

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: 02/25/2021 Time of Visit: 07:43 am

On this visit, the business was not busy not moderately busy not 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 at the bakery went out of their way to ignore you.
Was the establishment, itself, welcoming and clean?	1 2 3 4 5	Very clean, and no interaction with the bakery employee
Were the employees dressed and groomed accordingly?	1 2 3 4 5	
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	Employee was very knowledgeable with all of their bakery items.
Was the service personalized?	1 2 3 4 5	
Were the staff friendly and did they practice good manners?	1 2 3 4 5	Staff was very unwelcoming and went out of their way to ignore you
Did the staff suggest promotions for better deals?	1 2 3 4 5	
Did the employees have a positive attitude?	1 2 3 4 5	Employee was very annoyed when asking a simple customer service question.
Was the particular merchandise you were seeking available during this visit?	1 2 3 4 5	
Was the transaction accurate?	1 2 3 4 5	

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	first Visit
Was there a final thank you?	(1) 2 3 4 5	No final thank you.
Did the employees seem concerned with customer satisfaction?	1 (2) 3 4 5	No, employee did not care about customer satisfaction
Were you left with a desire to come back another time?	1 (2) 3 4 5	No, I felt that my customer opinion was unwanted.
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	No, some employee did not wear a mask at all
Required: Is the area clean and sanitized?	1 2 3 (4) 5	Bakery was very clean
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, some customers and employees was not wearing mask at all.

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

Kroger FRESH FOR EVERYONE™

5250 NEWTOWN DR
513-867-5900
Your cashier was CHEC 522

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

TOTAL NUMBER OF ITEMS SOLD = 2
02/25/21 07:43am 439 522 24 999999522

Remaining Jan Fuel Points: 195

Fuel Points Earned Today: 1
Total February Fuel Points: 82

Annual Card Savings \$19.86
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*** Check Cart ***