



Mystery Shopper Program Survey

Date: _____

Site Visited: _____ Volunteer Completing Form: _____

The Mystery Shopper Program is a new initiative at the Glades Area Food Bank. The Mystery Shopper Program involves volunteers visiting member food pantries and later, filling out surveys about their experience. The feedback helps us monitor and ensure that clients are treated well and our member pantries are following protocol. The purpose of this initiative is to ensure good customer service is provided, and food safety standards are met.

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
Customer Service					
1. You were greeted with respect and courtesy					
2. The staff/volunteers exhibited cultural sensitivity (if you spoke another language, for example)					
3. The timeliness of my wait was reasonable					
4. The food distributed was quality, nutritious food					
5. Food was distributed in an organized, systemic manner					
6. Volunteers were treated with respect and courtesy					
7.					
Policies and Procedures					
1. I observed no indication of food being sold or bartered					
2. No favoritism was observed with clients, staff, and or volunteers					
3. The establishment was clean and organized					
4. Record Keeping was done in an orderly fashion					
5. Perishable food is distributed directed from a refrigerator or freezer					
6. Facility temperature is appropriate for food storage					
7. There is no evidence of discrimination based on race, sexual orientation or religious affiliation					

Please see reverse side for additional questions

How long did you wait in line: _____ How many people were in line (at most) while I was there? _____

Food was distributed during the time frame posted Yes No

If no, please explain: _____

Food was distributed at the location posted Yes No

If no, please explain: _____

I signed in. Yes No

I was asked the # of people in your household Yes No

This was my first time visiting this establishment, and I was asked to complete an application. Yes No

What information did they ask on the paperwork?

How long did it take to complete? _____

Other comments/observations?

