

EVALUATION #
2984392

03-11-2022

SURVEY: DEMO WRITTEN
2022

630

Corsicana
100 N. 15th St.
Corsicana TX 75110 US

Parking Lot, Entrance, Produce,
Market (meat), Deli, Bakery,
Center Store (grocery),
Restrooms, Front End,
Pharmacy

Location: Corsicana
District: District 30
Brand: Super 1

AVGS & SHOP COUNTS

Location avg (0) 0%
Company avg (0) 0%

SECTIONAL SCORES

Overall : (103/115)
90%

Fuel Center : (5/6) 83%
Front End : (7/7) 100%
Deli : (10/15) 67%
Bakery : (13/15) 87%
Center Store : (16/18) 89%
Produce : (19/21) 90%
Meat Market : (3/3) 100%
Pharmacy : (6/6) 100%

YOUR SCORE

90%



103/115 points

COMPANY RANK YTD

1/1



THIS SCORE VS LOCATION YTD



90%
This Evaluation



--%
YTD Average

LOCATION VS COMPANY YTD



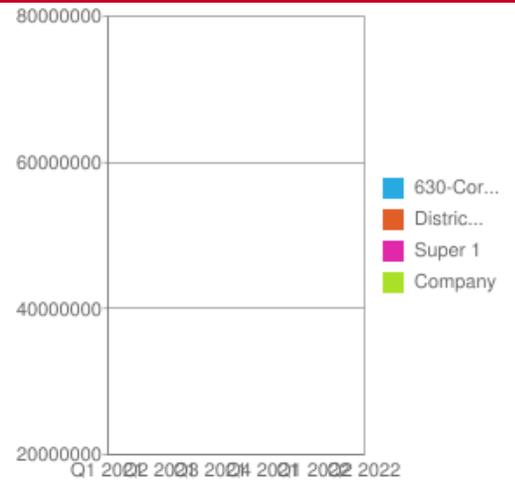
--%
YTD Average



--%
YTD Average

Section	This Evaluation	Last Evaluation	+/-
Overall	90%	--%	--%
Fuel Center	83%	--%	--%
Front End	100%	--%	--%
Deli	67%	--%	--%
Bakery	87%	--%	--%
Center Store	89%	--%	--%
Produce	90%	--%	--%
Meat Market	100%	--%	--%
Pharmacy	100%	--%	--%

TREND VS. LEVELS



QUESTION LEVEL CHANGE REQUEST

[Add](#)

QUESTION

SCORE

ANSWER

Date shop performed

3/11/2022

Time shop performed:

10:05 AM

Total Purchase Amount:

\$10.29

Upload your store receipt:



FUEL CENTER 83% (5/6)

Were the fuel pumps and handles clean?	1/1	✓ Yes
		No
		N/A
Were all fuel pumps free of bags and functional?	1/1	✓ Yes
		No
		N/A
Were trash cans near the fuel pumps empty or not full/overflowing?	1/1	✓ Yes
		No
		N/A

The fuel islands were stocked with the following:	2/3	<input checked="" type="checkbox"/> Clean water <input checked="" type="checkbox"/> Squeegee <input type="checkbox"/> Paper towels <input type="checkbox"/> None of the above <input type="checkbox"/> Not Applicable
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Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

There were no paper towels available at the pump I was parked at.

FRONT END 100% (7/7)

Were there hand baskets or shopping carts available for you to use?	2/2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Was the parking lot free of debris?	1/1	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Were the windows and entry doors clean?	2/2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Were garbage cans clean and not overflowing?	2/2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

Everything looked clean and neat upon my arrival and exit of the location.

DELI 67% (10/15)

Was an employee available in the Deli department?	0/0	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name of employee, or a thorough and polite description if name could not be obtained:		Could not see name tag. Female, 5ft5in approx, brown hair, brown eyes, fair complexion
Did the Deli employee...	2/3	<input checked="" type="checkbox"/> Look well groomed? <input type="checkbox"/> Wear a name tag? <input checked="" type="checkbox"/> Smile? <input type="checkbox"/> 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	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
What question did you ask the Deli employee?		What kind of flavor does Munster Cheese Have? Is it similar to cheddar?
How did they answer your question?		"it is similar to monterrey jack cheese. It is more mild than cheddar"
Did the employee suggest a complementary item for purchase?	0/2	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Were items in the deli case neatly displayed with proper signage?	3/3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Did the employee show sincere appreciation/thank you for your business?	5/5	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

I was not offered any samples, and none were visibly available. No complementary item for purchase was offered. The employee was well groomed and smiled but she did not have a name tag visible.

BAKERY 87% (13/15)

Was an employee available in the Bakery department?	0/0	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name of employee, or a thorough and polite description if name could not be obtained:		Jessica (test). Female, 5ft5in approx, brown hair, brown eyes, fair complexion
Did the Bakery employee...	3/3	<input checked="" type="checkbox"/> Look well groomed? <input checked="" type="checkbox"/> Wear a name tag? <input checked="" type="checkbox"/> Smile? <input type="checkbox"/> 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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, what item was available/offered as a sample?		cookie cake
What question did you ask the Bakery employee?		How long does it take for a custom cookie cake?
How did they answer your question?		"we require at least 72 hours notice"
Did the employee suggest a complementary item for purchase?	0/2	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Were items in the bakery case neatly displayed with proper signage?	3/3	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Did the employee show sincere appreciation/thank you for your business?	5/5	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

No complementary item for purchase was offered.

CENTER STORE 89% (16/18)

Was an employee available in the Grocery department?	0/0	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Name of employee, or a thorough and polite description if name could not be obtained:		Steve (test). Female, 5ft5in approx, brown hair, brown eyes, fair complexion
Did the Grocery employee...	3/3	<input checked="" type="checkbox"/> Look well groomed? <input checked="" type="checkbox"/> Wear a name tag? <input checked="" type="checkbox"/> Smile? <input type="checkbox"/> None of the above
What question did you ask the employee?		Where can I find the grilling pans?
How did they answer your question?		"aisle 8, let me show you"
Did the employee suggest a complementary item for purchase?	0/2	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Did the employee escort the customer to the item requested?	2/2	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Were items in the grocery department neatly displayed with proper signage?	3/3	✓ Yes No
Were the grocery aisles clean and uncluttered?	3/3	✓ Yes No
Did the employee show sincere appreciation/thank you for your business?	5/5	✓ Yes No

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

No complementary item for purchase was offered.

PRODUCE 90% (19/21)

Was an employee available in the Produce department?	0/0	✓ Yes No
Name of employee, or a thorough and polite description if name could not be obtained: Mark (test). Female, 5ft5in approx, brown hair, brown eyes, fair complexion		
Did the Produce employee...	3/3	✓ Look well groomed? ✓ Have on an apron? ✓ Wear a name tag? None of the above
What question did you ask the Produce employee?		Where is the fresh basil?
How did they answer your question?		"it is over here, in these small plastic containers"
Did the employee suggest a complementary item for purchase?	0/2	Yes ✓ No
Did the employee escort the customer to the item requested?	2/2	✓ Yes No
Were items in the Produce department neatly displayed with proper signage?	3/3	✓ Yes No
Was the department clean and well stocked?	3/3	✓ Yes No
Were floors clean and free of debris or spills?	3/3	✓ Yes No
Did the employee show sincere appreciation/thank you for your business?	5/5	✓ Yes No

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

No complementary item for purchase was offered.

MEAT MARKET 100% (3/3)

Was an employee available in the Meat Market?	0/0	Yes ✓ No
Were items in the meat case neatly displayed with proper signage?	3/3	✓ Yes No

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

There was nobody in the department to help me. The display was clean and well kept.

PHARMACY 100% (6/6)

Was an employee available in the Pharmacy department?	0/0	Yes ✓ No
Were items in the pharmacy department neatly displayed with proper signage?	3/3	✓ Yes No
Were the pharmacy aisles clean and uncluttered?	3/3	✓ Yes No

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

There was nobody in the department to help me. The pharmacy was well kept.

CHECKOUT 100% (24/24)

Name of Cashier, or a thorough and polite description if name could not be obtained:		Dominic
Were the front end checkstands clean and well stocked with proper shelf tags?	3/3	✓ Yes No
Did the Cashier...	2/2	✓ Look well groomed? ✓ Wear a name tag? None of the above
Were aisles and checkout area clean and uncluttered?	3/3	✓ Yes No
Number of checkout lanes available?		4
Were you greeted with a smile?	3/3	✓ Yes No
What question did you ask the cashier and how did they reply?		
How long does it take to process a curbside order? With the response "You place your curbside order online, and select a pick up time on the website. It will only show the soonest available appointments and beyond, so it will likely be a minimum of 4-6 hours"		
Was the cashier able to provide a thorough answer to your question?	1/1	✓ Yes No
Were the groceries bagged correctly? Ex. stacked in the bags, frozen goods with frozen goods, eggs or bread on top, etc.	3/3	✓ Yes No
Did the cashier show sincere appreciation/thank you for your business?	3/3	✓ Yes No
Did the cashier call out/announce the purchase amount?	3/3	✓ Yes No
Were you proactively offered a receipt?	3/3	✓ Yes No

Please explain any No responses or unchecked boxes above and provide a description of your experience, both positive and negative aspects.

The cashier was able to answer all my questions, and he was very enthusiastic.

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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