

Mystery Dining Mission – earls Lounge

Thank you very much for providing your mystery shopping services to Premier Service. This guide will show you how to complete this mission! You must read this document in its entirety before completing your mission.

***Note about eligibility:** If you are or have been an employee for this company, or if you know somebody who works in the location you will be evaluating, you are NOT eligible to complete this mission. Please decline this mission and explain why in your comments. Please do not accept this mission in that case since it will be invalid. This rule also applies to any companion you bring during your visit.

If you have any questions or cannot complete your mission on time, please email the scheduler who gave you the mission. Our schedulers are always happy to help you!

For questions, email the scheduler responsible for it. Find a link to your schedulers email address under “Location Specific Information” right above the survey form and click on your province.

Late-breaking information

This section highlights any changes that have been made to instructions.

If you have completed missions for this restaurant before, you will notice some exciting changes!

1. The survey form is much shorter and asks for specific information. Please read through the survey carefully. If you are unsure about how to answer any questions, a scheduler can help you!
2. Now, the age requirements are unique for each location. You can locate the age requirements in the survey form. At least one member of your party must fall within the age requirements for your mission to be valid..
3. There are new order requirements. Please be sure the read them carefully.
4. You do not need to call the restaurant before or after your visit.

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

[Congratulations](#)

Mission introduction

This section contains essential information to help you understand your mission.

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

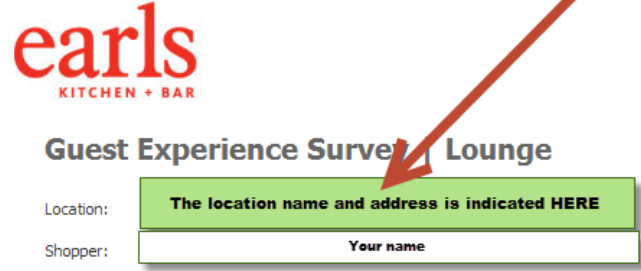
[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

[Congratulations](#)

Type of Mission	Mystery shop – Restaurant Service Evaluation
Location	<p>The location is indicated in your survey form right below the survey name. Open your survey and refer to the screen shot below to find the location you have to visit. Please ensure that you visit the location specified in the survey form. If you visit the wrong location, your survey will be invalid.</p> 
Demographic	<p>You must be of legal drinking age and must be accompanied by at least one other person, who is also of legal drinking age. Note: At least ONE member of your party must meet the age requirement found in "Instructions for this Location" above the survey form</p>
Date & Time restrictions	<p>Please ensure that you arrive at the restaurant between 6 pm and 9 pm. Note: You cannot complete your visit on statutory or Federal Holidays.</p>
Required Seating Area	<p>You must ask to sit in the LOUNGE. You must do your evaluation in the Lounge section of the restaurant. You can sit in the Dining room only if ALL THREE of the following things happen:</p> <ul style="list-style-type: none">• Wait time for the Lounge is more than 30 minutes• Wait time for the Dining room is substantially less• A staff member offers to seat you in the dining room instead of the lounge
Required Companion	<p>You must bring at least one companion during this mission. You are free to bring more people if you like!</p>
Required purchase	<p>The following are minimum order requirements. You may order more items if you wish, but your party must order this as at a minimum:</p> <ul style="list-style-type: none">• Two alcoholic beverages (of any kind - cocktail, wine, beer, etc.)• One appetizer• Two main courses• One dessert

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

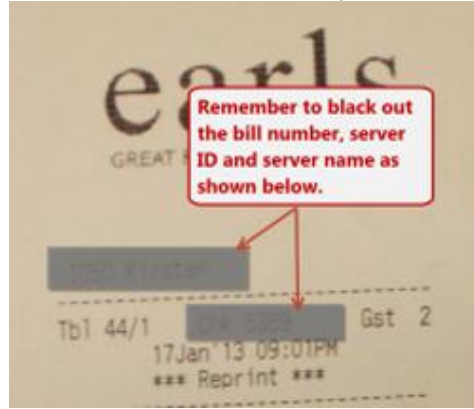
[Congratulations](#)

Time between missions

You may perform a mission at this location no more than once every six (6) months. For example, if you complete a mission on Jan 10, you may complete another one after July 10. This rotation also includes your companion!

Required attachment(s)

You must attach the itemized receipt to your survey and black out all personal information, bill number and server ID and name. Below is an example of how to block out the information:



If you incurred parking expenses, you must attach your parking receipt.

Required equipment:

You can upload your itemized receipt with your survey in one of two ways: You can scan it or you can take a digital photo of it. Please note that the attachment image must be legible and **not** in PDF format

Mission Compensation

The mission fee is an all-inclusive flat fee. This includes a budget for your meal, taxes and tip, as well as compensation for the mission. You will be reimbursed for your parking if you attach your parking receipt to the survey.

If you wait up to 30 minutes to get a table, but do not get it, you will receive a compensation of \$15.

Before your mission

This section contains all the steps you need to prepare for your mission.

Thoroughly preparing for the mission is extremely important and can make a huge difference in your success as a mystery shopper. Follow the steps below; to ensure that you have all the information you need to complete your mission successfully.

Read and print the survey form

There are many guidelines in the survey itself, and reading the survey will help you understand the questions you need to answer. If you do not read it, you may miss part of the mission, and we do not want you to waste your time, or your money. Therefore, it is crucial that you read the survey before your visit.

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

[Congratulations](#)

During your mission

This section contains essential information you need to complete your mission successfully.

You must ask to sit in the lounge room!

Arrival

Ask to get seated in the **Lounge room**.

Wait up to 30 minutes to get a table. If you do not get a table within 30 minutes you may leave the restaurant and submit your survey. The visit will be considered complete. You will be paid \$15.

You can sit in the Dining room only if ALL THREE of the following things happen:

- Wait time for the Lounge is more than 30 minutes
- Wait time for the Dining room is substantially less
- A staff member offers to seat you in the dining room instead of the lounge

In the survey form, you **MUST** explain in detail what happened and why you sat in the dining room instead of the lounge.

Observe employee appearance and behavior

During your visit, you will be interacting with multiple employees. Please pay special attention to appearances, attitude, and behavior of:

- The HOST/HOSTESS
- The SERVER/BARTENDER
- The LEADER
- Any other team member who interacted with you

The survey asks you specific questions for each person. Make sure you can answer.

Observe if the location was clean, organized and well maintained

During your visit, you must observe the cleanliness of:

- The exterior as you enter and leave the restaurant
- The interior of the restaurant
- The section where you were seated
- The kitchen if it was visible
- The washroom

***Please remember to visit the washroom during your visit.**

Remember to visit the washroom!

Keep track of times:

Mystery Dining missions are fun and enjoyable. We want you to have a good time!

However, it is important to keep track of the time your service is taking.

Please ensure that you remember whether:

- You were you greeted or acknowledged by your SERVER/BARTENDER within 30 seconds of sitting at your table
- You received a drink within 2 minutes of ordering it
- Your SERVER/BARTENDER checked to make sure you were enjoying your food within 3-4 bites?
- You received your bill promptly

Please be very discrete while recording this information. You may not use a paper and pen in the restaurant. If you want to take notes with a pen and paper, please do so in a bathroom stall or after you leave the restaurant. If you have a smartphone, you can discretely take notes during your visit; it will just look like you're texting!

Remember the order requirements

You must order specific items for this mission to be valid. You may order MORE items if you wish, but you must order the following at a minimum:

- Two alcoholic beverage (of any kind)
- One appetizer
- Two main courses
- One dessert

Those are the minimum purchase requirements. You can order more items if you wish.

You may order items on special as long as they fulfill the requirements.

Please note: The payment for this mission is an all-inclusive flat fee. It includes a budget for your food, taxes, and tip. You may even have some left over for yourself to keep. It all depends on what you order. We will not pay you any more or any less than the shop fee irrespective of your bill amount.

After your mission

This section contains the steps you must follow after your mission.

Include your attachments

You must attach your itemized receipt to the survey form. We cannot accept your survey without it. Please hang on to it.

Please ensure that the upload is NOT in PDF format, as we cannot accept that format.

You must attach your parking receipt if you want to get a reimbursement.

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

[Congratulations](#)

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

[Congratulations](#)

Submit your survey

Submit your survey by 6:00PM on the day following your visit (unless your scheduler has given you an earlier deadline)!

You may also refer to "Help Documents" found on the right side of the Home Page.

If you still need help, please contact the scheduler who gave you the mission.

Be available for up to 72 hours after you submit your survey in case we have questions!

A validator may need to contact you for additional information about your survey.

The most important stuff!

This section recaps the most important requirements for this mission.

The following points summarize the most important requirements of your mission. However, in order to get a clear picture of all the requirements, you must read every question on the survey form very carefully before your mission.

1. Arrive between 6:00PM and 9:00PM.
2. Take at least one more person with you.
3. Ensure that at least ONE person in your party is within the required age range.
4. Ensure that you ask to be seated in the LOUNGE ROOM.
5. Order items to fulfill minimum purchase requirements.
6. If there is a wait for a table, wait at least 30 MINUTES before you leave.
7. Visit the restroom.
8. Retain your itemized receipt.

Test your knowledge!

This section contains questions to ensure that you understand mission requirements.

1. Answer the following questions

The questions below will test your knowledge and ensure that you understand the most important aspects of this mission.

Please read them carefully. You may jot down the answers to each question before you go to the quiz answers so that you can easily complete it.

After you submit your answers, you will be able to see your score.

Please note that you will not be able to complete your mission unless you score a 100%.

You may repeat the test as many times as you wish, but remember, you **MUST** score a 100%.

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

[Congratulations](#)

Questions

1. If you agreed to complete this mission for \$50, and spend \$100, how much will you be paid?
 - a. \$50
 - b. \$100
 - c. \$150
 - d. None of the above
2. If your companion is no longer available, what is the most appropriate action?
 - a. You should go ahead and complete the mission alone.
 - b. You should try to find someone else to go with and ensure that one of you meets the age requirement.
 - c. You can go on another day before the due date with a companion.
 - d. Options b and c are appropriate.
3. Alan completed this mission and ordered three main dishes, an appetizer and a glass of wine and a dessert. What did he do wrong?
 - a. Alan should have ordered a Labatt product in addition to the glass of wine.
 - b. Alan should have only ordered two main dishes.
 - c. Alan should have ordered another alcoholic drink.
 - d. Nothing – he ordered correctly.
4. Amy entered the restaurant and found that there is a 40-minute wait time for a table in the lounge. What are her options?
 - a. She should leave right away.
 - b. She should wait 30 minutes for a table in the lounge. If she does not get a table, she has the option to keep waiting or leave.
 - c. She can sit in the Dining room if the wait time is substantially less AND a staff member offers to seat her in the dining room instead.
 - d. Options b and c are appropriate.
5. How can you ensure that you meet the age requirement for this mission?
 - a. If you are legal drinking age, you meet the requirement.
 - b. Age requirements change for lunches and dinners.
So you must ensure that A MEMBER OF YOUR PARTY meets the age requirements for dinner.
 - c. Age requirements change for lunches and dinners. So you must ensure that YOU meet the age requirements for dinner.
 - d. There is no age requirement for this mission.

[Mission Introduction](#)

[Late-breaking information](#)

[Before your mission](#)

[During your mission](#)

[After your mission](#)

[The most important stuff](#)

[Test your knowledge](#)

[Congratulations](#)

6. What are the date and time restrictions for this mission?

- Any day before the deadline as long as you enter the restaurant between 5PM and 10PM
- Any day before the deadline as long as you enter the restaurant between 6PM and 9PM
- Any day before the deadline as long as you enter the restaurant before 11PM
- Any day and time before the deadline

7. Amy entered the restaurant and found that there is a 10-minute wait time for a table in the lounge, but that there is no wait at all for a table in the dining room. What are her options?

- She should ask to be seated in the dining room instead of the lounge.
- If a staff member offers her to seat in the dining room, she can sit in the dining room instead.
- She must sit in the lounge. Therefore, she must wait for 10 minutes and get seated in the lounge.
- She should wait for 10 minutes. If she will have to wait for even longer, she can leave.

1. Locate the Certifications

Log into our online system and click on "[Certifications](#)" on the left of your screen:

2. Select "Quiz Answers | E-LON002"

You will find this grid under available certifications. Simply enter the answer options you have selected in this section and you are ready to go!

Congratulations – You're done!

Thank you very much for taking the time to read these instructions. You are now ready to complete this mission! We hope this guide was useful to you. If you have any comments or suggestions on how to make it even better, please let us know.

Thank you again for your hard work and effort in performing these missions.
The Premier Service Team