

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: 03/13/2021 Time of Visit: 18:08 pm

On this visit, the business was not 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	No
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:

Bakery was a messed with crumps and napkins scatter through the counter top. Bakery was very limited to what you can select.

Kroger FRESH
FOR
EVERYONE.™

5250 NEWTOWN DR
513-867-5900

Your cashier was CHEC 521

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
03/13/21 06:08pm 439 521 87 999999521

TELL US HOW WE ARE DOING!
EARN 50 BONUS FUEL POINTS!

Go to www.krogerfeedback.com

Date: 03/13/21

Time: 18:08

Entry ID: 014-233-87-439-521-608

No purchase necessary

See website for official rules

Fuel Points Earned Today: 1

Total March Fuel Points: 36

Remaining Feb Fuel Points: 119

Annual Card Savings \$27.21

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*** Check Cart ***