



Spot Check Mystery Shop: Retail Sample

Location: Demo (AMA), Naperville, Illinois 60564

Evaluation Date: 5/4/2016

Performance Score

Overall Score: 17 / 30

Customer Service: 3 / 10

Purchase Transaction: 10 / 15

- **Were you greeted by an associate when you entered the store, or approached by an associate within 1 minute of entering the store?**

3 / 5

I was approached within 1 minute of entering the store

- **Ask an associate for assistance in finding a product. Was the associate able to locate the product for you?**

5 / 5

Yes

- **Did the associate suggest other similar or complementary products?**

0 / 5

No

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

Disorderly Shelves

- **How many customers were in line ahead of you?**

3

- Please rate your wait to reach the register

5 / 5

Excellent

- Was your transaction accurate and completed efficiently?

0 / 5

No

- If no, please explain

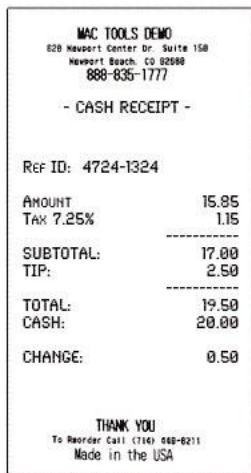
The cashier did not ring up one of the items correctly. I brought this to her attention and she resolved it quickly.

- Were you offered a receipt?

5 / 5

Yes

- Please upload a copy of your receipt



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

