![TouchBistro®]

Restaurant Survey Template

Welcome to Our Restaurant Survey Template!

This restaurant survey template is designed to help you craft a restaurant survey that you can share with your guests to receive valuable feedback.

To help you get started, please read the following **instructions:**

1. On the **cover page**, add your restaurant logo and other brand design elements you want to include. Fill out the owner's name, restaurant name, address, phone number, and email address.

2. On the **introduction page**, write a brief introduction to the survey.

3. Next up are your **survey questions** to help you, as a restaurant owner, identify which areas your restaurant excels at and where you can make improvements. Here are a few general guidelines to keep in mind:
   - Feel free to customize each question by editing, removing, and/or writing your own questions.
   - Be intentional with each question based on what feedback you want to hear from your guests.

4. On the **conclusion page**, write a brief conclusion for the survey.

5. Once you've finished filling in each section, delete any remaining *red text*, including the cover page, this instruction page, and the last two pages.

6. To print your template: **Click File > Print**
   To save the template: **Click File > Download as and select your preferred format**

7. You can distribute your restaurant's survey in numerous ways, including via SMS text or email, through your reservations platform or customer web app, or as a form on your website.

[Your Company Logo]

Owner Name
Restaurant Name
Restaurant Location Address
Restaurant Phone Number
Email Address

Introduction

Your restaurant survey should always start with a brief introduction. An introduction allows you to share with your guests the purpose of this survey, to thank them for their time, and to express how much you value their feedback.

General Questions

The purpose of general questions is to understand who your guests are and learn about their dining experience at your restaurant. It's also a good section to include to warm up responders.

1. Was this your first visit to our restaurant?

    a. Yes

    b. No

2. Did you dine-in or order takeout from our restaurant?

    a. Dine-in

    b. Order takeout

3. How did you discover our restaurant?

    a. Word of mouth

    b. Social media

    c. Advertisement (i.e. flier)

    d. Online

    e. Other: _____

4. How often do you visit or order from us?

    a. At least once a week

    b. A few times a month

    c. A few times a year

    d. Other: _____

5. What was your favorite part of your dining experience?

6. What could have improved your dining experience?

7. On a scale of 1-10, how likely are you to recommend our restaurant to friends and family?
   With 1 being the least likely to recommend us and 10 being the most likely.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

8. Do you have any general comments or feedback you would like to share with us?

Food and Drink Questions

The purpose of food and drink questions is to gauge what your guests think about your food and drink offerings.

1. What did you order from our restaurant?

2. What was your favorite and least favorite item you ordered from our restaurant?

3. On a scale of 1-5, how would you rate our menu selection?
   With 1 being very poor and 5 being excellent.

| 1 | 2 | 3 | 4 | 5 |

4. How would you rate the portion size of what you ordered?

   a. Perfect

   b. Too much

   c. Too little

5. Based on your experience, does our menu offer something for everyone?

    a. Yes

    b. No (please specify): _____

6. Were you satisfied with our drink menu offerings?

    a. Yes

    b. No (please specify): _____

7. Are there any food or drink items that you would order if available?

    a. Yes (please specify): _____

    b. No

Service Questions

The purpose of service questions is to better understand how well your restaurant staff are doing serving your guests throughout the entire dining experience.

1. Who was your server today?

2. Did you find the service welcoming and friendly?

   a. Yes

   b. No (please specify): _____

3. How long did it take for your food to arrive or for your to-go order to be prepared?

   a. Under 15 minutes

   b. Between 15 to 30 minutes

   c. Between 30 minutes to 1 hour

   d. More than an hour

   e. N/A

4. On a scale of 1-5, how would you rate the service you received at our restaurant?
   1 being the worst service you've ever received, and 5 being the best service you've ever received.

   | 1 | 2 | 3 | 4 | 5 |

5. Did your server ask if you'd like to see our dessert menu or offer you coffee/tea at the end of your meal?

    a. Yes

    b. No

    c. N/A

6. If you have any dietary restriction(s), did you find our staff accommodated you accordingly?

    a. Yes

    b. No (please explain why): _____

7. Do you have any general comments or feedback about the service, including strengths and areas for improvement?

Atmosphere Questions

The purpose of atmosphere questions is to get a sense of how well your restaurant ambience resonates with your guests, as well as how clean and accessible it is.

1. What were your first impressions of the atmosphere?

2. List three adjectives that best describe the ambiance of the restaurant during your visit.

3. Did you find our restroom facilities clean and well stocked?

   a. Yes

   b. No

   c. N/A

4. Did you find the restaurant space welcoming?

   a. Yes

   b. No (please specify): _____

5. How would you rate the accessibility of our restaurant?

   a. Poor

   b. Good

   c. Excellent

6. Is there anything you would improve about our facilities, and if so, what would it be?

Technology Questions

The purpose of asking technology-based questions is to learn how technology impacts the guest experience, whether it's for reserving tables, checking out guests, or delivery purposes.

1. If you used our online reservation system, how easy did you find our reservation process to be?
   On a scale of 1-5, with 1 being very difficult and 5 being very easy.

   | 1 | 2 | 3 | 4 | 5 |

2. If you ordered your food through our online delivery system, how quickly did you receive your order?

   a. Between 15 and 30 minutes

   b. 30 minutes to an hour

   c. Over an hour

   d. N/A

3. Which delivery method did you use to order your food from us?

   a. Our website

   b. DoorDash

   c. UberEats

   d. Other: _____

4. If there is anything you could change about our online ordering system, what would that be?

5. How easy was our checkout process using our self-order kiosk?
   On a scale of 1-5, with 1 being very difficult and 5 being very easy.

   | 1 | 2 | 3 | 4 | 5 |

Conclusion

Lastly, your restaurant survey should include a brief conclusion. A conclusion gives you the opportunity to reiterate to your guests how thankful you are for their time and feedback, so you and your restaurant staff can make changes if necessary. You can also use it to promote your restaurant and any upcoming events or promotions.

Why Choose TouchBistro?

TouchBistro is so much more than a point of sale (POS). TouchBistro is an all-in-one POS and restaurant management system that enables operators to take care of their guests and grow their businesses.

Designed exclusively with restaurant and hospitality businesses in mind, TouchBistro provides the most essential front of house, back of house, and guest engagement solutions on one easy-to-use platform.
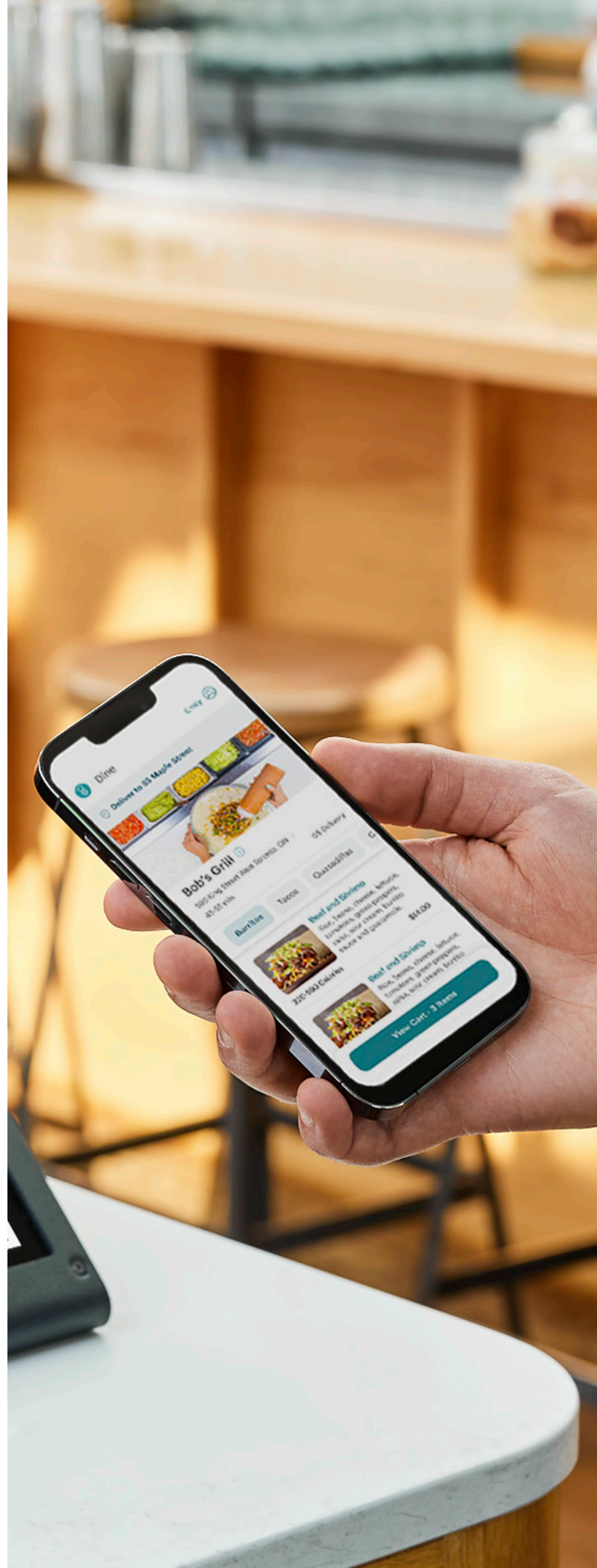
16,000+
restaurants powered

100+
countries

$14 BILLION
processed annually

Why Restaurants Love TouchBistro

Expert and Peer-Recommended
TouchBistro is consistently rated 4.5+ stars out of 5 by G2, Merchant Maverick, Capterra, and more.

Real-Time Cloud Reporting
Equipped with more than 50 cloud-based reports, TouchBistro gives you instant access to the insights you need.

Zero Downtime
Our offline mode allows your devices to continue talking to each other, even when your internet goes down, so service is never interrupted.

Round-the-Clock Support
Get up and running quickly with our one-box POS solution and enjoy the peace of mind of 24/7 locally-based support, available 365 days of the year.

★★★★☆ Trustpilot

TOP5 POS SYSTEMS ★★★★★

G2 ★★★★⯪

Capterra ★★★★☆

"I've worked in the industry for many years, with countless other POS systems, but TouchBistro beats them all. The constant improvements and great customer support make them come out on top."

**Christopher Pittsley
Owner
Salsa Salsa Smithtown
Kings Park, NY**

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