

Instructions

BUFFALO WILD WINGS - Call Ahead Carry-Out Shop

This is a Take-Out Shop. For this visit you will need to call the location and place your order over the phone for pick-up. The order must be taken off the premises – not eaten in the restaurant. You can preview the menu at www.buffalowildwings.com before ordering.

Be sure to get the names of all staff you have contact with – especially the name of the greeter, the person who takes your order, and the person who delivers your food to you (if different from the person who took your order).

You must complete the visit on the date(s) specified in your assignment e-mail. Visits done at any other time than specified will be invalid. If you cannot complete the shop on the assigned date(s), 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.

Ordering Requirements - There are **no** particular menu items required to order. Feel free to order what you enjoy. You can preview the Buffalo Wild Wings menu on their website at www.buffalowildwings.com. Maximum reimbursement is \$20 and covers food and beverage only, but you can spend any amount you like.

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

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.

A receipt **is** necessary for reimbursement. We prefer the itemized receipt, but we will accept a copy of your Credit Card voucher, or the order slip. (For your security, 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.

When and How to Return the Paperwork

The form to download is a Word document. Always download the current form from the website. Do not use a previous form, as the forms change frequently, and if you use an old form or incorrect form, we will not be able to accept your report. NEVER copy any part of a previous report, or an example report. Save the form to a hard disk, and rename it with the store name and date of your visit. If you do not save the file to a hard disk, the data you enter will not be saved. 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.

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.

Please refer to the example and 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 \$20.00. We pay a fee of \$5.00 for correctly filling out the paperwork and returning it within 24 hours of the visit.

The easiest way to fill out the form is to use the tab key to move from field to field. 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. 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. If you need an extension of time to submit your report, 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.

Download and print the Shopper Invoice & Validation sheet to use for returning your receipts. Sign the invoice 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 invoice. Fax it to the number on the invoice page 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

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