# **Sample Weekly Server Summary**

**Survey Title:** 21504 **Run Date:** 05/15/2004

## **Ranges and Filters**

**Dates:** 05/03/2004 - 05/09/2004 **Time:** 05:00 PM - 11:59 PM

Totals By: Calendar days

Locations: 214

Server Id: ALL

Questions: 1. Please take a moment\to evaluate today's\dining experience.

5. Upon being seated,\your Server greeted\you in:

- 6. Did your Server\describe today's\special?
- 7. Were you offered a\specific Beverage?\
- 8. Were you offered a\specific Appetizer?\
- 9. Were you offered a\specific Dessert?\
- 14. My Server offered a\pleasant closing at\the end of my visit?
- 15. Were you satisfied\with the Overall\Quality of Service?
- 17. Rate the Overall\Service provided by\the staff.

# **Sample Weekly Server Summary**

**Questions / Responses** 

**Response Type** 

1 Please take a mor	day's dinin	g experience.	Ye	Yes/No			
		Cui	Current		MTD		D
Server	Response	Count	Percent	Count	Percent	Count	Percent
Deb McMonigal	Yes	10	90.91%	17	85.00%	130	94.20%
Bill Chaffee	Yes	0	0.00%	0	0.00%	1	100.00%
Jeffrey Felger	Yes	6	85.71%	16	84.21%	116	88.55%
Geri Houston	Yes	3	100.00%	8	100.00%	46	93.88%
Katie Vanvleet	Yes	7	100.00%	11	100.00%	97	92.38%
Garrett Gustafson	Yes	3	75.00%	17	80.95%	118	92.91%
Nicole Myers	Yes	6	100.00%	15	100.00%	91	91.92%
Jennifer Obert	Yes	0	0.00%	3	100.00%	130	86.67%

100.00%

83.33%

15

5 Upon being seated, your Server greeted you in:

Yes

Yes

Krista Bloomquist

Judy Billman

Choice

36

18

100.00%

85.71%

273

94

96.47%

83.19%

		Current		МП	MTD		ס
Server	Response	Count	Percent	Count	Percent	Count	Percent
Deb McMonigal	Under 2	6	60.00%	10	58.82%	84	64.62%
Bill Chaffee	Under 2	0	0.00%	0	0.00%	0	0.00%
Jeffrey Felger	Under 2	6	100.00%	13	81.25%	91	78.45%
Geri Houston	Under 2	2	66.67%	5	62.50%	39	84.78%
Katie Vanvleet	Under 2	5	71.43%	9	81.82%	58	59.79%
Garrett Gustafson	Under 2	3	100.00%	11	64.71%	85	72.03%
Nicole Myers	Under 2	2	33.33%	9	60.00%	57	62.64%
Jennifer Obert	Under 2	0	0.00%	3	100.00%	100	76.92%
Krista Bloomquist	Under 2	13	52.00%	20	55.56%	187	68.50%
Judy Billman	Under 2	4	26.67%	7	38.89%	49	52.13%

6 Did your Server describe today's special?

Yes/No

		Current		M	MTD		D	
Server	Response	Count	Percent	Count	Percent	Count	Percent	
Deb McMonigal	Yes	10	100.00%	17	100.00%	120	92.31%	
Bill Chaffee	Yes	0	0.00%	0	0.00%	1	100.00%	
Jeffrey Felger	Yes	5	83.33%	12	75.00%	79	68.10%	
Geri Houston	Yes	3	100.00%	8	100.00%	39	84.78%	
Katie Vanvleet	Yes	6	85.71%	10	90.91%	85	87.63%	
Garrett Gustafson	Yes	3	100.00%	17	100.00%	100	84.75%	

*LRS* Page 2 of 5 5/15/2004 9:31:05 AM

Sample Weekly	Server Summary
---------------	----------------

Questions / Re	sponses			R	esponse Typ	е	
Nicole Myers	Yes	5	83.33%	12	80.00%	62	68.13%
Jennifer Obert	Yes	0	0.00%	3	100.00%	97	75.19%
Krista Bloomquist	Yes	24	96.00%	35	97.22%	247	90.48%
Judy Billman	Yes	15	100.00%	18	100.00%	85	90.43%

## 7 Were you offered a specific Beverage?

#### Yes/No

		Cui	Current		MTD		ס
Server	Response	Count	Percent	Count	Percent	Count	Percent
Deb McMonigal	Yes	6	60.00%	10	58.82%	67	51.54%
Bill Chaffee	Yes	0	0.00%	0	0.00%	0	0.00%
Jeffrey Felger	Yes	6	100.00%	12	75.00%	80	68.97%
Geri Houston	Yes	3	100.00%	8	100.00%	36	78.26%
Katie Vanvleet	Yes	5	71.43%	8	72.73%	52	53.61%
Garrett Gustafson	Yes	3	100.00%	14	82.35%	92	77.97%
Nicole Myers	Yes	3	50.00%	9	60.00%	44	48.35%
Jennifer Obert	Yes	0	0.00%	1	33.33%	73	56.15%
Krista Bloomquist	Yes	17	68.00%	25	69.44%	188	68.86%
Judy Billman	Yes	9	60.00%	11	61.11%	54	57.45%

## 8 Were you offered a specific Appetizer?

#### Yes/No

		Cun	Current		MTD		D
Server	Response	Count	Percent	Count	Percent	Count	Percent
Deb McMonigal	Yes	6	60.00%	10	58.82%	60	46.15%
Bill Chaffee	Yes	0	0.00%	0	0.00%	1	100.00%
Jeffrey Felger	Yes	5	83.33%	9	56.25%	72	62.07%
Geri Houston	Yes	2	66.67%	6	75.00%	36	78.26%
Katie Vanvleet	Yes	4	57.14%	7	63.64%	45	46.39%
Garrett Gustafson	Yes	2	66.67%	9	52.94%	87	73.73%
Nicole Myers	Yes	2	33.33%	6	40.00%	35	38.46%
Jennifer Obert	Yes	0	0.00%	0	0.00%	53	40.77%
Krista Bloomquist	Yes	15	60.00%	22	61.11%	158	57.88%
Judy Billman	Yes	6	40.00%	8	44.44%	45	47.87%

LRS Page 3 of 5 5/15/2004 9:31:05 AM

# **Sample Weekly Server Summary**

sponse	Type
);	esponse '

9 Were you offered	a specific Dessert?						
		Cui	rrent	М	MTD		D
Server	Response	Count	Percent	Count	Percent	Count	Percent
Deb McMonigal	Yes	6	60.00%	9	52.94%	79	60.77%
Bill Chaffee	Yes	0	0.00%	0	0.00%	1	100.00%
Jeffrey Felger	Yes	6	100.00%	10	62.50%	67	57.76%
Geri Houston	Yes	2	66.67%	4	50.00%	34	73.91%
Katie Vanvleet	Yes	5	71.43%	7	63.64%	56	57.73%
Garrett Gustafson	Yes	3	100.00%	12	70.59%	90	76.27%
Nicole Myers	Yes	4	66.67%	9	60.00%	46	50.55%
Jennifer Obert	Yes	0	0.00%	3	100.00%	74	56.92%
Krista Bloomquist	Yes	14	56.00%	23	63.89%	173	63.60%
Judy Billman	Yes	6	40.00%	8	44.44%	47	50.00%
·	a pleasant closing	Cui	rrent	МП		YT	
Server	Response	Count	Percent	Count	Percent	Count	Percent
Deb McMonigal	Yes	10	100.00%	17	100.00%	128	98.46%
Bill Chaffee	Yes	0	0.00%	0	0.00%	1	100.00%
Jeffrey Felger	Yes	6	100.00%	15	93.75%	112	96.55%
Geri Houston	Yes	3	100.00%	8	100.00%	46	100.00%
Katie Vanvleet	Yes	6	85.71%	10	90.91%	91	93.81%
Garrett Gustafson	Yes	3	100.00%	17	100.00%	115	97.46%
		_					
Nicole Myers	Yes	6	100.00%	15	100.00%	89	97.80%
Jennifer Obert	Yes	0	0.00%	3	100.00%	128	99.22%
Jennifer Obert Krista Bloomquist	Yes Yes	0 24	0.00% 96.00%	3 35	100.00% 97.22%	128 269	99.22% 98.53%
Jennifer Obert Krista Bloomquist	Yes	0	0.00%	3	100.00%	128	99.22%
Jennifer Obert	Yes Yes Yes	0 24 15	0.00% 96.00% 100.00%	3 35 18	100.00% 97.22%	128 269	99.22% 98.53%
Jennifer Obert Krista Bloomquist Judy Billman  15 Were you satisfied	Yes Yes Yes d with the Overall Q	0 24 15 uality of Se <i>Cui</i>	0.00% 96.00% 100.00% ervice?	3 35 18 Ye	100.00% 97.22% 100.00% es/No	128 269 93	99.22% 98.53% 98.94%
Jennifer Obert Krista Bloomquist Judy Billman	Yes Yes Yes	0 24 15 uality of Se	0.00% 96.00% 100.00% ervice? rrent Percent	3 35 18 Ye	100.00% 97.22% 100.00% es/No	128 269 93	99.22% 98.53% 98.94%
Jennifer Obert Krista Bloomquist Judy Billman  15 Were you satisfied	Yes Yes Yes d with the Overall Q	0 24 15 uality of Se <i>Cui</i>	0.00% 96.00% 100.00% ervice?	3 35 18 Ye	100.00% 97.22% 100.00% es/No	128 269 93	99.22% 98.53% 98.94%
Jennifer Obert Krista Bloomquist Judy Billman  15 Were you satisfied Server Deb McMonigal	Yes Yes Yes d with the Overall Quality	0 24 15 uality of Se <i>Cui</i> <i>Count</i>	0.00% 96.00% 100.00% ervice? rrent Percent	3 35 18 Ye MT Count	100.00% 97.22% 100.00% es/No Percent	128 269 93 YT Count	99.22% 98.53% 98.94% D Percent
Jennifer Obert Krista Bloomquist Judy Billman  15 Were you satisfied Server	Yes Yes Yes d with the Overall Quality Response Yes	0 24 15 uality of Se <i>Cunt</i> 9	0.00% 96.00% 100.00% ervice? rrrent Percent 90.00%	3 35 18 Ye <i>M</i> 7 <i>Count</i>	100.00% 97.22% 100.00% es/No TD Percent 94.12%	128 269 93 <i>YT</i> <i>Count</i> 127	99.22% 98.53% 98.94% D Percent 97.69%
Jennifer Obert Krista Bloomquist Judy Billman  15 Were you satisfied Server Deb McMonigal Bill Chaffee	Yes Yes Yes d with the Overall Quantity Response Yes Yes	0 24 15 uality of Se Cunt 9	0.00% 96.00% 100.00% ervice? rrent Percent 90.00%	3 35 18 Ye <i>MT</i> <i>Count</i> 16	100.00% 97.22% 100.00% es/No TD Percent 94.12% 0.00%	128 269 93 <i>YT</i> <i>Count</i> 127	99.22% 98.53% 98.94% D Percent 97.69% 100.00%
Jennifer Obert Krista Bloomquist Judy Billman  15 Were you satisfied Server Deb McMonigal Bill Chaffee Jeffrey Felger	Yes Yes Yes d with the Overall Quantity Response Yes Yes Yes Yes	0 24 15 uality of Se Cunt 9 0 6	0.00% 96.00% 100.00% ervice? rrent Percent 90.00% 0.00%	3 35 18 Ye MT Count 16 0	100.00% 97.22% 100.00% es/No Percent 94.12% 0.00% 93.75%	128 269 93 <i>YT</i> <i>Count</i> 127 115	99.22% 98.53% 98.94% D Percent 97.69% 100.00% 99.14%

LRS Page 4 of 5 5/15/2004 9:31:05 AM

Sample Weekly Server Summary								
Questions / R	esponses			R	esponse Typ	е		
Nicole Myers	Yes	6	100.00%	15	100.00%	90	98.90%	
Jennifer Obert	Yes	0	0.00%	3	100.00%	130	100.00%	
Krista Bloomquist	Yes	25	100.00%	36	100.00%	271	99.27%	
Judy Billman	Yes	15	100.00%	18	100.00%	93	98.94%	

17 Rate the Overall Service provided by the staff.

Rating 1 - 4

		Current		MTD		YTD	
Server	Response	Count	Score	Count	Score	Count	Score
Deb McMonigal	Rating 1-4	10	3.50	17	3.53	130	3.57
Bill Chaffee	Rating 1-4	0	0.00	0	0.00	1	4.00
Jeffrey Felger	Rating 1-4	6	4.00	16	3.69	116	3.76
Geri Houston	Rating 1-4	3	4.00	8	3.88	46	3.85
Katie Vanvleet	Rating 1-4	7	3.29	11	3.36	96	3.57
Garrett Gustafson	Rating 1-4	3	3.67	17	3.65	118	3.75
Nicole Myers	Rating 1-4	6	4.00	15	3.87	90	3.64
Jennifer Obert	Rating 1-4	0	0.00	3	3.67	130	3.80
Krista Bloomquist	Rating 1-4	25	3.76	36	3.81	272	3.74
Judy Billman	Rating 1-4	15	3.33	18	3.39	94	3.61