

EVALUATION #
2340486

04-15-2019

SURVEY: VIDEO SHOPS

630

Super 1 Corsicana
100 North 15th Street
Corsicana TX 75110 US

Location: Super 1 Corsicana

AVGS & SHOP COUNTS

Location avg (0) 0%

Company avg (0) 0%

SECTIONAL SCORES

Store Entrance : (8/8) 100%

Deli : (15/17) 88%

Bakery : (13/15) 87%

Grocery : (16/18) 89%

Checkout : (19/22) 86%

YOUR SCORE

89%

71/80 points



THIS SCORE VS LOCATION YTD



89%
This Evaluation



--%
YTD Average

COMPANY RANK YTD

1/1



LOCATION VS COMPANY YTD



--%
YTD Average



--%
YTD Average

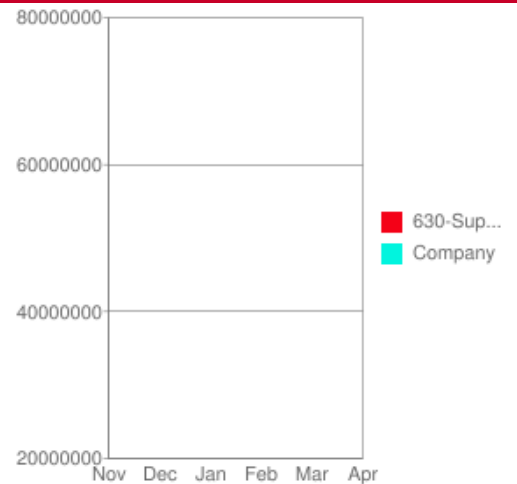
SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	89%	--%	--%
Store Entrance	100%	--%	--%
Deli	88%	--%	--%
Bakery	87%	--%	--%
Grocery	89%	--%	--%
Checkout	86%	--%	--%

MGR CHANGE REQUEST

[Add](#)

TREND VS. LEVELS



MGR CHANGE REQUESTS

QUESTION

SCORE

ANSWER

Date shop performed:

4/15/2019

Time shop performed:

1:05 PM

Associate

Test

Total Purchase Amount:

\$13.65

Upload your store receipt:



Photo Not Available

STORE ENTRANCE 100% (8/8)

Were 6 or fewer stray shopping carts in the parking lot?	2/2	✓ Yes No
Were hand baskets available?	1/1	✓ Yes No N/A
Was the parking lot free of debris?	1/1	✓ Yes No N/A
Were the windows and entry doors clean?	2/2	✓ Yes No
Were garbage cans clean and not overflowing?	2/2	✓ Yes No N/A

DELI 88% (15/17)

Was an employee available in the Deli department?	0/0	✓ Yes No
Name of employee:		Test
Did the Deli employee...	3/3	✓ Look well groomed? ✓ Wear a name tag? ✓ Smile? None of the above
Were samples available AND were you offered any? Both MUST be answered YES for a YES answer, explain any no answer in comments.	2/2	✓ Yes No
If yes, what item was available/offered as a sample?		Test
What question did you ask the Deli employee?		Test
How did they answer your question?		Test
Did the employee suggest a complementary item for purchase?	0/2	Yes ✓ No
Were items in the deli case neatly displayed with proper signage?	3/3	✓ Yes No
Did the employee show sincere appreciation/thank you for your business?	5/5	✓ Yes No

BAKERY 87% (13/15)

Was an employee available in the Bakery department?	0/0	✓ Yes No
Name of employee:		Test
Did the Bakery employee...	3/3	✓ Look well groomed? ✓ Wear a name tag? ✓ Smile? None of the above
Were samples available AND were you offered any? Both MUST be answered YES for a YES answer, explain any no answer in comments.	0/2	Yes ✓ No
What question did you ask the Bakery employee?		Test
How did they answer your question?		Test
Did the employee suggest a complementary item for purchase?	2/2	✓ Yes No

Were items in the bakery case neatly displayed with proper signage?	3/3	<div>✓ Yes</div> <div>No</div>
Did the employee show sincere appreciation/thank you for your business?	5/5	<div>✓ Yes</div> <div>No</div>
GROCERY 89% (16/18)		
Was an employee available in the Grocery department?	0/0	<div>✓ Yes</div> <div>No</div>
Name of employee:		Test
Did the Grocery employee...	3/3	<div>✓ Look well groomed?</div> <div>✓ Wear a name tag?</div> <div>✓ Smile?</div> <div>None of the above</div>
What question did you ask the employee?		Test
How did they answer your question?		Test
Did the employee suggest a complementary item for purchase?	2/2	<div>✓ Yes</div> <div>No</div>
Did the employee escort the customer to the item requested?	0/2	<div>Yes</div> <div>✓ No</div>
Were items in the grocery department neatly displayed with proper signage?	3/3	<div>✓ Yes</div> <div>No</div>
Were the grocery aisles clean and uncluttered?	3/3	<div>✓ Yes</div> <div>No</div>
Did the employee show sincere appreciation/thank you for your business?	5/5	<div>✓ Yes</div> <div>No</div>
CHECKOUT 86% (19/22)		
Name of Cashier:		Test
Were the front end checkstands clean and well stocked with proper shelf tags?	3/3	<div>✓ Yes</div> <div>No</div>
Did the Cashier...	2/2	<div>✓ Look well groomed?</div> <div>✓ Wear a name tag?</div> <div>None of the above</div>
Were aisles and checkout area clean and uncluttered?	3/3	<div>✓ Yes</div> <div>No</div>
Number of checkout lanes available?		4
Were you greeted with a smile?	3/3	<div>✓ Yes</div> <div>No</div>
What question did you ask the cashier and how did they reply?		Test
Was the cashier able to provide a thorough answer to your question?	1/1	<div>✓ Yes</div> <div>No</div>
Were the groceries bagged correctly? Ex. stacked in the bags, frozen goods with frozen goods, eggs or bread on top, etc.	3/3	<div>✓ Yes</div> <div>No</div>
Did the cashier show sincere appreciation/thank you for your business?	0/3	<div>Yes</div> <div>✓ No</div>
Did the cashier call out/announce the purchase amount?	3/3	<div>✓ Yes</div> <div>No</div>



After Your Mystery Shop



Preparation

Review your shop and identify important areas of success and opportunity.



Team Huddle

Focus your session on sales and customer service.



Home Runs

Discuss as a team what were the biggest successes.



Coaching

Discuss as a team the biggest opportunities for improvement.



Closing

Thank your team and be sure to click "SAVE" at the bottom of your shop.

Please provide an overview of the shop to the employees attending this session. It is recommended that the shop is printed out or posted two days prior to the shop review session. The employees names should be blacked out if the shop score is low.

To view the Coach's Guide, [click here](http://www.realitybasedgroup.com/gameplan/coachsguide.pdf) or paste the link below.

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