

EVALUATION # 2346495

04-23-2019

SURVEY: TAMPA BAY RAYS

TAMPA BAY

Tampa Bay Test Road Tampa Bay FL US

Location: Tampa Bay

AVGS & SHOP COUNTS

Location avg (1) 81% Company avg (1) 81%

SECTIONAL SCORES

Parking : (5/7) 71% **Will Call**: (0/0) Ticket Taker: (1/4) 25% **Interior Appearance**: 100%

(2/2)

YOUR SCORE

81%



84/104 points

THIS SCORE VS LOCATION YTD



81% This Evaluation

81%



YTD Average

SECTIONAL CHANGE

Section	This Evaluation	Last Evaluation	+/-
Overall	31%	%	%
Parking	71%	%	%
Will Call	%	%	%
Ticket Taker	25%	%	%
Interior Appearance	100%	%	%

MGR CHANGE REQUEST

Add

COMPANY RANK YTD

1/1



LOCATION VS COMPANY YTD



81% YTD Average



81% YTD Average

TREND VS. LEVELS



MGR CHANGE REQUESTS

QUESTION	SCORE ANSWER
Please provide details on your game experience:	
test	
Date shop performed	4/23/2019
Time of shop	12:13 PM
Video Link	Click Here to View Video

Please upload a photo of your retail receipt.



\$4.50

How much did you spend?

Please upload a photo of your concessions receipt.



How much did you spend? \$22.00

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Section	308
Row	D
Seat	3

PARKING 71% (5/7)

Was parking signage visible?	1/1	✓ Yes
		No
Did the parking attendant:	1/3	✓ Greet you
		Smile
		Make eye contact
		None of the above
When you told the parking attendant that you had a parking pass, did the attendant	1/1	✓ Yes
scan or approve before allowing you to enter?		No
Did the parking attendant proactively offer directions on where to park?	2/2	✓ Yes
		No

TICKET TAKER 25% (1/4)

How long was the wait in line, from the time you got in line for the arena entrance to	0/0	1:00 minute or less
the time your ticket was scanned?		1:01-3:00 minutes
		3:01-5:00 minutes
		√ 5:01 minutes or more

Did the ticket taker:	1/4	✓ Greet you
		Smile
		Make eye contact
		Thank you or offer a parting statement
		(e.g. "Enjoy the game!")
		None of the above
INTERIOR APPEARANCE 100% (2/2)		
Was the interior clean?	1/1	✓ Yes
		No
Were trash cans available and not overflowing?	1/1	✓ Yes
		No
RESTROOMS 100% (5/5)		
Were the restrooms clean?	1/1	✓ Yes
		No
Was the bathroom stocked with the following:	3/3	✓ Toilet paper
		✓ Soap
		✓ Paper towels/drying device
		None of the above
Were the walls free of graffiti?	1/1	✓ Yes
		No
CONCESSIONS 83% (25/30)		
How long was the wait in line, from the time you got in line at concessions to the time	0/0	1:00 minute or less
you were able to place your order?		1:01-3:00 minutes
		3:01-5:00 minutes
		√ 5:01 minutes or more
Which of the following did the concession stand attendant do?	2/4	Greet you
		✓ Smile
		✓ Make eye contact
		None of the above
Did the associate offer an upsell item on top of their concessions order? (ex. Offer a	3/3	✓ Yes
drink in addition to your hot dog.)		No
Did the concessions associate offer a thank you or farewell statement?	1/1	✓ Yes
		No
Was your order correct?	2/2	✓ Yes
		No
Were trash cans available and not overflowing?	1/1	✓ Yes
		No
Was the concession stand clean - free of spills and debris?	1/1	✓ Yes
		No
Were straws, napkins, and condiments available?	1/1	✓ Yes
		No
Was the condiment area clean - free of spills and debris?	0/1	Yes
		✓ No
Were you proactively offered a receipt?	0/1	Yes
		✓ No

CONCESSIONS - SECOND EXPERIENCE		
How long was the wait in line, from the time you got in line at concessions to the time	0/0	1:00 minute or less
you were able to place your order?		1:01-3:00 minutes
		3:01-5:00 minutes
		√ 5:01 minutes or more
Which of the following did the concession stand attendant do?	3/4	✓ Greet you
		✓ Smile
		✓ Make eye contact
		None of the above
Did the associate offer an upsell item on top of their concessions order? (ex. Offer a	3/3	✓ Yes
drink in addition to your hot dog.)		No
Did the concessions associate offer a thank you or farewell statement?	1/1	✓ Yes
		No
Was your order correct?	2/2	✓ Yes
		No
Were trash cans available and not overflowing?	1/1	✓ Yes
		No
Was the concession stand clean - free of spills and debris?	1/1	✓ Yes
		No
Were straws, napkins, and condiments available?	1/1	✓ Yes
		No
Was the condiment area clean - free of spills and debris?	1/1	✓ Yes
		No
Were you proactively offered a receipt?	1/1	✓ Yes
		No
RETAIL 78% (36/46)		
RETAIL FLOOR		
Were you greeted upon entering the store?	1/1	✓ Yes
		No
Were you proactively offered assistance by a Staff Member?	1/1	✓ Yes
		No
Was the Staff Member:	3/3	✓ Wearing a Red or Team Logo Shirt
		✓ Wearing a name tag or visible ID
		✓ Well groomed
		None of the above
Were all Staff Members that you observed engaging in appropriate activities? (assisting	1/1	✓ Yes
other customers, stocking shelves, etc)		No
Did a Staff Member attempt to determine your shopping needs? For example, asked,	2/2	✓ Yes
"What are you looking for?"		No
		N/A
Which of the following did the Staff Member do once you explained what you were	1/4	Walked me to the area of the store
looking for? (Select up to two of the following options)		✓ Pointed or directed me to the section
		Asked if I needed any further assistance
		None of the above
Did the Staff Member suggest or upsell an additional item?	3/3	✓ Yes
		No

CASHIER		
Were you able to reach the register in 2 minutes or less?	0/0	✓ Yes
		No
Did the Cashier suggest an upsell or additional item with your purchase?	3/3	✓ Yes
		No
Did the Cashier end your interaction with a positive statement? ("Thank you," "Enjoy	1/1	✓ Yes
thegame," "Have a nice day," etc.)		No
RETAIL - SECOND EXPERIENCE		
RETAIL FLOOR		
Were you greeted upon entering the store?	0/1	Yes
		✓ No
Were you proactively offered assistance by a Staff Member?	1/1	✓ Yes
		No
Was the Staff Member:	3/3	✓ Wearing a Red or Team Logo Shirt
		✓ Wearing a name tag or visible ID
		✓ Well groomed
		None of the above
Were all Staff Members that you observed engaging in appropriate activities? (assisting	1/1	✓ Yes
other customers, stocking shelves, etc)	0./0	No
Did a Staff Member attempt to determine your shopping needs? For example, asked,	0/2	Yes
"What are you looking for?"		V No N/A
Did the Staff Member suggest or upsell an additional item?	3/3	✓ Yes
The the stail Hember suggest of appear an additional term.	3/3	No
CASHIER		
Were you able to reach the register in 2 minutes or less?	0/0	✓ Yes
were you able to reach the register in 2 minutes or less:	0/0	No
Did the Cashier suggest an upsell or additional item with your purchase?	3/3	✓ Yes
,	-, -	No
Did the Cashier end your interaction with a positive statement? ("Thank you," "Enjoy	1/1	✓ Yes
thegame," "Have a nice day," etc.)		No
ARENA USHERS 100% (10/10)		
An Usher was able to	3/3	✓ Greet you at the top of your section
		✓ Check your ticket
		✓ Escort or instruct you to your seat
		None of the above
Was the usher:	2/2	✓ Wearing a name tag or visible ID
		✓ Well groomed
		None of the above
ARENA USHERS - SECOND INTERACTION		
An Usher was able to	3/3	✓ Greet you at the top of your section
		✓ Check your ticket
		✓ Escort or instruct you to your seat
		None of the above

✓ Well groomed
None of the above