

## Carl's Jr. Test Guide

This is a **REVEALED mystery shop**, which will require you to identify **yourself to the manager as a mystery shopper after both the Drive Thru and Dining Room shops are completed and not before**. Upon completion of a successful shop, you will be distributing prizes to the manager. You must have the manager sign the Prize Confirmation Form for a successful **or** unsuccessful shop.

**NOTE: This shop requires you to make the required purchase outlined in the shop guidelines at both the drive thru and inside dining room on the same day at the same location during the same visit.**

**For both the Drive thru and Dine in shops conducted your final order will be the same.**

Initial Order: **NOTHING!** You are to approach the drive thru or dine in counter and wait for the employee to speak. You will wait to see what the cashier offers/states to you. Please listen very carefully. Specific wording is required from the cashier as he or she greets you and is part of the success criteria for this shop. For your beverage purchase you may ONLY purchase a Diet Coke or regular Coca-Cola. Our client will not accept any other beverage purchase. Were you greeted with a suggestive sell and friendly greeting? Greetings can vary. If you could not hear the greeting, say "I'm sorry. I could not hear you" or something to indicate that you need the greeting repeated. Typically, the greeting might be something like this: "(Hi/Welcome) to Carl's Jr., would you like to try one of our Six Dollar Thickburgers on our NEW Fresh Baked Bun today?"

**Day & Time:** Shop must be conducted on the day you were assigned. You must check your shop log and survey before completing shop as assigned! Your scheduler will assign you a lunch or dinner shop.

You are required to view a photo of the Original Six Dollar Thickburger. Please note the image and contents of the burger. You will need to evaluate the burger for the correct items starting with the bun heel and being placed in the correct order to the Fresh Baked bun crown/top.

**SUCCESS = There are (2) two success criteria forms that must be filled out! One from the dine in shop and one from the drive thru shop.** You must review the two questionnaires prior to conducting the shop and have a complete understanding of the shop requirements.

*If the employee offers the Six Dollar Thickburger on our New Fresh Baked Bun, please accept the offer and state, "yes, I'd like an Original Six Dollar Thickburger". **Please note**—the employee **MUST** state these exact words so listen closely. **Also note that the greeting is not suggesting a flavor of Six Dollar Thickburger. When you say the word "Original," it designates the flavor of Six Dollar Thickburger that you are ordering. You may NOT special order any element of the burger. (e.g. no pickles, add bacon, etc.) The burger "build" will be evaluated. Please note that you will be required to taste all products. Leftovers are yours to keep at your discretion.***

If the employee does not offer this burger in the initial greeting, then please place an order for the "*Original Six Dollar Thickburger on a Fresh Baked Bun*". Please be sure to use these exact words for your order. If after you ask for an Original Six Dollar Thickburger, the cashier asks if you'd like that to be a Single, Double or Six Dollar (or anything with "single" or "double" in it), that is when you would check the box on the questionnaire form about incorrect clarification. Your order must be for this burger **ONLY**.

After your order is received, check the Original Six Dollar Thickburger and French Fries. **You must personally taste the Thickburger, the fries and the Coke or Diet Coke.** Were the French Fries hot and fresh? Did the Original Six Dollar Burger have all of the correct ingredients?