

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: 04/03/2021 Time of Visit: 09:51 am

On this visit, the business was X 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 <u>4</u> 5	Was happy to be greeted when entered.
Was the establishment, itself, welcoming and clean?	1 2 3 <u>4</u> 5	Very clean
Were the employees dressed and groomed accordingly?	1 2 3 <u>4</u> 5	
Did the employees provide quick customer service?	1 2 3 <u>4</u> 5	Employee was very patient and happy to help
Were the employees knowledgeable about the organization and its products/services?	1 2 3 <u>4</u> 5	Employee was very knowledgeable
Was the service personalized?	1 2 <u>3</u> 4 5	
Were the staff friendly and did they practice good manners?	1 2 3 <u>4</u> 5	Staff was very friendly
Did the staff suggest promotions for better deals?	1 2 <u>3</u> 4 5	No
Did the employees have a positive attitude?	1 2 3 <u>4</u> 5	Very positive attitude
Was the particular merchandise you were seeking available during this visit?	1 2 3 <u>4</u> 5	Yes
Was the transaction accurate?	1 2 3 <u>4</u> 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	Yes
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:

Employee was very pleasant and was happy to help me when I entered.

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

04/03/2021 9:51:41 AM
Order Number: 113522 Cashier: Maria

1 Toasted Bagel & CC	
1 Plain Bagel	1.49
1 Butter	
1 Lg Coffee	2.39

Subtotal	3.88
Tax	0.00
Gratu:ty	0.00
Total	3.88
Master Card	3.88
Acct: *****3788	
AuthCode: 003178	
Trans#: 00000016	

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!

2862-6811-8888-2795-9913-00

www.panerabread.com

To Go
Your Order Number is: 113522
Customer / Pager: Guest522 0

*** Customer Copy ***