

210 Cowichan

#402-2900 Drinkwater Road, Duncan, BC V9L6C6

Needs Attention Customers are not likely to return P J U

G 3.8 327 reviews

G 3.0 2 reviews - 90 days

7 Guest comments

0 Open feedback

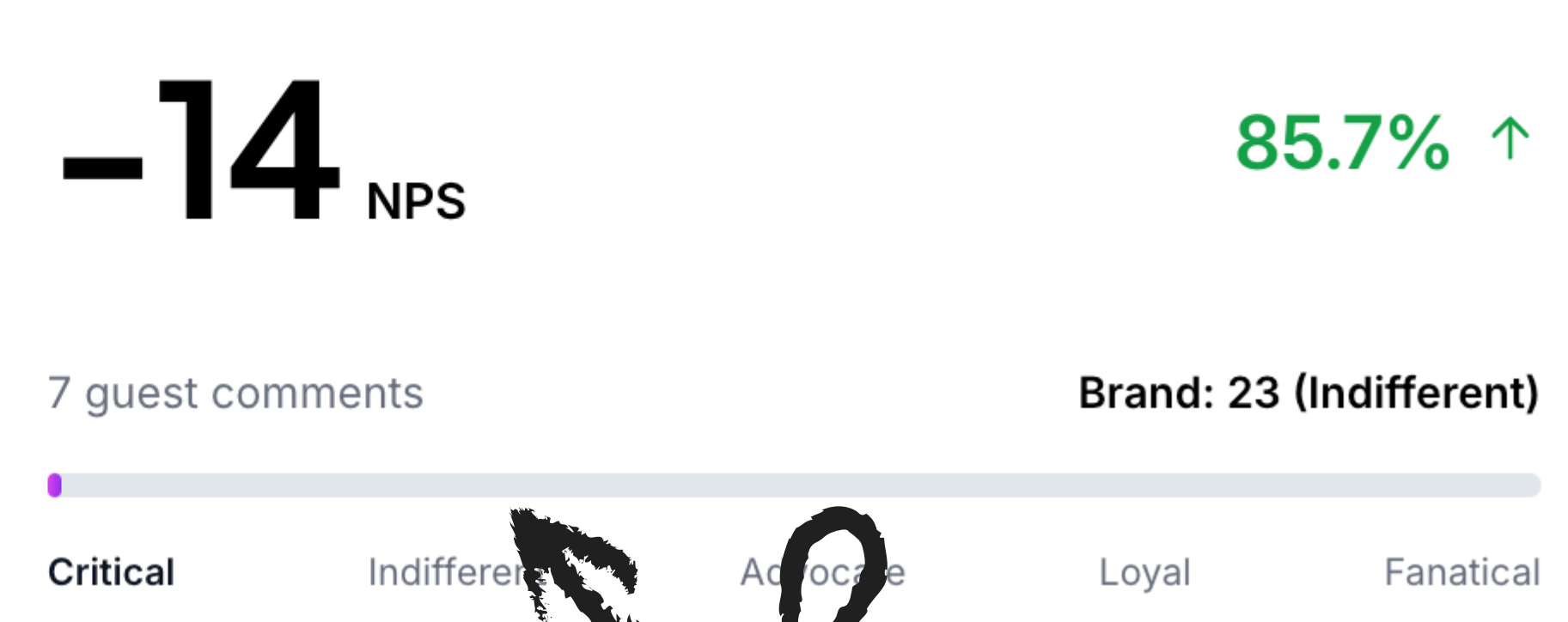
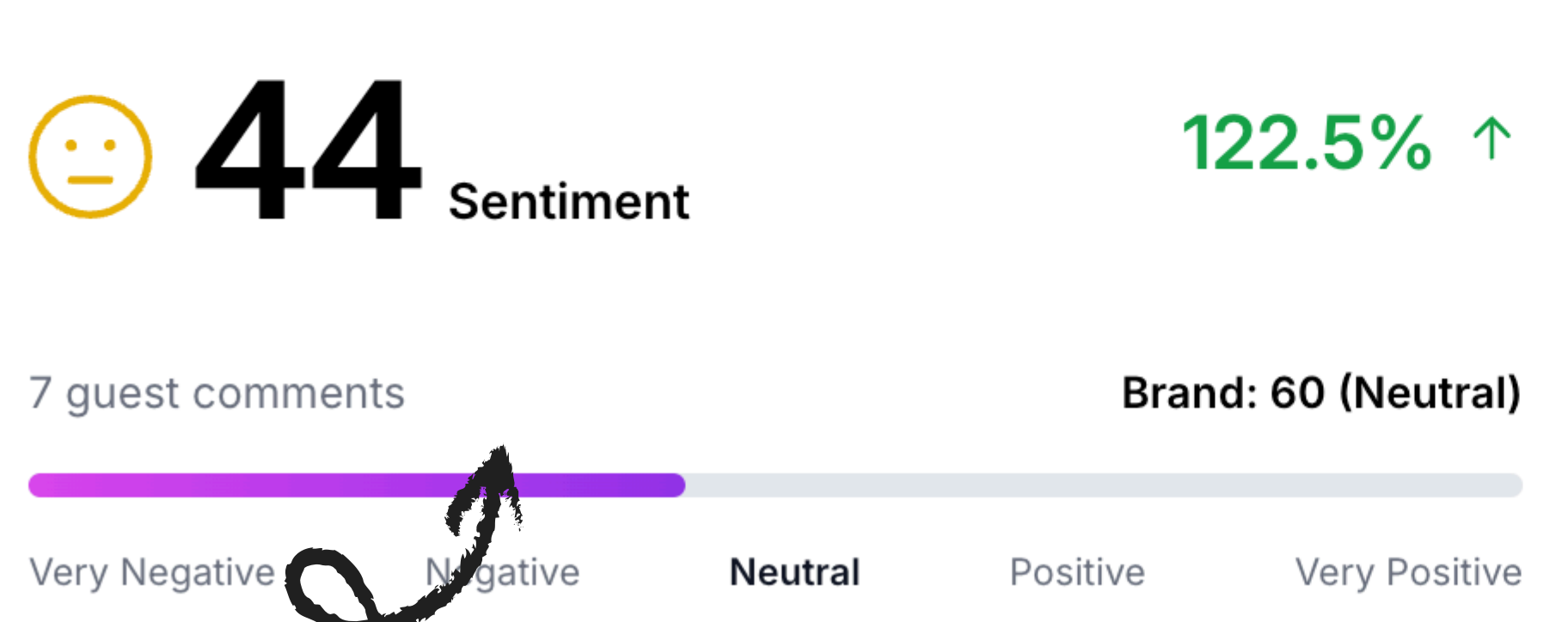
Google Rating: Last 90 days vs All-time.

Guest experience over the last 90 days

Total reviews and feedback received over the last 90 days.

The neutral sentiment towards this restaurant indicates a mixed experience for guests, making it uncertain whether they will return or seek alternatives.

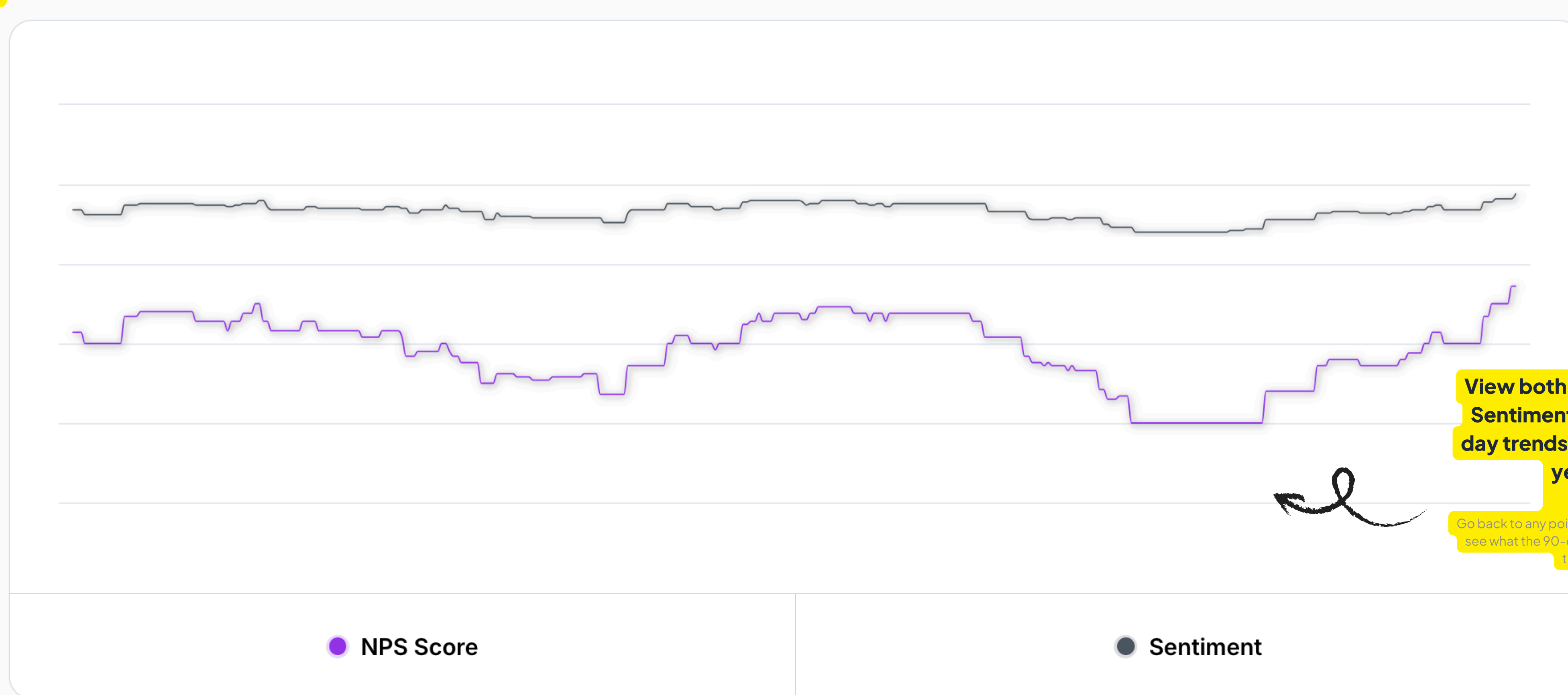
A critical NPS score indicates that a significant portion of our guests had an unsatisfactory experience, putting customer retention at high risk.



Sentiment is calculated on every review and feedback received.

Promoters - Detractors = NPS

90 day rolling trends over the last year



View both the NPS and Sentiment rolling 90-day trends over the last year.

Guest recovery in the last 90 days

See on average how much is spent on guest recovery.

See how long on average recovery is taking.

\$0.00 \$29.74 Brand Avg

12 Days

Costs went down by -100%

Resolution time went up by 50%

Guest feedback analysis

Read the executive summary to understand the overall sentiment behind the guest comments.

Executive Summary Last run on May 3, 2024 at 9:47 PM. Our analysis reveals some recurring negative themes that customers have expressed, primarily related to service issues and food quality problems.

See the top two themes based on their prevalence.



Poor service

Around 25% of feedback mentions issues related to slow service, inattentive staff, incorrect orders, or missing items.

Potential Impact

Poor service can lead to dissatisfied customers, negative word-of-mouth, and loss of business.

BEST PRACTICES

Implement thorough staff training on customer service, order accuracy, and attentiveness to improve the overall service experience.



Food quality issues

Around 20% of feedback mentions issues related to undercooked or overcooked food, poor taste, inconsistent quality, or hygiene concerns.

Potential Impact

Poor food quality can lead to customer dissatisfaction, health concerns, and damage to the restaurant's reputation.

BEST PRACTICES

Review food preparation processes, ensure proper cooking temperatures, use fresh ingredients, and reinforce strict hygiene protocols to improve food quality and consistency.

Review a sample of the guest comments that reflect the analysis above.

View the best practice recommendations per brand.

I don't want a phone call thank you. We didn't get what we ordered AGAIN! It happens too often....

Sheila Simpson sfsimp@gmail.com

3 people waiting to be served at counter, after 15 min I left. So pre occupied with drive through no one was up front.

Dennis Cronk ve7vfa@gmail.com

We stopped on our way to home to grab milkshakes so we went through the drive through and ordered...

Jess Cobb jessycobb@gmail.com

I ordered a Monty Mushroom burger combo. My wife ordered an Original combo without cheese. After I had consumed almost half my burger, I noticed that the middle of the patty was quite pink. My wif...

Ewan Edwards eskwayrd@gmail.com

Hi I just went to the Duncan triple os and my brother and I both found hairs in our fries! His wa...

Freya Redding Mason freyareddingmason@gmail.com

Really incredibly disappointed. Ordered the ultimate crunch burger and it smelled and tasted burnt and plasticky, like it was cooked for far too long in old oil. Ended up having to throw it away as...

Mako Otsuji mako.otsuji@gmail.com