

Instructions and Shop Requirements

Dine-In - Full Service

Buffalo Wild Wings

This shop requires you to sit at a table in the dining room and order your meal from the server at the table.

Dinner visits need to be completed between 5:00 pm and 9:00 pm. You must complete the visit during the dates and times as specified in your assignment e-mail. Visits done at any other time than specified will be invalid. If you cannot complete the shop during the assigned date and time, notify your scheduler BEFORE the deadline so we can re-schedule you or find someone else to complete the shop by our deadline.

Please remember, this is “MYSTERY SHOPPING”. The staff should never know that you are anything but a typical customer. NEVER take the forms or any of our paperwork into the restaurant with you. If you need notes to refer to, make yourself a cheat sheet that you can look at in the privacy of the restroom stall.

The visit is suggested for a party of two; however, you may take other people, including children with you. You can also do the visit alone.

Ordering Requirements - There are no particular menu items required to order. Feel free to order what you enjoy. Maximum reimbursement is \$25, but you can spend any amount you like. We do not reimburse for take-out items on a dine-in shop. Alcoholic beverage reimbursement is limited to two per person. We will not reimburse for more than 2 alcoholic beverages per person in any one visit and at no time will we reimburse for more than 4 alcoholic beverages per visit. Drink responsibly – DO NOT DRINK AND DRIVE. Please tip where appropriate. Average tips should be 15% - 20%. You can tip more, but we will not reimburse for tips over 20%.

Preview the form - Review the questions on the form before your visit to familiarize yourself with what to look for while conducting the shop.

Make a phone call to the restaurant. The call does not need to be made on the day of the visit, but does need to be made between the hours of 11:00 a.m. and 11:00 p.m. Ask a typical question regarding the operation of the restaurant – i.e. – hours they are open, directions, if they accept credit cards, reservations etc. Do not ask too many questions, or questions that the average customer would not ask.

While conducting your shop, act like a normal guest. Do not act like you know the procedures. Although the staff is aware that they are subject to mystery shop reports, they do not know who the shopper is, or when they will be shopped. They will spot you if you behave differently from other guests. Do not ask questions that would lead the staff to believe you know more about the operation than the average guest.

Remember the names or descriptions of all staff members you come in contact with. You will need to identify all of them when filling out your form. All staff, excluding kitchen staff, should be wearing name tags.

The server should suggest the **Specialty** Beer of the Month by name without being prompted for specials. Be sure to give the server a chance to inform you of the special before you blurt out your drink order. Do not confuse the **Specialty** Beer of the Month with the Beer of the Month.

When you order your meal, give the server the opportunity to make suggestions, offer upgrades (side orders, larger sizes, etc.) and to explain all the procedures, whether you are familiar with them or not. Please pay attention to the menu and/or to your receipt to determine if what was offered is actually an upgrade. Celery, ranch and blue cheese are NOT an upgrade when included with the meal you ordered. On their special price wing days, these items ARE an upgrade.

A receipt **is** necessary for reimbursement. We prefer the itemized receipt from the server, but we will accept a copy of your Credit Card voucher. (Please black out your credit card number before submitting a credit card receipt.) There are exceptions to every rule, so do not make yourself obvious if you are not given a receipt. Advise us of the circumstances and if there are no issues with the validity of your report, then we will reimburse you.

Look for the manager. Managers will be dressed differently from other staff. They usually wear metallic nametags that say either General Manager or Assistant General Managers. **DO NOT ASK TO SEE A MANAGER** – just make the observation and let us know what the manager was doing during your visit.

When and How to Return the Paperwork

You must follow the instructions and complete the visit according to our specifications in order to be reimbursed for the visit. Your comments should be very detailed, relating your individual experience with regard to the questions on the form. You should address EVERY question whether you answered YES or NO in each section in the comment area for that section. Comments should include the conditions or circumstances which influenced your yes or no answer, not a repetition of the question or repetition of the yes or no answer. Your comments should be complete and concise and flow in chronological order. They should be written in narrative form and include only relative information. We have included an example of a completed form. Please fill out your report in the same style as the example. Your comments must flow like a story. Incomplete forms will not be accepted, and we will not accept any forms that offer a shopper's opinion on the operation of the restaurant or how the shopper thinks things should have been done. It should be strictly an accounting of the facts. Maximum reimbursement is \$25.00. We pay a fee of \$5.00 for correctly filling out the paperwork and returning it within 24 hours of the visit.

The form to download is a Word document. Save it to a hard disk, and rename it with the store name and date of your visit. It needs to be completed in Microsoft Word, typed and returned attached to an e-mail as a Word document. Handwritten report forms or faxed report forms will not be accepted. The form has highlighted fields to fill out (required), and check boxes that should accept a check mark for the yes or no answers. There are also simple instructions on the form. Fill out the form using sentence case. DO NOT USE ALL CAPS. Use the tab to move through the form. Type over highlighted text. The space bar or X key will mark the check boxes. If you are having trouble viewing the form please let your scheduler know, or contact fullscope@att.net and advise us of the issue. If you do not see check boxes, but are able to view the questions, you can indicate your yes or no answers with a Y or N for each question, and type in your comments in the appropriate field. In its correct format, the form is protected so that only our administrative office can score the report. If the formatting is corrupted, please do not score the report. Please don't forget to list each item you ordered in the food & beverage field at the top of the form.

The completed report must be sent to fullscopereports@gmail.com within 24 hours after completion of the visit. A copy may also be sent to your scheduler, but it is imperative that a copy be sent to fullscopereports@gmail.com. Receipts must also be sent within 24 hours and can be scanned and sent via e-mail to fullscope@att.net or can be faxed to the number on your shop validation sheet. (See instructions for submitting the receipt below.) If you need an extension of time to submit your report or receipt, please contact fullscope@att.net and request an extension.

We do not accept any reports faxed or sent through the US Mail. It is critical that we have the forms processed and ready to send to the client within two business days of the visit. If you send us an incomplete shop and you do not get the back to us within 24 hours of our request for additional information, your shop will be invalid and we will not reimburse you.

A separate shopper invoice/validation sheet is included with your assignment package for you to use for returning your receipts. Print and sign the shopper validation and fill in the location, date and amounts you spent in the applicable sections. Tape your receipts to the blank section of the page. If your receipts do not fit in the blank section, complete all other sections and tape your receipt(s) to a blank sheet of plain white paper and include it with the validation sheet. Fax it to the number on your fax validation sheet or scan it and e-mail it to fullscope@att.net.

Payment Information

We reimburse by check, through online banking with Bank of America. We send the payment requests to the bank sometime during the month following your visit. The bank mails the checks out from their banking center. The envelope could be confused with junk mail, so watch for an envelope that says "Payment Enclosed."

Contacting Us

With the advance of technology, our staff is fortunate to be able to work remotely; therefore we no longer have a dedicated office, or phone number. Our schedulers have the option to give their phone numbers out, but please be considerate of their hours, as the number is likely in their home, and calls should be respectful of their work hours. We would not call you late at night, and would hope you would offer us the same consideration. E-mail is the best way to communicate with us, but you can write to us at:

Full Scope Mystery Shopping – 4820 NE 25th Avenue #2 – Ft. Lauderdale, FL 33308