



## CHAMPS CHECK

### Restaurant Period Summary Report - Period 1 2010

Rest ID: 022434 - Chico, CA

Report Date: 01/20/2010

Restaurant-Level Results (Past 3 Periods)										
	Average Ratings						Surveys	Recommend	Average Score	
	C	H	A	M	P	S				
<b>Restaurant 022434</b>	6.2	6.2	6.5	6.5	6.2	6.3	97	95%	89.7%	
<b>Color</b>	G	Y	G	G	G	G				
<b>Target to Green</b>	6.1	6.3	6.5	6.3	6.2	6.3				92%
<b>Red less than</b>	5.6	5.7	6.0	5.8	5.7	5.7				88%
	C	H	A	M	P	S	Surveys	Recommend	Average Score	
<b>Drive-Thru</b>	G	Y	Y	G	Y	Y	54	94%	87.5%	
<b>Dine-In</b>	G	G	G	G	G	G	43	95%	92.5%	
	C	H	A	M	P	S	Surveys	Recommend	Average Score	
<b>Breakfast (4 - 11 am)</b>	G	G	G	G	G	G	4	100%	95.0%	
<b>Lunch (11 - 2 pm)</b>	G	Y	G	G	G	G	23	96%	89.4%	
<b>Afternoon (2 - 5 pm)</b>	Y	Y	Y	G	Y	Y	26	96%	85.2%	
<b>Dinner (5 - 9 pm)</b>	G	G	Y	G	G	G	26	88%	92.2%	
<b>Evening (9 - 12 am)</b>	G	Y	Y	G	G	Y	10	100%	88.9%	
<b>Late Night (12 - 4 am)</b>	G	G	G	G	G	G	8	100%	95.5%	

Benchmark Results (Past 3 Periods)									
	Average Ratings						Surveys	Recommend	Average Score
	C	H	A	M	P	S			
<b>Area - 990001</b>	6.1	6.2	6.4	6.4	6.0	6.2		94%	88.0%
<b>DMA - CHICO-REDDING</b>	6.0	6.2	6.4	6.3	6.1	6.2		93%	87.4%
<b>Total System</b>	6.0	6.2	6.4	6.3	6.1	6.2		92%	87.0%

Restaurant-Level Trends									
	Average Ratings						Surveys	Recommend	Average Score
	C	H	A	M	P	S			
<b>PTD</b>	6.1	6.2	6.5	6.3	6.2	6.1	32	100%	88.2%
<b>Rolling 3 Periods</b>	6.2	6.2	6.5	6.5	6.2	6.3	97	95%	89.7%
<b>YTD</b>	6.1	6.2	6.5	6.3	6.2	6.1	32	100%	88.2%

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