



Spot Check Mystery Shop: Retail Sample

Location: Demo (AMA), Naperville, Illinois 60564

Evaluation Date: 5/4/2016

Performance Score

Overall Score: 27 / 35 (77%)

Appearance: 9 / 10 (90%)

Customer Service: 18 / 25 (72%)

Customer Service (72%)

- **Were you greeted by an associate when you entered the store, or approached by an associate within 1 minute of entering the store?**
I was approached within 1 minute of entering the store **3 / 5**
- **Ask an associate for assistance in finding a product. Was the associate able to locate the product for you?**
Yes **5 / 5**
- **Did the associate suggest other similar or complementary products?**
No **0 / 5**
- **Was the associate knowledgeable?**
Yes **5 / 5**
- **Please rate the overall service you received when interacting with all associates**
Excellent **5 / 5**

Appearance (90%)

- **Rate the exterior of the store (neat, clean, free of debris/carts)?**

Excellent **5 / 5**

- **Please note any of the following problems that you found in the store:**

4 / 5

- Disorderly Shelves
- Restocking boxes/carts in the aisle
- Missing pricing
- Merchandise signage not correct/in poor condition
- Lack of employees on the sales floor

- **Please upload a picture of any issues you noted during your visit.**

