



# Guestobsessed – Guest Obsessed Survey – Free Sandwich

In today's competitive world, businesses continually strive to improve customer experiences. Fast food chains, in particular, focus on gathering valuable feedback to ensure that every customer enjoys their dining experience. One such initiative is the [Guestobsessed Survey](#), a customer feedback program introduced by the famous restaurant chain **Checkers and Rally's**. The reward? A free sandwich!

This article will delve into everything you need to know about the Guestobsessed survey, its purpose, how to participate, and how to claim your free sandwich. Let's get started!

**Checkers Rally's**  
BURGERS • FRIES • COLAS

## GUEST OBSESSED SURVEY

Welcome to the Checkers and Rally's Guest Obsessed Survey. We value your candid feedback and appreciate you taking the time to complete our survey.

Please enter the following information located on your receipt or survey invitation.

① 4-digit Store Number:

② Date: -- / -- / 20

③ Check Number:

**Start**

Upon completion of this survey you will be emailed a coupon that can be used to redeem the offer printed on your survey invitation.

Checkers Dr. In Restaurants  
# 9999  
2820 MLK BLV  
Tampa, FL 33607  
(813) 272-0780  
DS282  
Host: CASSONDRA D  
DS282  
Area: Driver's Side  
New Champ w/Cheese  
Plain  
10/03/2012  
1:24 PM  
20083  
SEE REVERSE FOR DETAILS - FREE SANDWICH!

Driver Kitchen  
\*\*\*\*\*  
Homer  
DS216  
Check: 20017  
STORE 9999  
1 Garl Shrimp Box  
TOTAL: 3.27  
4/19/2018  
4:20 PM  
SEE REVERSE FOR DETAILS - FREE SANDWICH!

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## What is Guestobsessed?

The **Guestobsessed Survey** is a customer satisfaction program launched by Checkers and Rally's. The survey allows customers to share their thoughts about their recent dining

experience. By doing so, the company gathers insights into what's working well and identifies areas needing improvement.

As a token of appreciation for taking the time to complete the survey, customers receive a validation code to redeem a **free sandwich** during their next visit.

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## **Why is the Guestobsessed Survey Important?**

### **1. Enhancing Customer Experience**

The primary goal of the Guestobsessed survey is to enhance the overall dining experience. By listening to customer feedback, Checkers and Rally's can address common pain points and improve their service.

### **2. Building Customer Loyalty**

Offering rewards, like a free sandwich, encourages repeat visits. This tactic not only boosts sales but also strengthens the bond between the brand and its customers.

### **3. Continuous Improvement**

The survey helps the company stay competitive by ensuring they are up-to-date with changing customer preferences and expectations.



## **Eligibility for the Guestobsessed Survey**

Before diving into the survey process, it's essential to understand the eligibility requirements:

### **1. Recent Purchase**

To participate, customers must have made a recent purchase at Checkers or Rally's. The receipt contains a unique survey code required to access the questionnaire.

### **2. Legal Resident**

Participants must be legal residents of the United States.

### **3. Age Restriction**

The survey is open to individuals aged 18 years or older.

#### 4. One Entry Per Receipt

Each receipt is valid for one survey entry only.

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#### How to Participate in the Guestobsessed Survey

Participating in the Guestobsessed survey is simple and straightforward. Follow these steps to share your feedback and claim your reward:

##### Step 1: Keep Your Receipt Handy

Ensure you have a recent receipt from Checkers or Rally's. This receipt contains the necessary information, such as the store number, date, and time of your visit.

##### Step 2: Visit the Survey Website

Go to the official Guestobsessed survey page at [www.guestobsessed.com](http://www.guestobsessed.com).

##### Step 3: Enter the Required Information

Input the survey code from your receipt. If your receipt does not have a code, you may need to enter other details, such as the store number and date of visit.

##### Step 4: Answer the Questions

The survey includes questions about:

- Quality of food.
- Speed of service.
- Cleanliness of the restaurant.
- Friendliness of staff.

Be honest and thorough when answering the questions, as your feedback is crucial for improvements.

##### Step 5: Submit and Receive Validation Code

Once you complete the survey, you'll receive a validation code. Write this code on your receipt to redeem your free sandwich.



### What Kind of Questions Are Asked?

The Guestobsessed survey focuses on understanding your experience at the restaurant. Below are some sample questions:

1. **How would you rate the overall quality of your food?**
2. **Was your order prepared accurately?**
3. **How satisfied were you with the cleanliness of the restaurant?**
4. **Did the staff greet you warmly and assist you effectively?**
5. **Would you recommend Checkers or Rally's to your friends and family?**

These questions aim to provide actionable insights to improve customer satisfaction.

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### Tips for Completing the Survey

1. **Be Honest:** Your feedback should be genuine to help the company make meaningful changes.
  2. **Take Your Time:** Don't rush through the survey. Ensure you answer all questions accurately.
  3. **Keep the Code Safe:** After completing the survey, save the validation code by writing it down or taking a picture of your receipt.
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### How to Redeem the Free Sandwich

Once you've completed the survey, redeeming your free sandwich is effortless:

1. Visit any participating Checkers or Rally's location.
2. Present your receipt with the validation code at the counter.
3. Enjoy your free sandwich!

Note that the offer is typically valid for a limited time, so make sure to use it before the expiration date mentioned on your receipt.

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## Terms and Conditions

While the Guestobsessed survey is a fantastic opportunity to enjoy a free sandwich, there are some terms and conditions to keep in mind:

1. **Non-Transferable**

The reward cannot be transferred to another person or exchanged for cash.

2. **Single Use**

Each validation code is valid for one free sandwich only.

3. **Original Receipt Required**

You must present the original receipt with the validation code when redeeming the offer.

4. **Limited to Participating Locations**

The offer is only available at participating Checkers and Rally's outlets.

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## Benefits of the Guestobsessed Survey

### 1. For Customers

- **Free Rewards:** The survey gives customers a tangible reward for their time and feedback.
- **Improved Experience:** Sharing honest feedback ensures a better experience during future visits.

### 2. For the Company

- **Valuable Insights:** The feedback allows Checkers and Rally's to identify and address areas needing improvement.
  - **Customer Retention:** Offering rewards encourages repeat visits and fosters loyalty.
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## Common Issues and Troubleshooting

While the survey process is usually seamless, you might encounter some issues. Here's how to resolve them:

1. **Invalid Survey Code**

Double-check the code you entered. If the problem persists, contact the customer support team for assistance.

## 2. **Website Not Loading**

Ensure you have a stable internet connection. Try accessing the survey page using a different browser or device.

## 3. **Expired Receipt**

If your receipt has expired, you'll need to make another purchase to participate in the survey.

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## **Frequently Asked Questions (FAQs)**

### 1. **Can I Participate Without a Receipt?**

Unfortunately, a receipt is mandatory to access the survey.

### 2. **How Long Does the Survey Take?**

The survey typically takes 5-10 minutes to complete.

### 3. **Can I Redeem My Free Sandwich at Any Location?**

The offer is valid only at participating Checkers and Rally's locations.

### 4. **Is the Reward Limited to a Specific Sandwich?**

The free sandwich reward may vary by location. Refer to the terms on your receipt for details.

### 5. **Can I Take the Survey Multiple Times?**

Each receipt is valid for one survey entry. However, you can participate again with a new receipt.

### 6. **Is My Feedback Anonymous?**

Yes, all feedback provided in the survey remains confidential.

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## **Conclusion**

The **Guestobsessed Survey** is a win-win initiative, offering customers a chance to enjoy a free sandwich while helping Checkers and Rally's enhance their services. By participating in the survey, you're contributing to the continuous improvement of one of your favorite fast-food chains.

So, next time you visit Checkers or Rally's, save your receipt, complete the Guestobsessed survey, and relish your free sandwich!