

Customer Service Marathon Scorecard

Student's Name: Tommy Duong

Name of Business: Kroger Type of Business: Grocery super store

Location of Business: 5250 Newtown Dr

Date of Visit: 04/04/2021 Time of Visit: 09:00 pm

On this visit, the business was busy X moderately busy not busy.

Customer Service Question	Likert Scale Rating (1 = Poor or Low, 5 = Excellent or High)	Comments – Fill In Roughly 50% Or More Boxes For Best Results
Did the employees smile and acknowledge you shortly after your arrival?	1 (2) 3 4 5	Employee was busy with producing items and did not concern themselves with the customers
Was the establishment, itself, welcoming and clean?	1 2 (3) 4 5	Bakery was presentable
Were the employees dressed and groomed accordingly?	1 2 3 (4) 5	Yes
Did the employees provide quick customer service?	1 2 (3) 4 5	
Were the employees knowledgeable about the organization and its products/services?	1 (2) 3 4 5	Employees were too busy to concern themselves with customers
Was the service personalized?	1 2 (3) 4 5	No
Were the staff friendly and did they practice good manners?	1 (2) 3 4 5	Staff was tunnel vision on their work
Did the staff suggest promotions for better deals?	1 2 (3) 4 5	Yes. 3 for 2\$
Did the employees have a positive attitude?	1 (2) 3 4 5	No
Was the particular merchandise you were seeking available during this visit?	1 2 3 (4) 5	Yes
Was the transaction accurate?	1 2 3 (4) 5	Yes

Customer Service Question	Likert Scale Rating (1 = Poor or Low, 5 = Excellent or High)	Comments – Fill In Roughly 50% Or More Boxes For Best Results
Was the product and/or service consistent with previous visits?	1 2 3 4 5	Yes
Was there a final thank you?	1 2 3 4 5	No
Did the employees seem concerned with customer satisfaction?	1 2 3 4 5	No
Were you left with a desire to come back another time?	1 2 3 4 5	No
Based on this visit, would you be closer to a “Loyalist/Apostle” (circle 5) or a “Defector/Terrorist” (circle 1)?	1 2 3 4 5	
Required: Was the employee properly wearing a mask?	1 2 3 4 5	Does not follow own store mask policy
Required: Is the area clean and sanitized?	1 2 3 4 5	Bakery was presentable, but was still had trash on the counter top
Required: Is the bathroom clean?	1 2 3 4 5	Bathroom was somewhat messy and had an odor.
Required: Does a business/employee enforce a mask rule if not worn by customers?	1 2 3 4 5	No. Customers have the choice of wearing or not wearing a mask.

Unusual observation (positive or negative) about the visit, if any:

Employee was present for assistance, but was too busy with their work to notice any customers' concerns.



5250 NEWTOWN DR
513-867-5900
Your cashier was CHEC 524

2 @ 3/2.00
BKRY BAGEL 1.34 F
KROGER PLUS CUSTOMER *****9273
TAX 0.00
**** BALANCE 1.34
CASH 2.00
CHANGE 0.66

TOTAL NUMBER OF ITEMS SOLD = 2
04/04/21 09:00am 439 524 16 999999524

Remaining Mar Fuel Points: 159

Fuel Points Earned Today: 1
Total April Fuel Points: 55

Annual Card Savings \$43.22

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*** Check Cart ***