

CORRESPONDENCE

SWEET LEMON

Party Size: 2

Time of visit: 11:15 a.m.

(We did not call the restaurant ahead of time)

Appearance of Restaurant (Outside):

The appearance from the outside was very quaint and bright. The entrance was located on the side of the building, and the exit was in the front. It was an unusual but effective set up. It is located right off the downtown Georgetown Square, so it's in a fun and classic location. The exterior of Sweet Lemon was very attractive and inviting. The building is a quaint house that is painted vibrant colors that creates a welcoming environment. There is an entrance in the front of the building, and the side as well. You could tell by the amount of people at the restaurant, that Sweet Lemon is a Georgetown favorite.

Cleanliness/Good Condition:

Windows and Doors: The windows and the doors were very clean. There were a few marks and scratches on the bottom of the front door.

All of the windows were clean and in good condition, but the door was a little beat up.

Inside/Outside of Restaurant: The inside of the restaurant was closed due to Covid-19. The ordering took place right outside the entrance. The outside of the restaurant was very aesthetic. There was sitting in front of the restaurant, on the deck of the restaurant, on the side of the restaurant, or in the back of the restaurant where it was more shaded. The outside seating had large blue umbrellas and colorful tables. We sat on the patio and there was a fan on to keep the patio area cool.

Due to Covid-19, the only available seating was outside, so we did not go inside the restaurant. However, our table was by the door, so we were able to look inside briefly and it

had a nice interior. The porch on the front of the restaurant was very comfortable and appealing to the eye. There were picnic tables below with big umbrellas, offering great shaded seating.

Order Area: The ordering area was very organized. There was a ramp that we had to walk up, and then someone came out to take our order.

The ordering station was a ramp that you walked up to order at. Normally you order inside, but because of the pandemic they moved ordering outside.

Menus: The menus were presented in the entrance window. They were also available online. The items were organized into categories for convenience.

The menus were posted on the wall, next to the outside ordering station. You could also get the menu on the Sweet Lemon website.

Tables, Chairs, and Booths: The tables, chairs, and booths were all very aesthetic. There were options to sit at picnic tables or at a table with chairs on the patio. The chairs and picnic tables were very rustic, and they reminded me of a southern movie. The tables on the patio were metal. They were all in good condition.

All of the seating at the restaurant was very aesthetic and well put together. Everything was in good condition, and provided very comfortable seating.

Trash Cans: The trash cans were located on the side of the restaurant near the trees. There were trash cans in the front and side of the restaurant.

Interior/Exterior Lights: There were exterior lights on the patio, and they helped to brighten up the entrance of Sweet Lemon. There were also string lights hanging over the outdoor seating in the front.

The outside lighting was very pretty and the string lights added a lot of charm to Sweet Lemon.

Temperature:

The temperature on the patio was a little warm. There was a small breeze, and the fan was on, but I felt that they could have added another fan or an outdoor cooling system.

The temperature outside was a little warm, and due to Covid-19, no inside seating was available. I would recommend adding a few more fans or getting some kind of cooling system for the outside.

Music:

The music on the patio was at an appropriate volume, and the choice of music was very upbeat and happy which added to the positive atmosphere.

The music genre was appropriate and at the perfect volume.

Are they following Covid-19 Rules and Guidelines?

Sweet Lemon did a great job enforcing Covid-19 Rules. Face masks were required to order, and inside seating was closed. All of the outdoor seating options were set far apart.

Sweet Lemon did a good job of following and enforcing the Covid-19 guidelines and restrictions. All ordering and staff interactions took place outside, face masks were required when contact took place, all seating was socially distanced, and there was no inside seating.

Aesthetic On a Scale of 1-10:

I would rate the aesthetic of this restaurant a 10/10. Both the decorations and ambience were very unique. The color themes made it an exciting and fun place to sit and enjoy a meal. --I would rate the aesthetic of this restaurant a 10/10. All of the decorations and colors used created a fun southern vibe. The trees and green lawn right next to Sweet Lemon brighten up the whole area and make it look peaceful.

I would rate the restaurant's desired aesthetic at a 10/10. The atmosphere of the restaurant was very quaint and well put together. There is not another restaurant in Georgetown like Sweet Lemon, which adds a very unique twist to the establishment. Not only was the food really good, but the experience and ambience of Sweet Lemon was very cool and had a very hospitable setting.

Drinks Refilled/Condiments Stocked:

We ordered drinks and did not request for them to be refilled. There were no condiments/caddies on the table to be stocked.

The drinks that were ordered were not requested to be refilled. There were not any condiment caddies present at the tables.

Parking/Valet:

Easy/Accessible: There was a parking lot located directly next to Sweet Lemon. It was very easy to access, and there were plenty of spots available.

We parked the car ourselves in the parking lot, and it was very easy to park. The parking lot was well paved.

Surrounding Road Conditions: The surrounding roads were in good condition.
The surrounding roads were also well paved.

Safety: I felt safe throughout my whole experience.
I felt safe throughout the entire experience.

Valet: I did not valet the car. I didn't see an option to valet.
There was not a valet service available.

Problems: I did not have any problems with parking.
There were no problems with parking.

Restrooms:

The women's restroom was in good condition. The floors were very clean.
I reviewed the women's restroom, and it was very clean and neat. I would rate the restrooms a 9/10.

Environment/To-Go Boxes:

I felt that Sweet Lemon was environmentally conscious. They had paper straws and compostable paper napkins. We did not need a to-go box.
Sweet Lemon is an environment oriented restaurant. They had paper straws and used compostable napkins. Our party did not use any to-go boxes.

Locally Sourced Foods:

Sweet Lemon advertised that they partner with local, sustainable food suppliers.
Sweet Lemon advertised their use of locally sourced foods and ingredients.

Ordering:

Greeting: The person taking our order greeted us with a smile as soon as we walked up to order. We sat ourselves on the patio.
She was polite and greeted us with a smile.

Attire: She was dressed in appropriate attire.
She was wearing appropriate attire for the restaurant's atmosphere.

Food Arrival: Our food arrived in a very timely manner.

Our food arrived in a timely manner, and the server came back within a reasonable time of the entrees being delivered.

Bill Settlement: We paid right we ordered, and it was a very fast and easy process. The bill was settled in a timely fashion. I did not feel rushed by our server at all.

Invitation to return: We were not invited to return as we left, but all of the servers were inside.

We were not invited back to the restaurant, but there were not individual servers for each table, because you ordered in a line upon arriving.

Demeanor: The person taking our order and the server were friendly and hard working. They seemed happy to be there.

The employee that took our party's order was very polite and seemed to be very hard working.

Team Members:

Demeanor: Every team member I encountered was positive and greeted us with a smile.

Each team member that I interacted with had a friendly demeanor and was helpful.

Manager Interaction with Team: I did not see the manager interact with the team. I did not see the manager interact with any team members.

Manager Interaction with Customers: I did not see the manager during this visit. I did not see the manager during the visit.

Visibility of Manager: I did not see the manager during this visit.

I did not notice the manager around the restaurant.

Customer Experience (Scale of 1-10):

My customer experience was a 10/10. The food was great, and so was the service. The atmosphere and aesthetic made it a very joyful place to sit and enjoy a fresh meal. I felt that

they valued their customers and took pride in making sure their food was fresh and prepared well.

My overall customer experience was a 10/10. I cannot say enough good things about Sweet Lemon and the ambiance that it presents. The service was great and we were well taken care of throughout the entire meal.

Impression of Menu:

My impression of the menu was that Sweet Lemon specializes in fresh foods. They use a lot of fruits and vegetables. I also saw that they have a lot of pastry and coffee options. The menu was very neat and organized.

My overall impression of the menu was great, and my order arrived perfectly.

Impression of the Meal:

I ordered the avocado toast with no cheese. My meal arrived soon after we ordered. Both the bread and the toppings were very fresh. The avocado was just ripe enough which is hard to find. On a scale of 1-5, I would rate it a 5/5. I thought the portion size was a little small, but the presentation was very neat and organized. I would rate the appearance a 5/5 as well. The quality was very good, so I would rate that a 5/5. I did not order dessert, but I did order a vanilla maple cold brew. It was very sweet, but the coffee taste was prevalent as well. I thought both the coffee and the meal were of great quality.

I ordered the tomato basil grilled cheese sandwich. My meal arrived in a very timely fashion and everything was very fresh. I would rate the quality of the food a 5/5, because it was very good and exceeded all expectations. It was a very good sized dish, and it was very neatly presented. I would rate the presentation a 5/5 as well. I also ordered an iced tea, and it was very good. The entire meal was very well done and nicely presented.

Cost:

The cost of the meal for 2 people was \$31.

The total cost of the meal was \$31.

Competition:

I would consider Sweet Lemon's competition to be other fresh local food places on the square such as Greenhouse and 600 Degrees Market Place because they all have fresh food and the Downtown Georgetown environment.

I would consider their competition to be other downtown Georgetown restaurants like Monument Cafe or 18 Carrot Bakery that serve fresh food as well.

Hours:

Sweet Lemon's hours are 7:00am-2:30pm Tuesday-Thursday, 7:00am-8:30pm Friday-Saturday, 9am-2pm on Sundays, and they are closed on Mondays. I consider these hours to be convenient.

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Recommendations:

I would definitely recommend this restaurant to family, friends, and coworkers. It has a very friendly atmosphere, and the food is great as well.

I would 100% recommend this restaurant to my friends and family.

Description/ Would you return?:

I would describe this restaurant as a welcoming, unique restaurant that specializes in freshly made foods. The farm-house vibe is very prevalent in the structure of the home and also within the decorations. I will definitely return to this restaurant.

I would describe Sweet Lemon as a cottage cafe, specializing in freshly made dishes and pastries. It is a great place to gather outside and has a very unique and southern vibe. I will be returning to this restaurant.

Media:

Website: I was able to find the website for the restaurant easily by google search.

<https://www.sweetlemonkitchen.com/>.

I was able to find the restaurant's website. <https://www.sweetlemonkitchen.com/>.

Social media: I was also able to find the social media for Sweet Lemon on Instagram and Facebook.

I was able to find the restaurant's social media via Instagram and Facebook.

Branding: The branding was consistent across the board. All of their symbols/signs on the exterior, interior, and menus were the same.

The branding was consistent throughout both platforms.

Overall Ratings:

Quality: 10/10

Service: 9/10

Cleanliness: 8/10

Value: 9/10

