## Secret Shopper Results

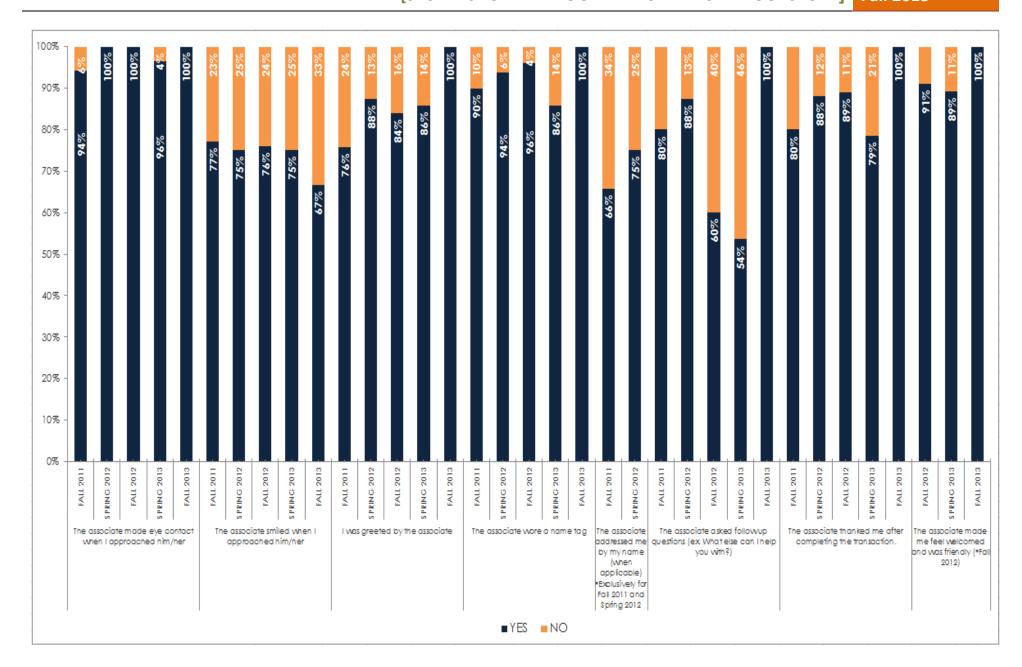
University Bookstore



Fall 2013

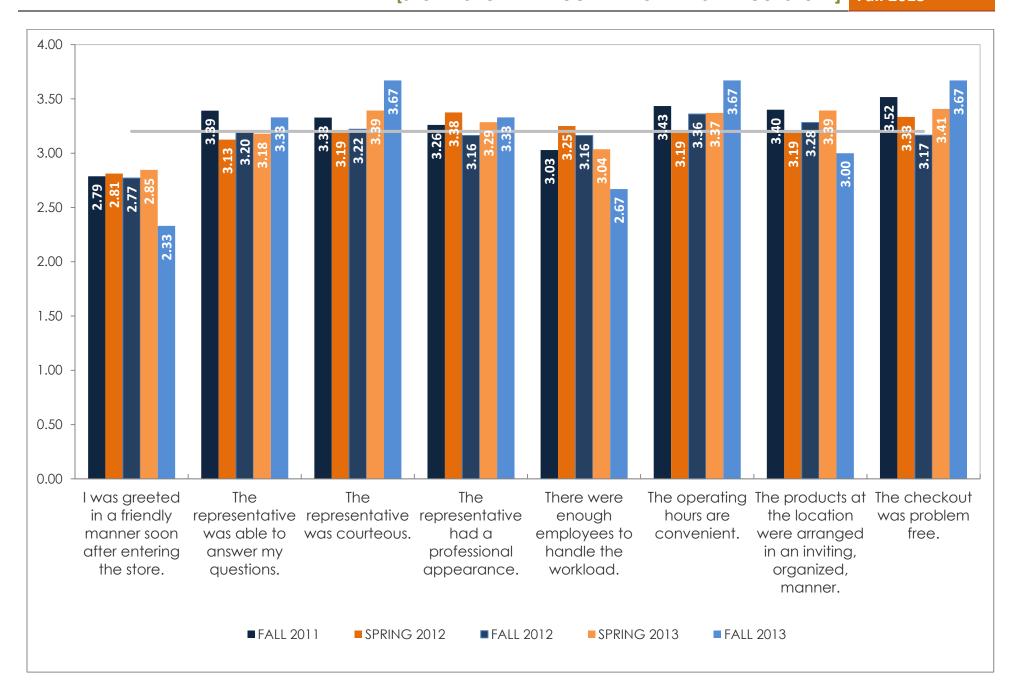
What was the time of your vi	sit?	
Answer	Response	%
7:30 AM - 9:00 AM	0	0.00%
9:00 AM - 11:00 AM	2	66.67%
11:00 AM - 1:00 PM	1	33.33%
1:00 PM - 3:00 PM	0	0.00%
3:00 PM - 5:00 PM	0	0.00%
5:00 PM - 7:00 PM	0	0.00%
Answered Question	3	
Skipped Question	0	

Please rate the following:							
Answer Options:	Yes	%	No	%	Responses		
The associate made eye contact when I approached him/her.	3	100%	0	0%	3		
The associate smiled when I approached him/her.	2	67%	1	33%	3		
I was greeted by the associate.	3	100%	0	0%	3		
The associate wore a name tag.	3	100%	0	0%	3		
The associate asked follow up questions (ex. What else can I help you with?).	3	100%	0	0%	3		
The associate thanked me after completing the transaction.	3	100%	0	0%	3		
The associate made me feel welcomed and was friendly.	3	100%	0	0%	3		
	Answered Question 3						
	Skipped Question						



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Please rate the following:												
Answer Options	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
I was greeted in a friendly manner soon after entering the store.	0	0%	2	67%	1	33%	0	0%	0	0%	3	2.33
The representative was able to answer my questions.	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
The representative was courteous.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
The representative had a professional appearance.	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
There were enough employees to handle the workload.	1	33%	0	0%	1	33%	1	33%	0	0%	3	2.67
The operating hours are convenient.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
The products at the location were arranged in an inviting, organized, manner.	0	0%	1	33%	1	33%	1	33%	0	0%	3	3.00
The checkout was problem free.	0	0%	0	0%	1	33%	2	67%	0	0%	3	3.67
									red Que		3	
									ped Que		0	
								Ove	erall Aver	age		3.21



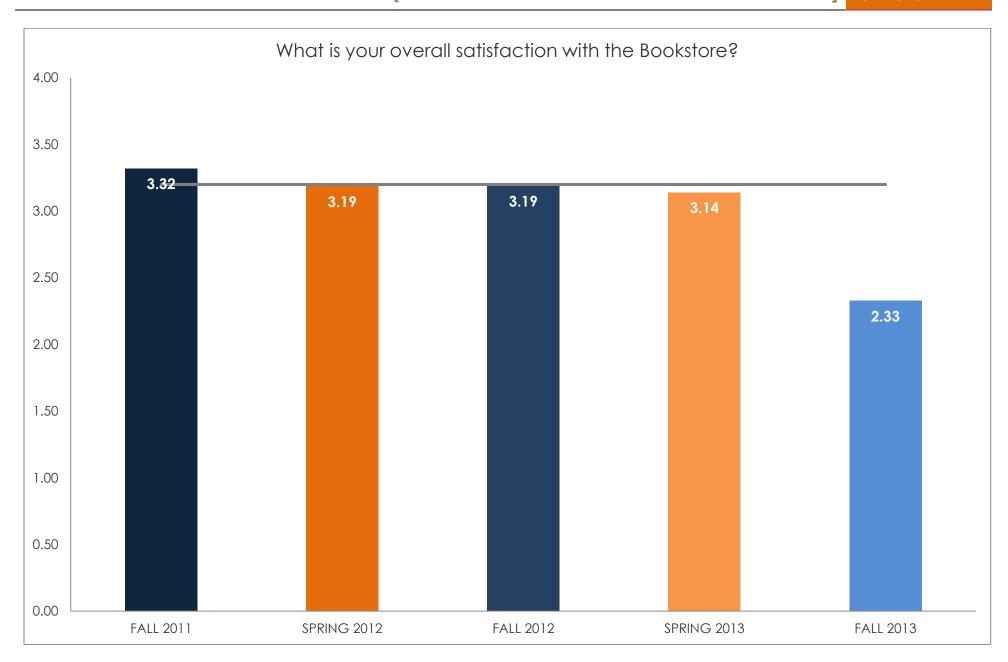
Please specify waiting time:											
Answer	Response	%									
Less than a minute	0	0%									
1 minute - 5 minutes	1	33%									
6 minutes - 10 minutes	1	33%									
11 minutes - 15 minutes	1	33%									
16 minutes - 30 minutes	0	0%									
More than 30 minutes	0	0%									
More than 1 hour	0	0%									
Total	3	100%									
Answered Question	3										
Skipped Question	0										

Please rate the following:												
Answer Options	Strongly Disagree	%	Disagree	%	Agree	%	Strongly Agree	%	I Don't Know	%	Response Count	Rating Average
Considering the amount of customers in front of me, it took a reasonable amount of time for me to be helped.	0	0%	1	33%	1	33%	1	33%	0	0%	3	3.00
							ļ.	Answer	ed Ques	tion	3	
								Skipp	ed Ques	tion	0	
								Ove	rall Aver	age		3.00

Were any of the textbooks you needed for this semester available for rent at the University Bookstore?									
Answer	Response	%							
Yes	2	67%							
No	1	33%							
Total	3	100%							
Answered Question	3								
Skipped Question	0								

If no, what text would you have liked to see available for rent at the University Bookstore? Political Science

Please rate the following	ng:											
Answer Options	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
What is your overall satisfaction with the Bookstore?	1	33%	0	0%	2	67%	0	0%	0	0%	3	2.33
								Ansv	vered Que	stion	3	
								Skip	ped Ques	lion	0	
	Overall Average									2.33		



## Please write any additional information you consider important in the space below:

Nothing

I believe the Bookstore needs more employees to help students find their books!