

Standards Reward Program

Summary	Payout per section 10 Questions per sections Must get 8/10 to get payout Full list of questions on Portal Cat-man/promotion questions may be added beforehand No Appeals/Bonus Pass/Fail each Q
Time	Time of arrival: 7:00 a.m. to 2:59 p.m. 3:00 p.m. to 11:00 p.m.
Day	Day of the week: Monday - Tuesday - Wednesday - Thursday - Friday - Saturday - Sunday

Customer Experience				Answers
1		Was the pump activated within 5 seconds of selecting the grade of fuel and lifting the nozzle? [Purchase \$10.00 of fuel]	Check	Yes No NA-pumps not functional/site out of fuel
2		Were you acknowledged or welcomed during your visit? [Ensure you enter through the primary door. This could be a friendly greeting or simply making eye contact and giving a nod]	Check	Yes No No - there were more than 3 people in line (no marks lost) No - the paypoint was not visible from the door (no marks lost)
3		Was the attendant ready to serve guests when needed? [If attendant doesn't specify they are making a cash drop or doesn't seem to be putting something in the safe the answer is No]	Check	Yes No - comment
4		Was the attendant able to process transactions without any problems? [Technical difficulties do not warrant a No response]	Check	Yes No No guest transactions were completed [points awarded]
5		Did the attendant say "Thank You" or provide another closing remark? Yes No	Check	Yes No
6		Was hand sanitizer available for guest use?	Check	Yes No
7		Was the plexiglass clean and free of obstruction/signage?	Check	Yes No
8		How was the temperature of the coffee?	Check	Just right Too hot Too cold Other [Specify]
9		Was the coffee area clean, well-stocked (coffee sleeves, sugar, stix, lids, milks and creamers)?	Check	Yes No - coffee area was not clean No - the coffee area was missing one or more of the components
10		Was the washroom stocked with the following: toilet paper, hand soap, paper towels or hand dryer? [Only one response is required]	Check	Yes No - Toilet paper was unavailable [PHOTO REQUIRED TO SUPPORT THIS ANSWER] No - Hand soap was unavailable [PHOTO REQUIRED TO SUPPORT THIS ANSWER] No - Paper towels and/or a working hand dryer was unavailable [PHOTO REQUIRED TO SUPPORT THIS ANSWER] No - Washroom closed to the public Site does not have a customer washroom
11		Was the washroom clean? [Note that some washroom equipment may be dated, make sure to evaluate the cleanliness of the washroom, not the age that the equipment appears to be].	Check	Yes No [PHOTO REQUIRED TO SUPPORT THIS ANSWER] Washroom closed to the public Site does not have a customer washroom
12		Was the washer fluid container at least half full of clean fluid? [Choose one island to check washer fluid]	Check	Yes No - the container was not at least half full No - the fluid was not clean
13		Was there a squeegee in good repair? [Choose one island to check a squeegee]	Check	Yes No - there was no squeegee No - the squeegee was in disrepair

14		Was the pump island area clean and well maintained? [hoses don't look like they are falling apart] If the pump island area is not cleaned or maintained you MUST include a photo with the response.	Check	Yes No - The island had visible litter/debris [PHOTO REQUIRED TO SUPPORT THIS ANSWER] No - The garbage containers were full and overflowing [PHOTO REQUIRED TO SUPPORT THIS ANSWER] No-there was a major fuel stain on the ground `
15		Were all the diesel pump island areas clean and well maintained? [hoses don't look like they are falling apart] If the diesel pump island area is not cleaned or maintained you MUST include a photo with the response.	Check	Yes No - The island had visible litter/debris [PHOTO REQUIRED TO SUPPORT THIS ANSWER] No - The garbage containers were full and overflowing [PHOTO REQUIRED TO SUPPORT THIS ANSWER] No-there was a major fuel stain on the ground No - The island had visible snow/ice (>5 cm) and no efforts had been made to clear the lot [PHOTO REQUIRED TO SUPPORT THIS ANSWER]]
16		Was the store clean and uncluttered? [Don't mark off for cleanliness issues that are clearly weather related, e.g., dirty floors from tracked-in snow or rain & do not evaluate merchandise behind the counter]	Check	Yes No - Store was not clean No - Floors were not clean No - Store was cluttered No - but site was currently stocking shelves/receiving a delivery
17		Was the paypoint area clean?	Check	Yes No
18		Was the merchandise easy to reach? [Do not evaluate merchandise behind the counter]	Check	Yes No
19		Are the ceiling tiles clean and in good condition (unstained)?	Check	Yes No
20		Are the parking area lines clearly painted [no faded or broken lines]?	Check	Yes No No can't see the lines due to snow
21		CAR WASH LOCATION: Are the exterior walls of the Car Wash building clean [Note that some car wash buildings may be older, make sure to evaluate the cleanliness of the walls, not the age]?	Check	Yes No

Associate Commitment

22	I M A G E	Was the attendant in a clean and complete uniform?	Check	Yes No -The attendant was not wearing an approved uniform No - The attendants uniform was not clean looking No - name tag was worn/missing No -Full Serve attendant was not wearing a safety vest
23		Were all attendant sinks (washrooms) stocked with hand soap and paper towel/ functioning hand dryer?	Check	Yes No - no hand soap No - no paper towel/functioning hand dryer No - there was no sink for attendants [points awarded]
24		Were the shelves within the store well stocked? [If you deduct marks for this, note which area of the store you identified as not having well stocked shelves in the next question]	Check	Yes No Please specify what section was not stocked [photo]
25		Are the lighting fixtures and reflectors clean and in good working order?	Check	Yes No - Lights not clean No- reflectors not clean
26		Are there any trees blocking Main Signage or marketing?	Check	Yes No
27		Are the flowers beds and landscaped areas mainly free of litter, cigarette butts and weeds? [If No Picture required]	Check	Yes No
28		CAR WASH LOCATION: Is the vacuum equipment in good condition and properly stored? [if No PHOTO REQUIRED]	Check	Yes No - equipment was not in good condition No-equipment wasn't properly stored
29		CAR WASH LOCATION: Were the garbage bins in the vacuum area overflowing with garbage? [If yes PHOTO REQUIRED]	Check	Yes No
30		Are the exterior merchandising displays clean and well stocked. [must be 2/3 stocked]	Check	Yes No - displays were dirty No - displays were not well stocked

31		Was the pallet of water bottles covered?	Check	Yes No There was no pallet of water bottles [points awarded]
32		Is all signage for pre-pay pumps clean and accurate? [if No PHOTO REQUIRED]	Check	Yes No signage was not clean No signage was not accurate
33		How many pumps had pre-pay signage displayed?	Check	No points, just provide answer
34		Can posted handwritten signs be observed at the site, inside or outside?	Check	Yes -PROVIDE PHOTO No
35		Does the intercom work? [If difficult to hear and you have to repeat yourself it's not working]	Check	Yes No
36	MARKETING PROGRAMS	Did the attendant ask for your Petro-Points?	Check	Yes No
37		Were attendants offering additional products or redemptions while at the cash?	Check	Yes No No transactions observed [award points]
38		Was the Petro-Points merchandiser located on the front counter wing position and stocked with Petro-Points brochures and easily accessible for Guests?	Check	Yes No - Merchandiser was not located on the front counter wing No - Merchandiser was missing Petro-Points brochures No - Merchandiser was not easily accessible
39		Did the site have the SuperPass brochures available?	Check	Yes No
40		Ask the attendant TRUE or FALSE: a guest can redeem using the 'Dollars Off Redemption' starting at 1,000 points (= \$1 Off). (Answer = TRUE)	Ask	Yes (true) No (false)
41		Was the following available: {at least 4 packs of the top 5 provincial sellers of cigarettes. [see Guidelines for top sellers by province]}?	Ask	Yes No
42		Was the following available Cigars: {at least 4 packs of the top 2 provincial sellers of cigarettes. [see Guidelines for top sellers by province]}?	Ask	Yes No
43		Was the following available Vaping and Heet: {at least 4 packs of the top 4 provincial sellers of cigarettes. [see Guidelines for top sellers by province]}?	Ask	Yes No
44		Was the following available Smokeless: {at least 4 packs of the top 2 provincial sellers of cigarettes. [see Guidelines for top sellers by province]}?	Ask	Yes No
45		Could the attendant describe {The current Car Wash offer} ?	Ask	Yes No
46		Ask the attendant: How many points to redeem to purchase a Wash N Go Card	Ask	Yes - 50,000 points No - Any other answer
47		Ask the attendant: How does a guest register their Wash & Go or Seasons Pass card? Did the attendant respond by going to petrocanada.ca and logging into their Petro-Points account?	Ask	Yes No
48	S A F E T Y	Test the Electronic Strike locks or any other lock to ensure they lock properly.	Check	Yes No No but site provided a maintenance log [points awarded] The employee did not have the time to show it working [points awarded]
49		Was the Robbery Monitor sign attached to the side of the primary paypoint monitor	Check	Yes No

50	Did all fridges have primary and secondary thermometer read between 33-39F (1 and 4 degrees C)?	Check	Yes No
51	Did all freezers have primary and secondary thermometer read between 0F to -18F (-18 and -28 degrees C)?	Check	Yes No
52	Did the food products have a "Best Before" date that was not expired? [Randomly select 5 products from any of the following sections: dairy,eggs, packaged meat, packaged sandwiches, packaged baked goods and c-store items.]	Check	Yes No
53	Could the attendant name 3 things they must do during a robbery. Guidelines will have the acceptable answers.	Ask	Yes No
54	Could the attendant name 3 things they must do following a robbery Guidelines will have the acceptable answers	Ask	Yes No
55	Could the attendant show you where the suspect identification chart was.	Ask	Yes No
56	Was the attendant able to provide a pair of puncture-resistant gloves? [Ask the Site Staff to show you their supply of puncture-resistant gloves used for cleaning and removing waste.]	Ask	Yes No
57	Ask the Site Staff to show you the Spill Kit. (Was the Site Staff able to locate the Spill Kit and was it readily accessible? Check for all spill kit content (page 11 of the Site Safety Reference Guide)	Ask	Yes No couldn't locate No - it wasn't readily accessible
58	Pick any 3 items in the Spill Kit and ask the Site Staff to explain each of the 3 items. (Was the Site Staff able to explain what the 3 items are used for?)	Ask	Yes No
59	Were all 12 items in the Spill Kit?	Check	Yes No
60	Did you see an attendant outside wearing a safety vest?	Ask	Yes - and wearing a safety vest No - no attendant outside Yes - but not wearing a safety vest
61	If there was no attendant outside, were they able to show you a safety vest and how to use it?	Ask	Yes - attendant showed safety vest and how to use it No - did not show safety vest No- showed safety vest but did not know how to use it
62	Ask the Site Staff, if you just received a vendor recall, what is the first step you should take.	Ask	Remove the item from the shelf and notify the manager or associate (correct) Any other response (fail)

63		Ask the Site Staff to show you the spray bottles. The bottle should have the name of the product, WHMIS (Workplace Hazardous Materials Information System) class, how to safely use the product and first-aid procedures. (Are all spray bottles labeled?)	Ask	Yes No
64		Could the attendant answer what to do if they suspect a fraud transaction by a guest? For ex: a guest comes in and buys \$700 of tobacco.	Ask	Yes No
65		Was there proper safety signage at the car wash entrance	Check	Yes No
66	QSR	Were you acknowledged or welcomed during your visit (this could be a greeting or simply making eye contact and giving a nod)?	Check	Yes No
67		Was the attendant able to process transactions without any problems? (technical glitches do not get a no response)	Check	Yes No
68		Place an order. Did the attendant say "Thank You" or provide another closing remark? [The closing remarks can be after the payment or when you receive your order]	Check	Yes No
69		At the counter inside the restaurant , when placing your order, were you offered Add-ons to your meal? [A&W: Purchase a Teen Burger, a Beyond Beef Burger, XXX.] [Second Cup: Purchase a drink on the menu and a baked good]	Check	Yes No
70		Place an order. Was your order accurate?	Check	Yes No
71		Place an order. Were there napkins and utensils in the bag?	Check	Yes No
72		Was hand sanitizer available for guest use? [Stand alone restaurant hand sanitizer at the entrance, for others hand sanitizer on the counter]	Check	Yes No
73		Was the plexiglass clean and free of obstruction/signage? [only pick up order signage and public health message are accepted]	Check	Yes No
74		Was the counter where you placed your order clean and free of dirty trays and garbage?	Check	Yes No - Counter was not clean No - There were dirty trays on the counter No - There was garbage on the counter
75		Were the dining room tables clean and free of dirty trays and garbage?	Check	Yes No - Tables were not clean No - There were dirty trays on the tables No - There was garbage on the tables
76		Was the attendant taking your order wearing a clean uniform (no stains or holes)	Check	Yes No
77		Is the A&W or Second Cup promotional window signage in good condition?	Check	Yes No No A&W window signage found [award points]
78		Drivethru: Were you greeted at the drivethru order area (speaker box) within 5 seconds of arrival?	Check	Yes No but it was less than 10 No and it was more than 10s No and it was more than 30 seconds
79		Drivethru: Was the menu board and the speaker box including the surrounding area clean? (free of dust, cigarettes butts, needles, spills, Ketchup)	Check	Yes No
80		Drivethru: Was the window, and the area around the window, where you picked up your order clean? (free of dust, cigarettes butts, needles, spills, Ketchup)	Check	Yes No
81		Drivethru: Did your order come on a tray?	Check	Yes No N/A - Is a Second Cup Location