

PLEASE SHARE YOUR THOUGHTS WITH US!

On behalf of our management and staff, thank you very much for your patronage today. Nothing is more important to us than the dining experiences of our guests. Please assist us in the ongoing effort of improving our restaurants by completing this brief questionnaire and placing it in the comment card box at the front counter. *Thank you for your time and feedback. We read every card.*



Restaurant Owners: PAUL MOTENKO JERRY HENNESSY
 I WAS HERE FOR: ☐ LUNCH ☐ DINNER DATE: _____
 IN ONE MONTH, I VISIT YOUR RESTAURANT: ☐ 1-2 ☐ 3-4 ☐ 5+ ☐ TODAY IS THE FIRST
 I ORDERED: ☐ BJ'S DEEP-DISH PIZZA ☐ PASTA ☐ APPETIZER ☐ SALAD
☐ SANDWICH ☐ DESSERT ☐ BJ'S MICROBREWED BEER
☐ OTHER FOOD (PLEASE SPECIFY) _____
 MY SERVER'S NAME WAS _____ A MANAGER VISITED MY TABLE (Y) (N) _____
 I DISCOVERED BJ'S FROM: ☐ DRIVING BY ☐ ADVERTISING ☐ REFERRAL ☐ OTHER _____

HERE'S HOW I GRADE YOUR:

	OUTSTANDING	GOOD	PRETTY BAD	LOUSY
FOOD QUALITY / TASTE				
SERVICE/SPEED/EFFICIENCY				
SERVER FRIENDLINESS				
ATMOSPHERE				
CLEANLINESS				
MENU VARIETY				
BJ'S MICROBREWED BEER				
OVERALL EXPERIENCE				

COMMENTS

FOOD QUALITY / TASTE _____
 SERVICE/SPEED/EFFICIENCY _____
 SERVER FRIENDLINESS _____
 ATMOSPHERE _____
 CLEANLINESS _____
 MENU VARIETY _____
 BJ'S MICROBREWED BEER _____
 OVERALL EXPERIENCE _____

CONSIDERING THE FOOD AND SERVICE, I THINK YOUR PRICES ARE:
☐ JUST ABOUT RIGHT ☐ LOWER THAN EXPECTED ☐ OVERPRICED
☐ I PLAN TO VISIT AGAIN: ☐ DEFINITELY ☐ MAYBE ☐ NO WAY
 I WOULD ALSO LIKE YOU TO KNOW THAT: _____

THANK YOU FOR YOUR COMMENTS!

Please complete the information below and we will enter your name in our monthly drawing for lunch or dinner for two at BJ's. And thanks again for your opinions.

NAME _____
 ADDRESS _____
 CITY, STATE & ZIP _____
 PHONE _____ E-MAIL _____

Always feel free to call us at any time: (949) 367-8616

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TELL US HOW WE'RE DOING

WAS YOUR CASHIER FRIENDLY TODAY?

Yes No

WERE YOUR GROCERIES BAGGED PROPERLY?

Yes No

WAS CHECKOUT FAST AND EFFICIENT?

Yes No

HOW WAS YOUR SHIPPING EXPERIENCE TODAY?

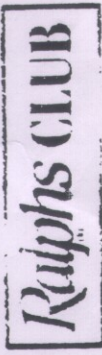
Exceptional Good
 Marginal Poor

Name & Phone Number (Optional)

Please drop completed survey in box at the customer service desk.

Thank you for helping make Ralphs first in California.

WITH COUPON SAVINGS
 PREPARED SPECIALS AND



TOTAL SAVINGS

THANK YOU FOR YOUR FEEDBACK
 BECAUSE YOU HELP US IMPROVE
 11/01

WHERE ARE WE?



#1 We Let You Down.
 #2 We Were O.K.
 #3 We Were Good!
 #4 We Were a WOW!

Using the smile-meter, circle the corresponding number following each question.

Did you have fun? 1 2 3 4
 Did our food satisfy your taste buds? 1 2 3 4
 Did you enjoy the beverages? 1 2 3 4
 We care - did it show? 1 2 3 4
 Were our team members friendly? 1 2 3 4
 Did you get a good value for your money? 1 2 3 4
 Was our restaurant clean? 1 2 3 4
 Do you like our menu selections/variety? 1 2 3 4
 What did you order? _____

What would you put on the menu if you owned the joint?

Comments: _____

Your name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ E-mail: _____

Number of people in your party: _____

I visit Red Robin: _____ First Time

1-2 times per month _____ 3-5 times per month
 once every 2 months _____ other _____

What prompted you to come to Red Robin (besides hunger)?

Radio _____ TV _____ Newspaper _____ Direct Mail _____ Billboard

A Friend _____ Movie-Theatre _____ Other _____

Day & time of visit: _____

Server's name: _____

Location: _____

Visit our website
www.redrobin.co