



Compliance Solutions Worldwide: Customer Service # 001 Evaluation

11-04-07

<p>Sample N/A N/A Richmond UT US 84333 Location: 001 District: Region:</p>	<p>91% : Overall Score (77/85) 100%: Exterior (25/25) 60%: Interior (12/20) 100%: Customer Service (35/35) 100%: Overall Experience (5/5) Location Avg Y2007 (1 evaluation): 91.00% Survey Avg Y2007 (1 evaluation): 91.00% Scoring Rules: * N/A answers are omitted from scoring (total possible points will vary from shop to shop)</p>
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Question	Score	Answer
Date of shop		11/4/2007
Time of shop		3:13 PM
Purchase Amount		\$23.45
Exterior 100% (25/25)		
Was the signage well lit and in good repair?	5/5	Yes
Is the parking lot clean?	5/5	Yes
Are the hours marked?	5/5	Yes
Rate the overall exterior appearance.	10/10	10
Summarize the overall exterior appearance.		
The exterior was clean and free of debris. It was well lit and the parking lot was clean.		
Interior 60% (12/20)		
Is the lighting adequate?	0/5	No
Is the interior clean and orderly?	5/5	Yes
Rate the overall interior appearance.	7/10	7
Summarize the overall interior appearance.		
There was not enough lighting. It looked as if only half the lightbulbs were working.		

Customer Service 100% (35/35)		
Are the customers greeted as they enter the store?	5/5	Yes
How are the employees dressed? (uniform shirt/smock/plain clothes/etc.)		Uniform
Do the employees wear name badges?	5/5	Yes
Are the employees friendly?	5/5	Yes
Were you offered assistance?	5/5	Yes
Is the employee able to answer the customer's questions?	5/5	Yes
What is the average wait time for customers?		02:25 min:sec
Rate the overall customer service.	10/10	10
Summarize the overall customer service.		Great customer service. Very friendly and upbeat.
Overall Experience 100% (5/5)		
Based on your experience would you return?	5/5	Yes
Additional Comments.		
The customer service was excellent. I would definitely return.		

Picture 1



Picture 2

