

MYSTERY GUESTS FOR RESTAURANTS & RESTAURANT GROUPS

Give guests a reason to come back.

Find the service gaps your guests won't tell you about. Get clear actions for your team — then see whether the next visit improves.

01 / VISIT

A real guest walks in

A vetted local visits incognito, orders normally and records the details that matter.

02 / FIX

Your team gets a plan

A private report turns the visit into three priorities, with clear owners and next steps.

03 / RECHECK

The next guest checks

Repeat visits show what changed, what stayed open and what deserves praise.

Know what to fix. Know who owns it.

For owners and general managers

See the experience beyond the sales numbers, reviews and camera feed.

For operations teams

Check the same service standards across shifts and locations.

Private by design

No public reviews. No audio recording. No photos of faces.

ILLUSTRATIVE VISIT REPORT

Morrow & Fig · Austin

01 / The check took 8 minutes

Shift manager Assign one person to close every table.

02 / No dessert or coffee offered

Floor team Add a natural follow-up after mains.

03 / The next guest checks both

See which fixes hold on the next shift.

Fictional restaurant and scenario. Not a client result.

Choose your visit rhythm

Per location / month · cancel anytime

Once a week

USD 299

4 visits per month

3 times a week

USD 749

13 visits per month

Every day

USD 1,299

30 checks per month

3+ locations? Group plans from USD 2,990 / month. Visit mix and coverage agreed on the call.

Meals, tax and agreed tips billed at cost. No markup. Subscription taxes extra where applicable. Daily checks include dine-in, coffee, delivery and calls.

Let's talk. 30 minutes.

See the sample report, confirm coverage in your city and choose a plan for your first paid visits.

onetwoguest.com/us

