Client: Taco Mac:

Shop Guidelines and Requirements: Updated 8/30/2018 – Requirements may have changed; please read carefully!!

**Important Notes:**

*Shop Acceptance*: All guidelines must be followed, or you will not be reimbursed for your shop. If you did not follow a guideline, please contact us and explain the circumstances (do not provide false info/photos).

*Deadline*: Your report must be submitted online within 12 hours after your shop/visit ends.

*Date/Time/Location*: You must make sure you visit the correct location on the correct day and at the right meal time (lunch, dinner, bar, etc.). Shops should start within the time range given. You must visit on one of the **DATES** listed in your assignment email. Please pay attention to this!

*Event Notes*: Check any notes listed under ‘Event Notes.’ These are special instructions for your shop. They will override any information contained in these guidelines, so you must follow them. Failure to comply with any items listed under ‘Event Notes’ will result in the shop not being accepted.

*Questionnaire*: View the questionnaire before beginning your shop so you will know which observations you must make in order to complete the questionnaire in its entirety. You are required to answer all questions on the form.

*Client Website*: Visit the client’s website **tacomac.com** to familiarize yourself with the establishment AND to verify the hours the location you are visiting is open. You must always verify the location is open for business before arriving for your shop.

*Video Surveillance*: Every location has video surveillance, enabling the staff/client to review actual times of arrival, departure, items being served and other events that occur during your visit. Therefore, it is VERY important when filling out your report that accurate information is provided. If you are unsure about something, do not guess. Please explain you are unsure and why.

*Number of People*: Regardless of the meal ‘type’ you are scheduled to conduct, the shop is for 2 adults (you and 1 other adult guest – both shopper and guest must be at least 21 years old) ONLY. Solo shoppers are allowed, however, you must contact your scheduler for this exception. Shoppers plus guest reimbursement is up to $45 and a solo shopper reimbursement is up to $30. These maximum reimbursement amounts include tax and gratuity.

*Call*: A phone call is not required for this visit, however, you must confirm they are open prior to your arrival.

*Where to Dine*: Check your assigned timeslot. You must eat in the dining room (not in the bar area or at the bar) unless your shop’s timeslot says “At the Bar.” You must eat at the bar if your shop timeslot says “At the Bar.” If your shop IS an “at the bar” assignment, you must sit at the bar top and not a table in the bar.

*At the Bar Shops*: If you are scheduled for a bar shop, our client is paying us to find out what is going on AT the bar. We realize that sometimes bars are busy, and it’s hard and or near possible to get a seat at the bartop immediately. However, let us repeat again, we are being paid (and you are being paid) to sit AT the bar in order to assess the operations at the bar. You must wait until a seat or area opens up at the bar and place an order with the bartender. If you are visiting on a Friday or Saturday evening, certainly your chance of having to wait is greater than if visiting on a Monday. This should be expected. You MUST wait at least 30 minutes for a bar seat to open up...It would be very rare for this not to happen during this time. Do not be impatient—please DO tell you guest, well before you get to the establishment, that you will need to wait for a seat at the bar if none are available upon arrival. If a seat at the bar does not open up within 30 minutes of you waiting, you may then sit at a table, so you are able to complete the rest of the shop and order your food items.

*To Go*: You may not order anything to go. It is fine to take your leftovers home with you.
Ordering requirements for all shops:

Required for all shops:
1 Beer – can be draft or bottle, but MUST be at least one beer

Shopper + Guest:
Required for all shops:
3 different food items: Sharables/appetizers/entrees – MUST be 3 different food items

Solo Shopper:
Required for all shops:
2 different food items – Sharables/appetizers/entrees – Must be 2 different food items.

Items in addition to the required may be ordered if desired.

*Brewniversity / Passport Club: If you are a member, you may NOT use your Passport/Brewniversity Club card on this shop. You MUST give your server an opportunity to offer you information about joining the club; however, you must decline joining as you are not permitted to use the card during a shop.

*Important Note Regarding ID: When you (or your guest) order an alcoholic beverage, please pay attention and comment in your report on whether an ID was requested and if it was closely inspected and NOT just given a quick glance. Managers WILL review video footage of whether your ID was requested or not, so please be especially observant about this.

*Server/Bartenders Name: You must get your server’s/bartenders name, so please ask for it. Staff do not wear name tags.

*Management/Staff Attire: The manager may be male or female and any age. They can easily be identified by their polo style shirts (see several examples below) with the T. MAC/Taco Mac logo and supervisory role (helping out at the host/hostess area, interacting/instructing staff, visiting guest tables, etc.). They can also wear button down dress shirts (with no logo). Any one that is not dressed in a t shirt should be noted as the manager. All servers/host/bartenders wear a Taco Mac T-shirt.

***FOOTBALL SEASONAL UNIFORMS 2018-2019***
During the football season the FOH/BOH are allowed to wear their team’s jersey. Managers will still be in their usual attire. Football jerseys are the only permissible items allowed (no t shirts, tanks, hoodies, sweaters, etc.) Servers will still have on their server aprons. It is important that the jersey does not cover up the apron. The front door staff and any other staff positions (busboys, food runners, servers assistant etc.) seen in the dining areas, should have a nametag present since they do not have aprons.

*Restroom: Check the restroom for cleanliness/supplies. Female shoppers/guests should check the ladies’ room only, while male shoppers/guests should check the men’s room only.

*Your Report: Please tell the story of your visit. We are looking for a lot of commentary in every section. There should be details to support your ‘yes’ answers, as well as a comment to explain every ‘no’ answer, every ‘n/a’ answer and every lowered rating. Please check out the Get Started/Help tab to view the sample shops (a great shop and what not to do).

*Questions from Our Staff: For up to 3 days after submission of your report, you must check your e-mail and/or the ‘Home’ section of the website to see if additional information is needed. A reply back to the editor is required within 24 hours.

*Alcoholic Beverages: Limit of 2 alcoholic beverages/person during visit.

*Social Media/Online Reviews: Unless we expressly authorize otherwise, you may NOT post any reviews about your experience online or publicly in any manner. Doing so will result in non-reimbursement and immediate disqualification of future assignments.

*Coupons/Gift Certificates: You are not permitted to use a coupon, Groupon, Living Social, Scout Mob, etc. during this shop. However, gift certificates are permissible.

*Survey/Comment Cards: Occasionally, a survey/comment card will be provided on your table, with your final bill or mailed/e-mailed to you a few days after your visit. Do not complete it.

*Receipts: Receipts are required for all of your purchases on your shop. You must get the itemized and credit card receipts. These will help you when filling out your report (item names, server name, etc.). Be sure to correctly enter the amount from your purchase(s) into our system when you submit your report. Since multiple receipts are required, please pay special attention when entering the amounts into the receipt section of your report. You must enter the amount spent in the receipt box labeled for that particular expense. In some cases, you may be required to add together two or more receipt totals and tips, so be mindful of the title of each receipt entry box. Improper receipt entry can result in non-reimbursement of that amount.
*Receipt Upload:* A scanned or digital image of your receipt(s) is REQUIRED to be attached to your report in the receipt area. You should upload the receipt(s) onto your computer before completing your report. Only uploaded receipts that are attached to reports will be accepted. If you do not have a scanner, take a digital photo of your receipt(s) and email it to your computer to upload to your report. Make sure the image is large enough to read, clear and legible. We cannot accept thumbnail images. Do not accept this assignment if you are unable to attach a digital image of your receipt to your report.

*Reimbursement:* The reimbursement is only for food and beverage purchases. If you spend under the allotted reimbursement amount, 18% gratuity can be reimbursed UP TO the maximum reimbursement. If you are comped (given an item or items for free), you MUST provide commentary about the item(s) and the reason in your report. Also, unless ALL food and beverage items are comped, you should NOT click the ‘Check here if this entire receipt was comped’ box when entering your receipt info. All other expenses (parking, valet, etc.) will not be reimbursed unless otherwise indicated in the Event Notes.
Current Taco Mac Approved Shirts

- Logo’d Navy button down shirt or black dry-fit long-sleeved polo or short sleeved, blue polo or logo’d chef coats

- A non-logo’d, dark colored, long-sleeved button-down dress shirt can be worn, but only with a logo’d Taco Mac name tag. (NOT PICTURED HERE)

- Navy, Black or White L/S or short-sleeved Taco Mac Chef Coat