

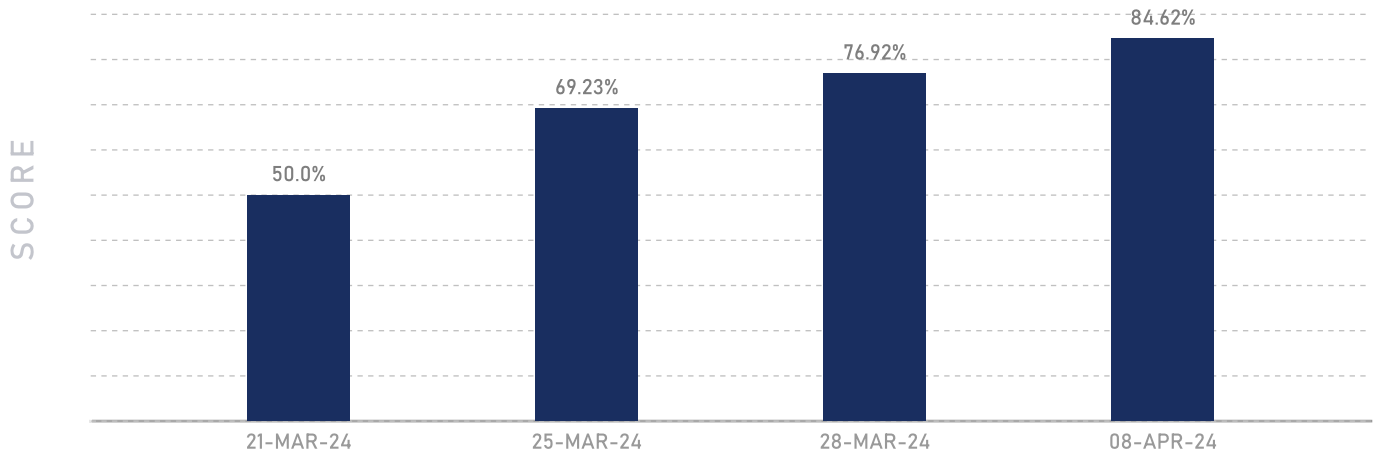
Porter Building | London , UK,

TUESDAY 16th April 2024

PASS**92.31 %**

(24.0/26.0)

HISTORY



DESCRIPTION

Here you can add a standard description of this report, customized to the specific needs of your organization.

SUMMARY

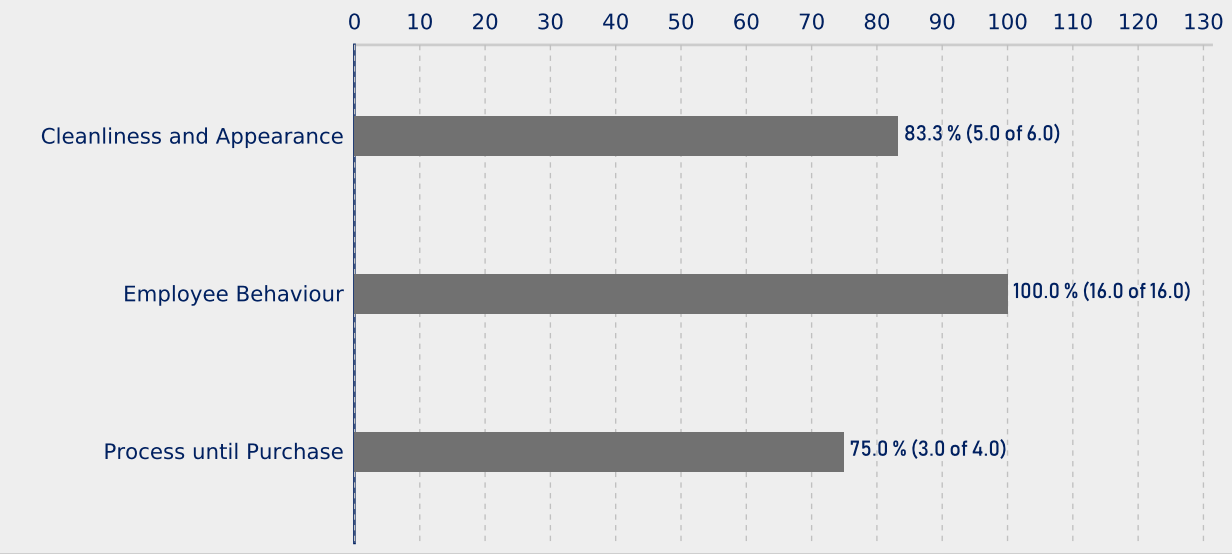
The store is making progress compared to previous visits. The time taken to process the orders in registers is fast.

Plan of Action

1. Schedule the maintenance team to replace the front glass.
2. Restock office supplies.

RETAIL STORE MYSTERY SHOPPER CHECKLIST

SCORE BY SECTION



Section	Actual	Target	%
Cleanliness and Appearance	5.0	6.0	83.3
Employee Behaviour	16.0	16.0	100.0
Process until Purchase	3.0	4.0	75.0

CLEANLINESS AND APPEARANCE

(5/6) 83.3 %

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS			
1	Was the parking lot clean and free of waste?	(1/1)	YES	08.Apr	28.Mar	25.Mar	21.Mar
				Yes	Yes	Yes	Yes
<div></div> <div>16 Apr 24 06:11 PM</div> <div>Parking lot is clean and well maintained.</div>							
2	Was the entrance of the store clean and well maintained?	(0/1)	NO	08.Apr	28.Mar	25.Mar	21.Mar
				Yes	Yes	Yes	No

RETAIL STORE MYSTERY SHOPPER CHECKLIST



16 Apr 24 06:23 PM

Action: Please schedule the Maintenance team to replace the front glass.

3	Was the signage in the store clearly visible and undamaged?	(1/1)	YES	08.Apr Yes	28.Mar No	25.Mar Yes	21.Mar Yes	
4	Was the store clean, neat and well maintained (no dirty floors, unattended spills, etc.)?	(1/1)	YES	08.Apr No	28.Mar Yes	25.Mar Yes	21.Mar No	
5	Was the restroom clean, well-stocked, and well-maintained (toilet paper/paper towels available, toilets/taps operational, etc.)?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar Yes	
6	Were the aisles free of clutter and obstructions?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar No	

EMPLOYEE BEHAVIOUR

(16/16) 100.0 %

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS				
7	Were you approached by an employee within 30 seconds of entering the store?	(1/1)	YES	08.Apr No	28.Mar Yes	25.Mar No	21.Mar No	
8	Did the employee smile at you?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar No	
9	Did the employee ask what you were looking for?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar Yes	
10	Did the employee offer to help?	(1/1)	YES	08.Apr Yes	28.Mar No	25.Mar Yes	21.Mar -	
11	Did the employee offer you any additional items?	(1/1)	YES	08.Apr No	28.Mar Yes	25.Mar Yes	21.Mar Yes	
12	Did the employee give you his/her undivided attention?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar No	
13	Were all employees/team members polite?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar No	21.Mar Yes	
14	Did the associates/team members provide above-and-beyond services?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar No	
15	Did any other (not previously evaluated) team members you encountered or passed in the store smile and greet you?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar No	
16	Did the employee say a pleasant closing phrase (such as "Have a nice day," "Thank you for shopping," "Thank you," etc.)?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar Yes	
17	Did the cashier greet you when you reached the counter?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar Yes	21.Mar No	
18	Did the cashier ask if you found everything?	(1/1)	YES	08.Apr No	28.Mar No	25.Mar Yes	21.Mar Yes	
19	Did the cashier mention the loyalty/rewards program by name during the transaction?	(1/1)	YES	08.Apr Yes	28.Mar No	25.Mar No	21.Mar No	

0%-74.99%:POOR | 75%-89.99%:FAIR | 90%-100%:PASS

RETAIL STORE MYSTERY SHOPPER CHECKLIST

20	If you do not use the loyalty program, did the cashier ask you if you would like to become a member?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar No	21.Mar Yes	
21	Did the cashier refer to the customer/guest satisfaction survey at the end of the transaction?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar No	21.Mar No	
22	Did the cashier thank you at the end of the transaction?	(1/1)	YES	08.Apr Yes	28.Mar Yes	25.Mar No	21.Mar Yes	

PROCESS UNTIL PURCHASE (3/4) 75.0 %

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
23	Was every item you wanted to buy available?	(0/1)	NO	08.Apr Yes 28.Mar Yes 25.Mar No 21.Mar No
Action: Restock office supplies.				
24	Did perishable items (salads, sandwiches, etc.) seem fresh?	(1/1)	YES	08.Apr Yes 28.Mar Yes 25.Mar Yes 21.Mar Yes
25	Were all items fresh?	(1/1)	YES	08.Apr Yes 28.Mar No 25.Mar No 21.Mar Yes
26	Were there fewer than three customers in line?	(1/1)	YES	08.Apr Yes 28.Mar No 25.Mar Yes 21.Mar Yes
27	How long did the transaction take from the time you arrived at the register until you received your receipt?	It took 2 minutes for 12 items.		
28	How many registers were open when you got in line?	4 registers were open.		

COMPLETION (0/0) 0.0 %

Q#	QUESTION	SCORE	RESPONSE	PREVIOUS
29	Assessment and recommendations		The store is making progress compared to previous visits. The time taken to process the orders in registers is fast.	
			Plan of Action	
			1. Replace the front glass.	
			2. Restock office supplies.	

COMMENTS & ACTION PLAN

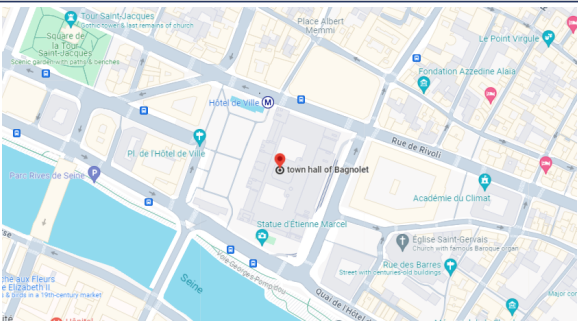
Cleanliness and Appearance >> Cleanliness and Appearance		PRIORITY	High
(AC10014) Was the entrance of the store clean and well maintained?		DUE DATE	28 Apr 24
FINDINGS		ASSIGNEE	John Doe
ACTION REQUIRED			
Please schedule the Maintenance team to replace the front glass.			
Process until Purchase >> Process until Purchase		PRIORITY	Medium
(AC10015) Was every item you wanted to buy available?		DUE DATE	19 Apr 24
FINDINGS		ASSIGNEE	John Doe
ACTION REQUIRED			
Restock office supplies.			

RETAIL STORE MYSTERY SHOPPER CHECKLIST

DECLARATION



Auditor
(Jane Williams)



Here you can add a customized confidentiality disclaimer to fit the specific needs of your organization.