Mystery Shopper Evaluation

Visit#: 123456#fc2071004
Shopper#: 123456
Visit Date: Saturday, July 10, 2004
Weather Conditions: Warm and Sunny
Shopper's Gender / Age: Male / 32
Shopper's Occupation: Sample
Remote Sales

Total Score: 93%

Facility

100% 10 of 10
Facility was clearly marked and easy to locate
Yes
Parking lot was organized and clean of trash, etc. (ns)
Yes
Buildings / structures were attractive & in good repair
Yes
Park grounds were attractive and nicely landscaped
Yes
Seating was available and adequate
Yes
Temperature inside the facility was appropriate
Yes
Outside lighting was adequate (if applicable)
N/A
Background music was appropriate & at reasonable volume
Yes
Pay phones were in good repair / working properly
Yes
Trash containers were available and not overflowing
Yes
ATM machines were available and easy to find
Yes

Facility Narrative:
The women's restroom was very clean and fully stocked. The trashcans had some trash but were not overflowing. The stalls were all in good working order. There were not offensive odors noticed.

Restrooms

100% 8 of 8
Locations were clearly marked and easy to find
Yes
TIME EVALUATED:
4:48 pm
An adequate number were available
Yes
Were clear of water and trash
Yes
Were well stocked with adequate supplies
Yes
Were pleasant smelling
Yes
Were in good repair and working correctly
Yes
Trash containers were available and not overflowing
Yes
Restroom cleaning checklist was completed in last hour
Yes

Restrooms Narrative:
The ticket sales area was the first thing seen as you came through the front door. The description and pricing of the all-day pass were posted on the counter.

Ticket Sales

100% 3 of 3
Area was clearly marked and easy to locate
Yes
Any lines were organized and moved quickly
Yes
Prices were clearly posted and easy to understand
Yes

Ticket Sales Narrative:
### Ticket Sales Team Member

| was in uniform, neatly groomed and wearing nametag | Yes |
| EMPLOYEE NAME: | Rachel Harkins |
| TIME EVALUATED: | 3:59 pm |
| Greeted you pleasantly | 4 |
| Smiled and made eye contact | 4 |
| Demonstrated knowledge of facility | Yes |
| Handled transaction efficiently and correctly | Yes |
| Thanked you and / or provided a pleasant closing | 4 |

**Ticket Sales Team Member Narrative:**

Rachel Harkins was the only ticket seller working this evening. She asked how she could help me when I approached. I explained that I needed to purchase tickets. She suggested the all day pass and explained that it came with $7.00 credit to play games that issued tickets as a prize. It would cover the large attractions and provided unlimited time on the regular arcade games that did not provide tickets. The transaction of the all day pass was completed without error. She stated to hold onto my receipt, if could be replaced if the card was lost. She also explained that I could bring the card itself back with me and not have to purchase another card (this was not the pass just the card itself, the pass was only good for the current day.)

### Main Restaurant

| Area was clearly marked and easy to locate | Yes |
| TIME EVALUATED: | 5:40 pm |
| Amount of time you waited to be seated | Yes |
| Menu & prices were clearly posted / easy to understand | Yes |
| Payment options were clearly posted | Yes |
| The menu offered a wide variety of items | Yes |
| The restaurant had a pleasant ambiance | Yes |
| Background music was appropriate & at reasonable volume | Yes |
| Temperature inside the facility was appropriate | Yes |
| Seating was comfortable and in good condition | Yes |

**Main Restaurant Narrative:**

The restaurant had a very relaxing ambiance: the lit candles on each table were a great touch. The menu covered a huge variety of items available. The music could be heard but was low enough that it was not a problem to carry on a conversation. The booths were spacious. The menu and prices were very easy to understand.

### Restaurant Host / Hostess

| was well groomed/ had professional appearance | Yes |
| EMPLOYEE NAME: | Diane |
| Smiled and made eye contact | Yes |
| Greeted you pleasantly | 4 |
| Notified you of any estimated wait time | No |
| Handled waiting guests efficiently | Yes |
| Answered your questions adequately | Yes |
| Demonstrated knowledge of facility | Yes |
| Was efficient and helpful | Yes |
| Spoke to you as you were led to your table | Yes |
| Provided a pleasant closing | 3 |

**Restaurant Host / Hostess Narrative:**

Diane immediately greeted me as I entered the restaurant. Restaurant. There was not a wait and I was immediately seated. She asked on the way to the table if a corner booth was all right. The table was relatively close to the door, so time did not allow for extensive small talk. She gave me a menu and said to enjoy my meal.

### Restaurant Server

| was in uniform, neatly groomed and wearing nametag | Yes |
| EMPLOYEE NAME: | Amber |
| Smiled and made eye contact | Yes |
| Greeted you pleasantly | 4 |
| Demonstrated knowledge of menu | Yes |
| Made suggestions | Yes |
| Answered your questions adequately | Yes |
| Was efficient and helpful | Yes |
| Handled your needs efficiently and adequately | Yes |
| Checked back on your table frequently | Yes |
| Thanked you and / or provided a pleasant closing | Yes |

**Restaurant Server Narrative:**

Amber immediately came to the table and welcomed me to the restaurant. She told me the specials of the day and asked if I would like to begin with a drink. She returned quickly and took my order. She brought rolls while I was waiting on the entree. She explained which type of butter was on each side of the rolls. The food arrived quickly and Amber checked back with me 3 times during my meal, bringing drink refills just before they were needed. Amber provided great service during this meal visit.
### Restaurant Food

<table>
<thead>
<tr>
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<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food was prepared according to order</td>
<td>Yes</td>
</tr>
<tr>
<td>Food appeared appetizing</td>
<td>Yes</td>
</tr>
<tr>
<td>Food temperature was correct</td>
<td>Yes</td>
</tr>
<tr>
<td>Portion size was appropriate for price</td>
<td>4</td>
</tr>
<tr>
<td>Food was prepared well and seasoned appropriately</td>
<td>Yes</td>
</tr>
<tr>
<td>Ingredients were fresh and of high quality</td>
<td>Yes</td>
</tr>
<tr>
<td>Food tasted appealing</td>
<td>4</td>
</tr>
<tr>
<td>Overall value for price paid</td>
<td>4</td>
</tr>
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**Food Narrative:**

The food arrived quickly. The items were exactly as ordered and hot. The food was the best that I have eaten in a restaurant in a long time. The portions were large and seasoned perfectly.

### Food Ordered

**Food Ordered:**

- 3 vegetable plate (country style green beans, steamed broccoli, baked potato, 1 grill cheese, fries, root beer, mountain dew

### Restaurant Restrooms

**Restrooms Narrative:**

The restrooms were clean and well stocked. The restroom was in proper working order. The trashcans were not overflowing. There were no noticeable odors.

### Children's Play Area

**Children's Play Area Narrative:**

The Foam facility provided a great place for smaller children. My son is older, so I observed the interactions with alternate customers. The height requirements are clearly marked and a closed gate door keeps the little ones from "escaping", which I thought was great.

### Children's Area Team Member

**Children's Area Team Member Narrative:**

The Foam facility worker's nametag was seen but had stickers on it and the name could not be made out. She was late teens, red hair, 5'6, no glasses. She was nice and opened the door for the children. While the children were playing she sat on the inflated slide and made sure that the children did not jump down the slide. She seemed concerned for the kids' safety.

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Go-Kart Track [85%]

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</tr>
</thead>
<tbody>
<tr>
<td>Area was clearly marked and easy to locate</td>
<td>Yes</td>
</tr>
<tr>
<td>Any rules or regulations were clearly listed</td>
<td>Yes</td>
</tr>
<tr>
<td>TIME EVALUATED:</td>
<td>6:50 PM</td>
</tr>
<tr>
<td>Area was clean and free of trash</td>
<td>Yes</td>
</tr>
<tr>
<td>Any lines were organized and moved quickly</td>
<td>Yes</td>
</tr>
<tr>
<td>Any instructions were given slowly and clearly</td>
<td>Yes</td>
</tr>
<tr>
<td>Attraction was fun to participate in</td>
<td>3</td>
</tr>
<tr>
<td>Overall value for price paid</td>
<td>3</td>
</tr>
</tbody>
</table>

Go-Kart Track Narrative:
The go-cart track had height requirements clearly marked. The workers checked the height of the riders prior to allowing them to swipe their cards. The under height riders were made to ride double with a person who had accompanied them to the go carts but were only made to swipe their card once. The instructions were given once all riders were safely buckled in and ready to ride.

Go-Kart Track Team Member [85%]

<table>
<thead>
<tr>
<th>Item</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was in uniform, neatly groomed and wearing nametag</td>
<td>Yes</td>
</tr>
<tr>
<td>EMPLOYEE NAME:</td>
<td>Matthew Cahone</td>
</tr>
<tr>
<td>Smiled and made eye contact</td>
<td>3</td>
</tr>
<tr>
<td>Greeted you pleasantly</td>
<td>3</td>
</tr>
<tr>
<td>Checked to be sure all participants had paid</td>
<td>Yes</td>
</tr>
<tr>
<td>Checked height of any smaller children</td>
<td>Yes</td>
</tr>
<tr>
<td>Team member worked attraction safely and efficiently</td>
<td>Yes</td>
</tr>
<tr>
<td>Was pleasant and courteous</td>
<td>4</td>
</tr>
<tr>
<td>Thanked you and / or provided a pleasant closing</td>
<td>3</td>
</tr>
</tbody>
</table>

Go-Kart Track Team Member Narrative:
Matthew Cahone was very efficient. After all riders' heights had been checked, he closed the gates. He then checked the riders' seat belts for safety, walked to the front of all of the cars and riders. He explained the rules that were to be followed in the go-carts. He was easy to understand but it was understood that the rules would not be broken. He then let the cars get started and the kids have fun.

Carousel [83%]

<table>
<thead>
<tr>
<th>Item</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area was clearly marked and easy to locate</td>
<td>Yes</td>
</tr>
<tr>
<td>TIME EVALUATED:</td>
<td>7:09 pm</td>
</tr>
<tr>
<td>Any height requirements / health risks were listed</td>
<td>Yes</td>
</tr>
<tr>
<td>Area was clean and free of trash</td>
<td>Yes</td>
</tr>
<tr>
<td>Any lines were organized and moved quickly</td>
<td>Yes</td>
</tr>
<tr>
<td>Attraction was fun to participate in</td>
<td>3</td>
</tr>
<tr>
<td>Overall value for price paid</td>
<td>3</td>
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Carousel Narrative:
The carousel mirrors on the inside of the ride were very clean and were providing extra excitement for the kids riding. The height requirements were clearly marked on the outside of the ride. The attraction was very clean.

Carousel Team Member [100%]

<table>
<thead>
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<th>Item</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Was in uniform, neatly groomed and wearing nametag</td>
<td>Yes</td>
</tr>
<tr>
<td>EMPLOYEE NAME:</td>
<td>Braxton Dale</td>
</tr>
<tr>
<td>Smiled and made eye contact</td>
<td>4</td>
</tr>
<tr>
<td>Greeted you pleasantly</td>
<td>4</td>
</tr>
<tr>
<td>Checked for wrist bands or ride passes for all guests</td>
<td>Yes</td>
</tr>
<tr>
<td>Checked height of any smaller children</td>
<td>Yes</td>
</tr>
<tr>
<td>Team member worked attraction safely and efficiently</td>
<td>Yes</td>
</tr>
<tr>
<td>Was friendly and helpful</td>
<td>4</td>
</tr>
<tr>
<td>Thanked you and / or provided a pleasant closing</td>
<td>4</td>
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</table>

Carousel Team Member Narrative:
Braxton Dale was in charge of the carousel ride. He spoke to each parent as we came up and then he spoke to the children who were going to ride as well. He made a point to let them know that he was interested in their fun and not only speaking with the parents. I seemed as if he was having as much fun as the children themselves.
Mystery Shopping Evaluation: Sample Family Entertainment Center 2

Miniature Golf 100% 14 of 14

Area was clearly marked and easy to locate
Yes

SPECIFIC LOCATION:

TIME EVALUATED:
7:22 pm

Area was clean and free of trash
Yes

Any lines were organized and moved quickly
Yes

Prices and rules were clearly posted/easy to understand
Yes

Trash containers were available and not overflowing
Yes

Course was well themed and in good condition
Yes

Course was fun to play / appropriate level of difficulty
4

Overall value for price paid
4

Miniature Golf Narrative:
The miniature golf course was easily navigated and well marked. There were not any lines and only one other set of customers playing at the time I enjoyed this attraction. The prices were posted and easily understood. The course was in good condition.

Batting Cages 100% 5 of 5

Area was clearly marked and easy to locate
Yes

TIME EVALUATED:
7:54 pm

Area was clean and free of trash
Yes

Any lines were organized and moved quickly
N/A

Prices and rules were clearly posted/easy to understand
Yes

Games were functioning correctly
N/A

Overall entertainment value of attraction
N/A

Pitches were appropriate for price charged
N/A

Batting Cages Narrative:
The batting cages were all locked. There were no helmets or bats seen at all. The weather service had been calling for a severe storm and this attraction was not open.

Bowling Area 88% 14 of 16

Area was easy to locate
Yes

TIME EVALUATED:
6:17 pm

Area was clean and free of trash
Yes

Any lines were organized and moved quickly
Yes

Prices and rules clearly listed & easy to understand
Yes

How long did you wait for an open lane
0:00

An adequate number of shoes were available for rent
Yes

Shoes were well maintained and in good condition
Yes

Lanes were well maintained and functioning correctly
Yes

Scorekeeping machine was easy to use / working correctly
Yes

Attraction was fun to participate in
3

Overall entertainment value of attraction
3

Bowling Narrative:
The bowling area was clean and lanes were all in working condition when I arrived. Shoes and lanes were available when I arrived, there was no wait time. There was a handwritten sign posted on the counter that The facility was currently out of socks, you must provide your own in order to bowl. The lane that I was on broken during the game and I was quickly moved to an alternate lane and I overheard the worker calling maintenance to repair the lane.

Bowling Team Member 100% 16 of 16

Was in uniform, neatly groomed and wearing nametag
Yes

EMPLOYEE NAME:
Daniel

Greeted you pleasantly and made eye contact
4

Demonstrated knowledge of prices & game information
Yes

Handled transaction correctly
Yes

Was efficient and helpful
Yes

Projected a friendly and positive attitude
4

Thanked you and / or provided a pleasant closing
4

Bowling Team Member Narrative:
Daniel was the associate who was working in the bowling area when I arrived. He immediately provided us with shoes and gave us a lane. During the game our lane hung up. Upon request Daniel reset the lane and said that he was sorry for the problem. Daniel came back by after the next frame to check on the lane. Right before the end of the game the lane hung up again. Daniel came to reset it again for me, however, this time it would not reset. He asked if I would mind moving to the next lane over and he would reset the frame so it would not penalize my score. Daniel immediately went to the desk and got the lanes changed for me and was heard calling for maintenance to repair lane #9.
**Laser Tag Attraction**  
85% 11 of 13

- Area was clearly marked and easy to locate: Yes
- Time Evaluated: 4:05 pm
- Any rules or regulations were clearly listed: Yes
- Area was clean and free of trash: Yes
- Any lines were organized and moved quickly: Yes
- Any instructions were easy to understand and helpful: Yes
- Attraction was fun to participate in: 3
- Overall entertainment value of attraction: 3

**Laser Tag Narrative:**

The laser tag area was easy to locate. The area was very clean and organized with cards for future games. The rules were given to us prior to the beginning of the game.

**Laser Tag Team Member**  
79% 15 of 19

- Was in uniform, neatly groomed and wearing nametag: Yes
- Greeted you pleasantly: 3
- Smiled and made eye contact: 3
- Checked for wristbands or ride passes for all guests: Yes
- Team member worked attraction safely and efficiently: Yes
- Was friendly and helpful: 3
- Thanked you and/or provided a pleasant closing: 3

**Laser Tag Team Member Narrative:**

Clay was the associate who was working in the Laser Tag area this evening. After entering we sat down and he explained how the laser tag game would work and what to do. He also explained that it is their policy that if any rules are broken you will not be allowed to play again. He asked if anyone had any questions, no one did, and he allowed us to go in and begin our game.

**Billiards Area**  
85% 11 of 13

- Area was clearly marked and easy to locate: Yes
- Area was clean and free of trash: Yes
- Time Evaluated: 7:57 pm
- Tables were clean and in good condition: Yes
- Equipment was well maintained and in good condition: Yes
- Seating was available and adequate: Yes
- Area was fun and appealing: 3
- Entertainment value compared with price paid: 3

**Billiards Area Narrative:**

The billiard tables were clean and in good condition. There was plenty of seating available. The equipment was in good condition.

**Billiards Area Team Member**  
100% 16 of 16

- Was in uniform, neatly groomed and wearing nametag: Yes
- Greeted you pleasantly and made eye contact: 4
- Demonstrated knowledge of prices & game information: Yes
- Handled transaction correctly: Yes
- Was efficient and helpful: Yes
- Projected a friendly and positive attitude: 4
- Thanked you and/or provided a pleasant closing: 4

**Billiards Area Team Member Narrative:**

Daniel assisted me with the billiards. He pointed me towards a free table after processing my card. He stated that if I needed him for anything that he would be at the desk.
**Snack Shack**

Area was clearly marked and easy to locate  
Yes

TIME EVALUATED:  
4:29 pm

Any lines were organized and moved quickly  
Yes

Menu & prices were clearly posted / easy to understand  
Yes

Payment options were clearly posted  
Yes

Food preparation areas were clean and free of trash  
Yes

Food preparation team members were efficient and safe  
Yes

Condiment / drink area was clean and well-stocked  
Yes

Adequate eating areas/tables were available and not overflowing  
Yes

**Snack Shack Narrative:**

The Snack Shack was easy to locate. The menu items and prices were posted and easily understood. The Snack Shack was very clean and condiment area was fully stocked.

**Snack Shack Team Member**

Was in uniform, neatly groomed and wearing nametag  
Yes

EMPLOYEE NAME:  
Tara Duvall

Greeted you pleasantly  
4

Smiled and made eye contact  
4

Demonstrated knowledge of menu  
Yes

Asked if you needed anything else or made suggestions  
Yes

Was efficient and helpful  
4

Handled transaction efficiently and correctly  
Yes

Repeated order back to you  
Yes

Gave you correct change  
Yes

Directed you to the condiment and drink area  
Yes

Thanked you and / or provided a pleasant closing  
4

**Snack Shack Team Member Narrative:**

Tara Duvall assisted me at the Snack Shack. She explained that they were currently out of cinnamon pecans but offered almonds instead. She explained that the pecans were on order but had not yet arrived and they were also getting cashews in the next few weeks. She also stated that the ice cream was great. She completed my purchase of ice cream and drink without error. She thanked me and again apologized for not having the pecans.

**Snack Shack Food**

Food was prepared according to order  
Yes

Food appeared appetizing  
Yes

Food temperature was correct  
Yes

Portion size was appropriate for price  
4

Food was prepared well and seasoned appropriately  
Yes

Ingredients were fresh and of high quality  
Yes

Food tasted appealing  
4

Overall value for price paid  
4

**Food Narrative:**

The ice cream was wonderful. The amount of ice cream received was huge. The ice cream and drink were a great value.

**Food Ordered**

Food Ordered:

1 vanilla ice cream, 1 mountain dew

**Arcade Area**

Area was clearly marked and easy to locate  
Yes

TIME EVALUATED:  
4:34 pm

A large variety of games were available  
Yes

Area was clean and free of trash  
Yes

All games were clean and in good condition  
Yes

Games were functioning correctly  
Yes

Games were dispensing a fair number of tickets  
Yes

Prices and rules were clearly posted/easy to understand  
Yes

Game cards were easy to acquire / recharge  
Yes

**Arcade Area Narrative:**

The arcade area is extensive. The game prices are clearly marked and recharge areas can be found all over the facility. Most games were working, only 2 were seen not working: the simulation 2 rider game and the Artic Thunder game. The games that gave tickets gave a fair number of tickets to the winner. The great thing about the arcade area is you can stop and play a game at any time, even on the way to the next large attraction.
Prize Center | 90% | 9 of 10
--- | --- | ---
Area was clearly marked and easy to locate | Yes | 5:02 pm
Ticket counting machines were easy to locate | Yes | 5:02 pm
Ticket counting machines were easy to use | Yes | 5:02 pm
Prizes were organized/ attractively displayed | Yes | 5:02 pm
Prizes were in adequate supply/ well stocked | Yes | 5:02 pm
Prizes were of good quality | Yes | 5:02 pm
Prize point levels / amounts were clearly labeled | Yes | 5:02 pm

**Prize Center Narrative:**
The prize center was well marked and easy to locate. There were ticket-counting machines located in various areas of the arcade games. The lines at the ticket counters were long but moved at a steady pace. The prizes at the prize center were clearly marked, fully stocked and organized. The prizes were of good quality.

Prize Center Team Member | 91% | 20 of 22
--- | --- | ---
Was in uniform, neatly groomed and wearing nametag | Yes | Jamie
Greeted you pleasantly | Yes | 4
Smiled and made eye contact | Yes | 4
Handled change efficiently | Yes | 4
Handled refund situation pleasantly and promptly | Yes | 4
Handled receipts and prizes efficiently/ correctly | No | 3
Awarded extra or larger prizes when asked | No | 3
Allowed me to buy a prize(s) when asked | No | 3
Made suggestions / was helpful | Yes | 4
Thanked you and / or provided a pleasant closing | Yes | 4

**Prize Center Team Member Narrative:**
Jamie was the associate that was working the prize counter when I approached. She smiled in greeting when my turn was next. She asked for my ticket slip, told me the number of tickets that I could use and showed me the area to look in. After I had my choices made, she scanned the items behind the counter and placed them in a bag for me. She said that it would be easier for me to carry them in a bag. She said thanks and to enjoy the rest of my evening.

Management | 88% | 7 of 8
--- | --- | ---
Management was visible/ seen throughout facility | Yes | 4:57 pm
Management was easily identified | Yes | 4:57 pm
Adequate staffing levels were seen throughout facility | Yes | 4:57 pm
EMPLOYEE NAME: | No | N/A
TIME EVALUATED: | Yes | N/A
SPECIFIC LOCATION: | Yes | N/A
Was well groomed/ had professional appearance | Yes | N/A
Projected a friendly and professional attitude | Yes | N/A
Was helpful and attentive to staff | Yes | N/A

**Management Narrative:**
There was a manager seen this evening while I was at the facility. He was speaking with a fellow customer. By the time that I was close enough to speak he walked away with the customer. He was not seen again. He was about 5’9, dark short hair, glasses.

Overall | 92% | 23 of 25
--- | --- | ---
Overall impression of facility personnel | 4 | 
Overall impression of facility conditions | 4 | 
Overall impression of rides / attractions | 4 |
Overall impression of arcades / prize centers | 3 | 
Overall impression of food service | 4 | 
Overall impression of prices / value for money | 3 | 
Would you return to facility based on this experience | Yes | 

**Overall Narrative:**
This visit to The facility was wonderful. The staff members were all helpful and polite. All staff members were knowledgeable on the services offered and the attractions themselves. The facility allowed my son and I to have a great family oriented day. I like the fact the facility is a safe environment, with a police officer on the premises. The facility is wonderfully priced for all of the things you get to participate in. I will return to the facility and recommend it to anyone who wants a wholesome family fun adventure.

What 2 things could be done to improve your experience:
The entire experience this evening was wonderful. The only thing that I would have changed is that I would have enjoyed participating in the batting cages. We like to be able to say we try everything. However, it is understandable, with the possibility of severe storms that it would be a risk to have them open. This is not something that the facility could have any control over.
Most Memorable

What will you remember most about your visit:

I will remember how friendly and polite all staff members encountered were. I will also remember how much fun the attractions were.

Outstanding Team Member

EMPLOYEE NAME: Daniel
TIME EVALUATED: 6:17 pm
SPECIFIC LOCATION: bowling

Outstanding Team Member Narrative:

Daniel was pleasant when he originally provided shoes and a lane for me. There were problems with the lane that I was using, beyond anyone's control. Daniel fixed the problem once and then came back by to check on me, which was very nice. The lane stopped again and Daniel immediately suggested that I move to an alternate lane. Daniel was very nice while I was at the bowling attraction. He was knowledgeable on the lanes themselves but moved me to save me any more lost playing time. He was overheard calling the maintenance department immediately so the lane would not be down an extended period of time. I feel that Daniel went above the call of duty when he came back by to check on me when there was not a problem.