

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 moment to evaluate today's dining experience. Yes/No

Server	Response	Current		MTD		YTD	
		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%
Krista Bloomquist	Yes	25	100.00%	36	100.00%	273	96.47%
Judy Billman	Yes	15	83.33%	18	85.71%	94	83.19%

5 Upon being seated, your Server greeted you in: Choice

Server	Response	Current		MTD		YTD	
		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

Server	Response	Current		MTD		YTD	
		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%

Sample Weekly Server Summary

Questions / Responses				Response Type			
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

Server	Response	Current		MTD		YTD	
		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

Server	Response	Current		MTD		YTD	
		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%

Sample Weekly Server Summary

Questions / Responses

Response Type

9 Were you offered a specific Dessert?

Yes/No

Server	Response	Current		MTD		YTD	
		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%

14 My Server offered a pleasant closing at the end of my visit?

Yes/No

Server	Response	Current		MTD		YTD	
		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%
Krista Bloomquist	Yes	24	96.00%	35	97.22%	269	98.53%
Judy Billman	Yes	15	100.00%	18	100.00%	93	98.94%

15 Were you satisfied with the Overall Quality of Service?

Yes/No

Server	Response	Current		MTD		YTD	
		Count	Percent	Count	Percent	Count	Percent
Deb McMonigal	Yes	9	90.00%	16	94.12%	127	97.69%
Bill Chaffee	Yes	0	0.00%	0	0.00%	1	100.00%
Jeffrey Felger	Yes	6	100.00%	15	93.75%	115	99.14%
Geri Houston	Yes	3	100.00%	8	100.00%	46	100.00%
Katie Vanvleet	Yes	7	100.00%	10	90.91%	94	96.91%
Garrett Gustafson	Yes	3	100.00%	17	100.00%	116	98.31%

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Questions / Responses				Response Type			
<i>Nicole Myers</i>	Yes	6	100.00%	15	100.00%	90	98.90%
<i>Jennifer Obert</i>	Yes	0	0.00%	3	100.00%	130	100.00%
<i>Krista Bloomquist</i>	Yes	25	100.00%	36	100.00%	271	99.27%
<i>Judy Billman</i>	Yes	15	100.00%	18	100.00%	93	98.94%

17 Rate the Overall Service provided by the staff.

Rating 1 - 4

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