

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: 03/08/2021 Time of Visit: 16:46 pm

On this visit, the business was busy moderately busy X 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	No employee present at bakery Self served
Was the establishment, itself, welcoming and clean?	1 (2) 3 4 5	Bakery was a mess. Crumbs and dirty napkins everywhere.
Were the employees dressed and groomed accordingly?	1 (2) 3 4 5	No employee present at the bakery section
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	No one was available for question
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	Bakery staff not available
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 bakery staff available
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 Bakery Staff
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, self serving location was very messy and did not leave a very satisfying experience.
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 very messy with dirty napkins all over the counter.
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. Customer have choice of wearing or not wearing a mask.

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

The self serving area was very messy with dirty napkins on the counter. I was unable to get a staff to voice my concern about the cleanliness of the self serving area.

Panera Bread
Cafe #: 204917
3417 Princeton Road
Hamilton, OH 45011
Phone: 513-893-8500

03/06/2021 7:47:30 AM
Order Number: 108771 Cashier: Faith

1 Toasted Bagel & CC	
1 Plain Bagel	
1 Butter	1.49
1 Lg Coffee	

Subtotal	2.39
Tax	3.88
Gratuity	0.00
Total	0.00
Cash	3.88
Change	10.00
	6.12

If you didn't use your MyPanera card,
keep this receipt and enter the code
below at www.mypanera.com/missedvisit.

Not a member yet? Ask an associate for
your own card and join today!

1259-9993-8060-9766-9727-95

www.panerabread.com

To Go
Your Order Number is: 108771
Customer / Pager: Guest771 0

*** Customer Copy ***