

CORRESPONDENCE

FLOWER CHILD

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 chic and modern. The entrance was located right off of the sidewalk. It was on the corner of the shopping center, so it wasn't too crowded. I immediately noticed it's bright colors and large black and white striped umbrellas as soon as I walked up.

The exterior appearance of Flower Child was very modern and inviting. The front door is right on the sidewalk, and was very easy to access. The restaurant is in the middle of one of Austin's most well-known outside shopping centers, therefore it is a very unique location. The front of the restaurant has large black and white striped umbrellas on the patio that I noticed upon arriving.

Cleanliness and Good Condition:

Windows and Doors: Both the windows and doors were very clean. They looked like they had just been washed.

The doors and windows were clean and in good condition.

Inside of Restaurant:

The inside of the restaurant was very clean. The floors were clean, and the countertops looked clean. The decorations inside were very inviting and unique. They kept a common color theme of green and yellow which made the inside and outside look uniform. We decided to sit on the patio. The patio had large umbrellas that shaded the area very well, and the restaurant was lined with a white picket fencing for decoration.

The interior of the restaurant was very clean and inviting. The interior decorations went very well with the aesthetic of the restaurant and were all very unique. All of the seating was very clean inside, but we decided to sit on the patio. The patio was very well shaded with large umbrellas and enclosed with a white picket fence.

Order Area: The hostess area was neat, organized, and convenient. It was located in front of the entrance.

The hostess area was very neat and was decorated to fit the vibe of the restaurant.

Menus: The menus were presented in the front on the outside of the store and on the inside above the ordering counter. They were both clean and easy to read.

The menus were posted at the front of the restaurant on the inside and outside as well. They were well organized and had large enough fonts to read from a distance.

Tables, Chairs, and Booths: On the patio, the tables and chairs were very clean. The wicker chairs were very clean and comfortable.

The patio seating was very comfortable and clean. The chairs were wicker, and created an enjoyable experience. There were also tables inside the restaurant as well.

Trash Cans: I did not see any trash cans while I was at the restaurant. There were no trash cans present in the restaurant.

Interior Lights: The interior lights complimented the outside light very well. The lighting created a fun and joyful atmosphere in the restaurant.

All of the lights inside were at a comfortable setting and were all working. They complimented the inside lighting with the outside natural lighting nicely, creating a light and airy feeling to the establishment.

Temperature:

The temperature on the patio was comfortable. The seating was placed in an area with a breeze, and the umbrellas shaded the area well.

The temperature on the patio was very comfortable, even though the weather was very hot outside. The umbrellas provided great shade.

Music:

The music on the patio was a little loud, but I thought that the genre choice was appropriate. The music was very upbeat.

The music genre was appropriate for the setting, however the music was loud for the patio.

Are they following Covid-19 Rules and Guidelines?

I felt that Flower Child did an excellent job with following Covid-19 rules and guidelines. Some tables were unavailable in order to social distance and masks were required upon entrance.

Flower Child did a great job enforcing and following the Covid-19 guidelines. Face masks were required when contact took place, and all of the tables were either socially distanced or blocked off if the required 6 ft was not possible.

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 restaurant's desired aesthetic at a 10/10. The atmosphere perfectly matched the aesthetic that they were reaching for, and it was a great experience.

Drinks Refilled/Condiments Stocked:

Our drinks were not offered to be refilled. There were no condiments/caddies on the table to be stocked.

Our beverages were not offered to be refilled. There were no condiment caddies at the table.

Parking/Valet:

Easy/Accessible: Parking was located in the parking garage directly next to Flower Child. It was very easy, and I found a parking spot right away.

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

Surrounding Road Conditions: The surrounding roads are in good condition. It's located in a large shopping area, so there are many crosswalks.

The surrounding roads were also well paved and in great condition.

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 this restaurant was very environmentally conscious. They provided compostable paper straws, compostable napkins, and they had reusable bowls. The restaurant emphasized the importance of healthy eating for a better world, so they were very environmentally friendly. I felt that Flower Child was an environment oriented restaurant. They provided paper straws, compostable napkins, and they had reusable bowls and plates. They also strongly emphasized healthy eating.

Locally Sourced Foods:

The menu did not advertise that their food came from somewhere local. It did advertise which items on their menu were vegetarian, vegan, and gluten free.

Flower Child's menu did not advertise locally sourced food or ingredients, but it did note that they had vegetarian, vegan, and gluten free options.

Host/Hostess:

Wait time before being greeted: We were greeted with a smile right as we walked into the door.

We were greeted as soon as we entered the restaurant.

Greeter's Appearance: The greeter was dressed appropriately.

The greeter's appearance was appropriate for the setting of the restaurant.

Smile/Eye Contact: Our host greeted us with a smile and seated us immediately. Our host used eye contact and greeted us very politely.

Wait to be seated: We did not have to wait to be seated. It was a walk-up to order a restaurant. There was no wait to be seated, and were able to order upon arriving.

Ordering:

Greeting: The person taking our order greeted us with a smile as soon as we entered the restaurant. She was polite and greeted us with a smile upon entering the restaurant.

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 was delivered in a very timely fashion.

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

Invitation to return: We were invited to return as we left the restaurant.
We were not invited back to the restaurant.

Demeanor: The person taking our order was very joyful and willing to help. She waited patiently as we searched for what we wanted to order.

The demeanor of the person taking our order was very upbeat and positive. She was patient while we decided what to order, and seemed to be hardworking.

Team Members:

Demeanor: Every team member I encountered was positive and hard working.
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 any interaction between the manager and team members.

Manager Interaction with Customers: I did not see the manager during this visit.
I did not see the manager during our 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. I think that atmosphere and location were a great combination. The service was quick and easy. The food was very fresh and the seating was comfortable.

My overall customer experience was a 10/10. The food was great and the ambiance and atmosphere of the restaurant was very unique and provided a great experience.

Impression of Menu:

My impression of the menu is that Flower Child specializes in healthy foods. Most of their options were vegan or vegetarian. Their menu was very organized and separated the meals into different categories.

My overall impression of the menu was great, and my order arrived perfectly. It was a very healthy menu which I really appreciated and enjoyed.

Impression of the Meal:

I ordered the Vegan Artichoke Salad. My meal arrived quickly, and it was very fresh. On a scale of 1-5, I would rate it a 5/5. I thought that it was an appropriate portion size, and the presentation was very neat and organized. I would rate the appearance a 5/5. The quality of the food was very good. It was all very crisp and fresh. I would also rate the quality a 5/5. I did not order dessert, but I did order lemonade with my meal. The lemonade was great quality. It tasted fresh-squeezed and was not too sugary and not too bitter.

I ordered the Flying Avocado Wrap. My meal was very fresh and the quality was great. I would rate my meal a 5/5 for quality and I would rate the presentation a 5/5 as well. My meal came very neat and presented very nicely. I had water with my meal and did not order dessert.

Cost:

The cost of the meal for 2 people was \$30.

The total cost of the meal was \$30.

Competition:

I would consider Flower Child's competition to be other healthy places in Austin such as Modern Market and MAD Greens. These places also sell healthy meal choices for around the same prices.

I would consider their competition to be other Austin restaurants that have an emphasis on health as well. Some examples of competition could be Modern Market, MAD Greens, and Blenders and Bowls.

Hours:

Flower Child's hours are 11am-8pm Sunday through Wednesday and 11am-8:30pm Thursday-Saturday. I consider these to be convenient hours.

Flower Child is open from 11am-8pm, Sunday through Wednesday and 11am-8:30pm Thursday-Saturday. I would classify these as convenient hours.

Recommendations:

I would definitely recommend this restaurant to family, friends, and coworkers. It's a great place to sit and enjoy a relaxing, nourishing meal in a fun and busy location.

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

Description/ Would you return?:

I would describe this a fun healthy restaurant with a joyful, hippy vibe. It's located around many high-end stores which makes it fun to sit and look outside. It would be a great place to go with family or friends. The positive environment made me definitely want to come back!

I would describe Flower Child as a modern and hip vibe that has a heavy emphasis on health. It is in the middle of a very well-known shopping center in the Austin area, and is a great place to gather with friends and family. I will be returning to Flower Child.

Media:

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

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

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

Social media: I was also able to find the social media for Flower Child 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 is consistent throughout both platforms.

Overall Ratings:

Quality: 10/10, 10/10

Service: 9/10, 9/10

Cleanliness: 10/10, 10/10

Value: 9/10, 10/10

