The dining area was clean and well maintained. This restaurant does not have its own restroom.</i>	n/a
Observations		n/a