

Customer Service Marathon Scorecard

Student's Name: _____ Tommy Duong _____

Name of Business: _____ Panera Bread _____ Type of Business: _____ Bakery/ Restrants _____

Location of Business: _____ 3417 Princeton Road _____

Date of Visit: _____ 03/12/2021 _____ Time of Visit: _____ 01:54 pm _____

On this visit, the business was _____ ☒ busy _____ 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	Was not greeted. Felt rushed
Was the establishment, itself, welcoming and clean?	1 (2) 3 4 5	somewhat messy
Were the employees dressed and groomed accordingly?	1 2 3 (4) 5	
Did the employees provide quick customer service?	1 2 (3) 4 5	Was rushed to order
Were the employees knowledgeable about the organization and its products/services?	1 2 (3) 4 5	Employee did not offer any info
Was the service personalized?	1 2 3 (4) 5	Nearly Organized
Were the staff friendly and did they practice good manners?	1 2 (3) 4 5	Passable
Did the staff suggest promotions for better deals?	1 (2) 3 4 5	No
Did the employees have a positive attitude?	1 (2) 3 4 5	negative vibe
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	Yes
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	Yes
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	All employees were properly wearing a mask.
Required: Is the area clean and sanitized?	1 2 3 (4) 5	All common areas are very clean and sanitized.
Required: Is the bathroom clean?	1 (2) 3 4 5	Bathroom needs cleaning
Required: Does a business/employee enforce a mask rule if not worn by customers?	1 2 3 (4) 5	Employee did enforce a mask rule when entering the store.

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

There was a great deal of traffic which caused anxiety for the staff, who could not perform at their highest levels of customer service during the event.

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

03/12/2021 1:54:38 PM
Order Number: 109883 Cashier: Taryn

1 Toasted Bagel & CC	
1 Plain Bagel	
1 Butter	1.49
1 Md Coffee	2.09
1 Choc Chipper Cookie	2.29
Subtotal	5.87
Tax	0.00
Gratu ty	0.00
Total	5.87
Cash	10.00
Change	4.13

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!

3829-7777-1684-8765-5740-54

www.panerabread.com

To Go
Your Order Number is: 109883
Customer / Pager: Guest883 0

*** Customer Copy ***