

Venice Foodies Secret Shoppers



Confidential Customer Insights for Restaurant Owners

Running a restaurant means juggling dozens of details every day... service, food quality, atmosphere, timing, and consistency. But how often do you get the *true* customer perspective—without it ending up in a public review?

What We Do

Venice Foodies Secret Shoppers provide confidential, first-hand feedback from actual dining experiences. Our goal is to help you identify potential weak points and strengthen the customer experience.

With this service, you can:

- ✓ Identify potential weak points before they become bigger issues
- ✓ Gain insights into service, timing, food quality, and presentation
- ✓ Understand how your restaurant is perceived through the eyes of a guest
- ✓ Receive feedback that is completely private and never shared publicly

Our Packages

Starter Package	A quick check-in designed to give you a snapshot
Main Course Package	A full, detailed review of service, timing, food, and overall experience.

This feedback is completely private. It will never be shared publicly on Venice Foodies platforms or social media. The sole purpose is to help you improve and thrive.

To schedule your first Secret Shopper visit

Contact me today:

Alyssa Reinbolt

Venice Foodies Secret Shoppers

Website: venicefoodies.com

Email: SecretShoppers@venicefoodies.com

*Special Introductory Pricing for First 5
Restaurants to Sign Up!*

Venice Foodies Secret Shoppers



Pricing & Package Breakdown

Meal reimbursements cover the cost of food and beverages purchased during the visit. Our shoppers are trained to evaluate discreetly, ensuring authentic customer experiences. All feedback remains private and confidential to support your restaurant's growth.

Starter Tier: The Mystery Bite

Perfect for first-time clients or businesses seeking a quick snapshot of their customer experience. This would include one visit with a detailed review.

- First impressions (parking, exterior, signage)
- Greeting & hostess experience
- Cleanliness (entry, bathroom, table)
- Menu knowledge & staff friendliness
- Food presentation & flavor
- Discreet visit — no public posting
- Private written report with:
 - 3 actionable takeaways
 - Summary of strengths & improvement areas

💰 Investment: \$75 plus reimbursement of required meal for 2

Main Course Tier: The Full Flavor Audit

Perfect for: Owners and managers who want a full 360° evaluation of their customer journey—from curbside to dessert. Includes Everything from the Starter Tier, plus:

- Pre-visit online presence audit (socials + website)
- Staff upselling & engagement evaluation
- Secretly returned item (to assess problem-solving)
- Discreet photo documentation of:
 - Table setting
 - Food plating
 - Cleanliness red flags (if any)
- Customer Experience Scorecard
- 5-point improvement roadmap

💰 Investment: \$175 + meal reimbursement for 2