



CHAMPS CHECK

Restaurant Period Summary Report - Period 6 2010

Rest ID: 004093 - Chico, CA

Report Date: 06/09/2010

Restaurant-Level Results (Past 3 Periods)										
	Average Ratings						Surveys	Recommend	Average Score	
	C	H	A	M	P	S				
Restaurant 004093	6.1	6.2	6.3	6.5	6.0	6.2	71	91.5%	86.9%	
Color	G	Y	Y	G	Y	Y				
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	G	R	Y	43	86.0%	83.9%	
Dine-In	G	Y	G	G	G	G	28	100.0%	91.7%	
	C	H	A	M	P	S	Surveys	Recommend	Average Score	
Breakfast (4 - 11 am)	G	G	G	G	Y	G	2	100.0%	95.5%	
Lunch (11 - 2 pm)	G	G	G	G	Y	G	18	88.8%	92.2%	
Afternoon (2 - 5 pm)	Y	Y	Y	G	Y	Y	20	90.0%	80.2%	
Dinner (5 - 9 pm)	Y	Y	Y	G	G	G	20	100.0%	88.5%	
Evening (9 - 12 am)	G	G	Y	G	R	Y	8	75.0%	82.5%	
Late Night (12 - 4 am)	G	G	G	G	G	G	3	100.0%	96.3%	

Benchmark Results (Past 3 Periods)									
	Average Ratings						Surveys	Recommend	Average Score
	C	H	A	M	P	S			
Area - 990001	6.0	6.2	6.4	6.3	6.1	6.2		92.5%	88.0%
DMA - CHICO-REDDING	6.0	6.2	6.4	6.2	6.1	6.2		93.2%	87.5%
Total System	6.0	6.1	6.4	6.2	6.0	6.1		92.2%	87.1%

Restaurant-Level Trends									
	Average Ratings						Surveys	Recommend	Average Score
	C	H	A	M	P	S			
PTD	6.0	6.2	6.4	6.5	6.1	6.1	21	95.2%	86.2%
Rolling 3 Periods	6.1	6.2	6.3	6.5	6.0	6.2	71	91.5%	86.9%
YTD	6.2	6.3	6.4	6.5	6.1	6.2	151	94.0%	88.7%

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