



CHAMPS CHECK

Restaurant Period Summary Report - Period 2 2010

Rest ID: 019870 - Redding, CA

Report Date: 02/17/2010

Restaurant-Level Results (Past 3 Periods)									
	Average Ratings						Surveys	Recommend	Average Score
	C	H	A	M	P	S			
Restaurant 019870	6.0	6.3	6.5	6.2	6.2	6.3	90	96%	89.8%
Color	Y	G	G	Y	G	G			
Target to Green	6.1	6.3	6.5	6.3	6.2	6.3		92%	
Red less than	5.6	5.7	6.0	5.8	5.7	5.7		88%	
	C	H	A	M	P	S	Surveys	Recommend	Average Score
Drive-Thru	Y	Y	Y	Y	Y	Y	45	96%	85.1%
Dine-In	G	G	G	G	G	G	45	96%	94.4%
	C	H	A	M	P	S	Surveys	Recommend	Average Score
Breakfast (4 - 11 am)	G	G	G	G	G	G	7	100%	95.3%
Lunch (11 - 2 pm)	G	G	G	G	G	G	26	100%	93.7%
Afternoon (2 - 5 pm)	Y	Y	R	Y	Y	Y	32	88%	85.4%
Dinner (5 - 9 pm)	Y	G	G	Y	G	Y	19	100%	91.2%
Evening (9 - 12 am)	R	G	G	R	R	R	4	100%	77.5%
Late Night (12 - 4 am)	G	G	G	G	G	G	2	100%	99.5%

Benchmark Results (Past 3 Periods)									
	Average Ratings						Surveys	Recommend	Average Score
	C	H	A	M	P	S			
Area - 990001	6.2	6.3	6.5	6.5	6.2	6.3		97%	90.4%
DMA - CHICO-REDDING	6.1	6.3	6.5	6.3	6.1	6.2		93%	88.1%
Total System	6.0	6.2	6.4	6.3	6.1	6.2		92%	87.1%

Restaurant-Level Trends									
	Average Ratings						Surveys	Recommend	Average Score
	C	H	A	M	P	S			
PTD	6.0	6.2	6.7	6.2	6.6	6.3	31	90%	91.3%
Rolling 3 Periods	6.0	6.3	6.5	6.2	6.2	6.3	90	96%	89.8%
YTD	5.9	6.3	6.5	6.1	6.2	6.2	63	95%	88.3%

* Please refer to the Customer Experience Improvement Guidebook for ways on improving CHAMPS attributes from Reds to Yellows and from Yellows to Greens.