

Best Restaurant Customer Service Survey Templates

Discover the most effective [restaurant customer service survey templates](#) designed to capture valuable feedback and improve your dining experience. These templates help identify strengths and areas for improvement in service quality, ensuring customer satisfaction. Implementing these surveys can drive positive changes and boost your restaurant's reputation.

Template 1: Quick Feedback Survey

1. How would you rate your overall experience today?

(1: Very Poor, 5: Excellent)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

2. Was the staff courteous and attentive?

☐ Yes ☐ No

3. Was your food served in a timely manner?

☐ Yes ☐ No

4. Do you have any suggestions for us?

Your feedback...

Template 2: Detailed Service Quality Survey

1. Please rate the following aspects of our service:

- Friendliness of staff (1-5) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Speed of service (1-5) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
- Cleanliness of the restaurant (1-5) ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

2. Did our staff meet your expectations today?

☐ Yes ☐ No

3. Would you recommend our restaurant to others?

☐ Definitely ☐ Maybe ☐ No

4. Additional comments or feedback:

Your feedback...

Template 3: Net Promoter Score Survey

On a scale of 0 to 10, how likely are you to recommend our restaurant to a friend or colleague?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

What is the main reason for your score?

Please explain...

Tips for Creating Effective Restaurant Service Surveys

- Keep it short and concise for higher response rates.
- Use a mix of multiple-choice and open-ended questions.
- Customize questions to fit your service style and clientele.
- Encourage honest and constructive feedback.
- Analyze results regularly to make data-driven improvements.